

Web Based Enterprise Services

OSEM to WEBES 5.6 Migration Service Brief

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About This Document

1 Publishing History

Manufacturing Part Number	Edition Number	Publication Date
	1	September 2009

2 Document Organization

- Overview
- OSEM to WEBES Migration Procedures
- Multi-Vendor and Application Adapter
- Installing OSEMmsio

3 Typographic Conventions

<i>find</i> (1)	HP-UX manpage. In this example, “find” is the manpage name and “1” is the manpage section.
<i>Book Title</i>	Title of a book or other document.
<u>Linked Title</u>	Title that is a hyperlink to a book or other document.
<u>http://www.hp.com</u>	A Web site address that is a hyperlink to the site.
Command	Command name or qualified command phrase.
user input	Commands and other text that you type.
computer output	Text displayed by the computer.
Enter	The name of a keyboard key. Note that Return and Enter both refer to the same key. A sequence such as Ctrl+A indicates that you must hold down the key labeled Ctrl while pressing the A key.
term	Defined use of an important word or phrase.
variable	The name of an environment variable, for example <code>PATH</code> or <code>errno</code> .
value	A value that you may replace in a command or function, or information in a display that represents several possible values.
<element>	An element used in a markup language.
attrib=	An attribute used in a markup language.

4 Related Documents

- *HP Insight Remote Support Advanced Registration, Configuration and Usage Guide*
This document provides information about installing, configuring and using the HP Insight Remote Support Advanced A.05.20 with HP SIM.
Refer to <http://docs.hp.com/en/netsys.html#Remote%20Support%20Pack>
- *HP Insight Remote Support Advanced CMS Prerequisites and Managed Systems Configuration Guide*
This document gives a clear understanding on the interdependencies and communication required to successfully install the HP Insight Remote Support Advanced A.05.20.
Refer to <http://docs.hp.com/en/netsys.html#Remote%20Support%20Pack>
- *HP Insight Remote Support Advanced Release Notes*
This document contains the full list of supported products and operating platforms.
Refer to <http://docs.hp.com/en/netsys.html#Remote%20Support%20Pack>

- *HP Systems Insight Manager Installation and Configuration Guide for Microsoft® Windows*
This document provides information about installing, configuring, and using HP Systems Insight Manager on supported Windows systems. This guide includes an introduction to basic concepts, definitions, and functionality associated with HP Systems Insight Manager.
Refer to <http://h18013.www1.hp.com/products/servers/management/hpsim/infolibrary.html>
- *WEBES Installation, Configuration, and Usage Guide*
This document provides information about installing, configuring, and using WEBES 5.6 and SEA, and explains how to operate the software.
Refer to <http://h18023.www1.hp.com/support/svctools/webes/>

1 OSEM to WEBES 5.6 Migration Overview

1.1 Introduction

Currently OSEM provides SNMP analysis for HP products. It provides remote device monitoring support on the customer's site for Insight Remote Support. HP is transitioning SNMP analysis support to WEBES as part of a tools consolidation effort to eventually provide customers with one tool for all of their analysis needs.

It is highly recommended that customers actively migrate from OSEM to WEBES 5.6 if Managed System data needs to be preserved.

If OSEM and WEBES are both installed, OSEM will continue to provide SNMP analysis. You must follow the appropriate migration procedure as described in [Chapter 2 "OSEM to WEBES 5.6 Migration Procedures"](#) if you want WEBES 5.6 to provide SNMP analysis.



NOTE: Event notifications are not preserved in WEBES.

There are three primary environments to consider:

- **Standalone and Insight Remote Support Standard**
WEBES will automatically import Managed System data if it detects that OSEM is installed on the same physical node
- **Insight Remote Support Advanced with Managed By HPSIM flag set in OSEM**
WEBES will download existing Managed System data directly from HPSIM
- **Insight Remote Support Advanced with Managed By OSEM flag set in OSEM**
Managed System data is converted, then uploaded to HPSIM and finally downloaded into WEBES.

1.1.1 Multi-Vendor and Application Adapter (MVAA)

Multi-Vendor and Application Adapter is the RSSWM package that is used for Multi-Vendor Monitoring, Management Platform Synchronization, and TAMS and CCMon integration with Insight Remote Support Advanced.

If you are using any of these use cases, you must follow the instructions in [Chapter 3 "Multi-Vendor and Application Adapter \(MVAA\)"](#) to accommodate the OSEM to WEBES 5.6 migration.

2 OSEM to WEBES 5.6 Migration Procedures

This chapter contains the procedures necessary to migrate from OSEM to WEBES 5.6 based on the primary environments outlined in chapter one.

2.1 Standalone and Insight Remote Support Standard Edition

In this environment, WEBES 5.6 will automatically import Managed System data if it detects that OSEM is installed on the same physical node.

2.1.1 Migration Procedure

1. Install WEBES 5.6
See the [WEBES 5.6 Installation, Configuration, and Usage Guide](#) for installation instructions
2. WEBES sees OSEM and does an automatic import using its internal facility
3. Uninstall OSEM
 - a. In Control Panel, double-click **Add/Remove Programs**
 - b. In the **Add/Remove Programs** dialog, locate the OSEM entry and click **Remove** to run the setup
 - c. Follow the prompts to proceed with uninstallation

2.2 Insight Remote Support Advanced with Managed By HPSIM flag set in OSEM

In this environment, WEBES 5.6 will download existing Managed System data directly from HPSIM

2.2.1 Migration Procedure

1. Install WEBES 5.6
See the [WEBES 5.6 Installation, Configuration, and Usage Guide](#) for installation instructions
2. WEBES downloads sysprops from HPSIM to populate Managed Entities
3. Uninstall OSEM
 - a. In Control Panel, double-click **Add/Remove Programs**
 - b. In the **Add/Remove Programs** dialog, locate the OSEM entry and click **Remove** to run the setup
 - c. Follow the prompts to proceed with uninstallation

2.3 Insight Remote Support Advanced with Managed By OSEM flag set in OSEM

This procedure is used to migrate Managed Systems created in OSEM to Managed Entities in WEBES 5.6 using the OSEMmsio and Batch Upload utilities, all run from OSEMmsio. This is done through HP-SIM by uploading Managed System information from OSEM into HP-SIM System Properties and then downloading the information to WEBES Managed Entities.

2.3.1 Prerequisites

- Install OSEMmsio on a CMS that has OSEM 1.4.x, WEBES 5.5 or higher, and HP-SIM 5.2.2 or higher. See Chapter 4 “Installing OSEMmsio” for information on installing OSEMmsio.
- Ensure OSEM is set up as Manage by OSEM with Managed System information set up as desired

2.3.2 Migration Procedure

1. Install WEBES 5.6
See the [WEBES 5.6 Installation, Configuration, and Usage Guide](#) for installation instructions
2. Run the OSEMmsio utility

3. Click the **xml->csv** button on the OSEMmsio interface
4. Under **Output** format select #2 HPSIM compatible csv file. Verify that the **For HP-SIM version 5.2.2 and higher** checkbox is selected and click **Continue**
5. In the **Save As** window, note the name of the file SIM-Upload.csv. Also note the location from the directory tree in case you want to view or modify the csv file directly using Excel or another utility. Then click **Save**
6. On the next screen click **OK** to acknowledge the number of files written
7. A popup window will state that the batch upload utility will be invoked, select **OK**
8. Exit from the DOS window
9. To view the log file select **OK**, otherwise select **Cancel**. State the location of the log file and the fact that it is an appended file
10. Open HPSIM to see if System Properties were uploaded properly. Go through the differences in HP-SIM versions, for example, check **Manage Contacts** and **Manage Sites**
11. Restart the DESTA service to force WEBES to download information from HPSIM
Start the DESTA_Service using one of the following methods:
 - Choose **Start → Programs → Hewlett-Packard Service Tools → Web-Based Enterprise Services → Start Director**.
 - Start the DESTA_Service using the Windows Services Manager utility available within the operating system.
12. Start the System Event Analyzer (SEA) and check the Managed Entities list that all devices are present. Select devices from the **Entity Name** column to ensure information has been downloaded. Make sure you select **View Full List**
13. Uninstall OSEM
 - a. In Control Panel, double-click **Add/Remove Programs**
 - b. In the **Add/Remove Programs** dialog, locate the OSEM entry and click **Remove** to run the setup
 - c. Follow the prompts to proceed with uninstallation

3 Multi-Vendor and Application Adapter (MVAA)

Multi-Vendor and Application Adapter is needed for the following use cases:

- Remote monitoring of selected non-HP servers
- Integration of TAMS and CCMon with Insight Remote Support Advanced
- Management Platform Synchronization

If you are using any of these use cases you must ensure that a parameter in the configuration file is set correctly.

3.1 Procedure

To change the parameter to the correct value or to verify that the parameter is correct do the following:

1. Locate and open the configuration file

The configuration file is [%RS_APPLICATION_HOME] \MVAA\MPS\conf\iob_customer.properties, where [%RS_APPLICATION_HOME] typically is C:\Program Files\HP (on a 64 bit operating system) or C:\Program Files (x86)\HP (on a 64-bit operating system)

2. Verify or Change the parameter value

In the file iob_customer.properties the parameter=value pair to be verified or edited is:

iob_customer.entitlement_source=WEBES

(The parameter value could previously have been iob_customer.entitlement_source=OSEM)

4 Installing OSEMmsio

This section provides information on obtaining, downloading, and installing OSEMmsio. OSEMmsio needs to be installed prior to migrating OSEM to WEBES 5.6 when the Manage By OSEM flag is set in OSEM. OSEMmsio stands for Open Service Event Manager Managed System Input Output. The purpose of OSEMmsio is to create a managed system list within the OSEM application using a .csv file from Excel as an input. OSEMmsio will create multiple xml files used by OSEM to populate the OSEM Managed Systems page. This simplifies entering managed devices into OSEM, especially when you have hundreds, or thousands, of servers.



NOTE: OSEMmsio can only be installed on a Windows system.

4.1 File Download

OSEMmsio is downloadable from: <http://h18023.www1.hp.com/support/svctools/OSEM/index.html>

The downloadable file consists of a zip file containing the following files:

- setup.exe
The setup file installs OSEMmsio
- osem-ms-io-readme.txt
The readme file provides a description of the application, how to install or uninstall the program, and version history information
- setup.lst
The setup.lst file contains a list of data used by the setup file during the installation of OSEMmsio
- osem-ms-io.cab
The osem-ms-io.cab file is a cabinet archive file used by the setup.exe file during the installation of OSEM-MS-IO
- OSEMmsio.doc
The OSEMmsio document provides you with comprehensive information on locating, downloading, installing, and using OSEM-MS-IO

4.2 Procedure

To install OSEMmsio, do the following:

1. Extract the files from the zipped file, OSEM_ms_list_population(.exe)
2. Run the setup.exe file to start the installation program



NOTE: Uninstall previous version first if applicable.

3. On the welcome screen, read the message, close any applications and click **OK**
4. On the following screen, the files are stored in a default folder of C:\Program Files\OSEMmsio. To change the default folder, select the Change Directory button. Click the **Installation** to install the tool in the defined folder
5. On the following screen you can accept the default program group of OSEMmsio, or enter a new group name. Upon making your selection, click **Continue**
6. Click **OK** on the completion message

You can now open the OSEMmsio program from **Start** → **Programs** → **OSEMmsio** → **OSEMmsio**