Hewlett Packard
Enterprise

HPE Insight Management 7.6 Limited Release 1 Installation and Configuration guide

Abstract

This guide provides the installation steps and requirements for installing and configuring HPE Insight Management. This guide assumes that you have read the HPE Insight Management Preinstallation Worksheet and have access to the HPE Insight Management Getting Started Guide and HPE Insight Management Support Matrix. This document is intended for anyone who is responsible for installing and configuring HPE Insight Management. This guide covers the complete installation and describes how to complete optional tasks, configuration management, and other in-depth procedures.

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Understanding the installation process

HPE Insight Management 7.6 Limited Release 1 Installer overview

The HPE Insight Management 7.6 Limited Release 1 installer is a self-extracting zip executable. On execution, the contents are extracted to a temporary folder for installation and an interactive command console is launched automatically. The steps and progress of installation is displayed in the command console.

The HPE Insight Management 7.6 Limited Release 1 only updates the software components which are installed on the CMS. It is a cumulative package or consolidate patch which includes fixes from previous patches (if any) released. It has the logging feature where the installation logs of the individual components will be saved. This release supports the Rollback mechanism where the component performs roll back to the previous release if installation of a component fails.

HPE Insight Management 7.6 Limited Release 1 patch installation

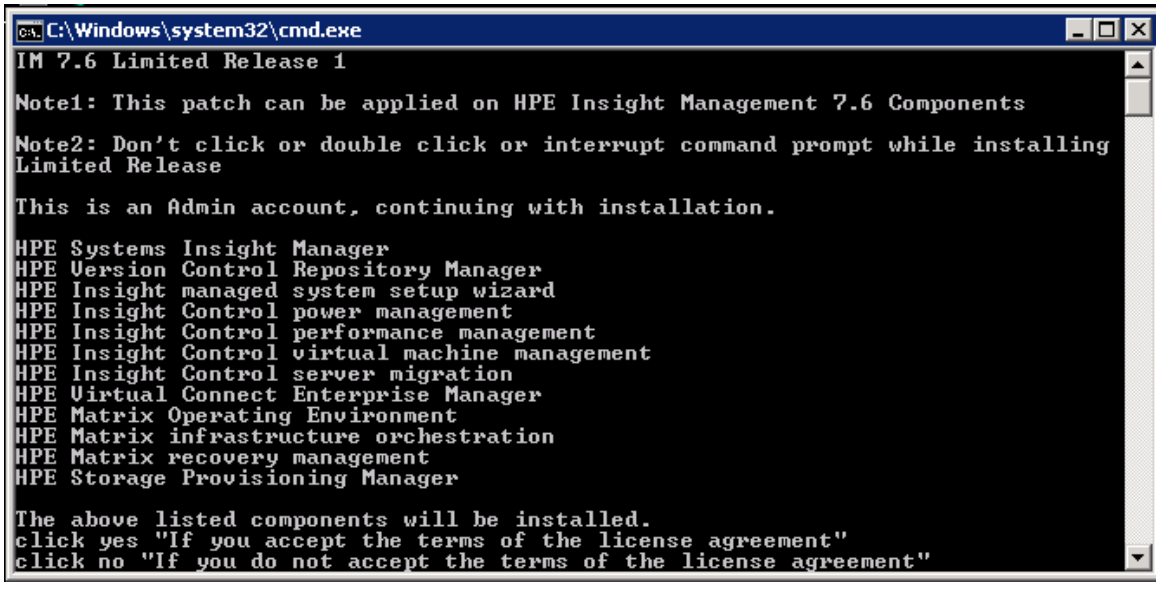
The HPE Insight Management 7.6 Limited Release 1 patch installation is shipped in a self-extractable zip.exe unlike the previous versions of IM releases where it used to be in .iso format.

Prerequisites

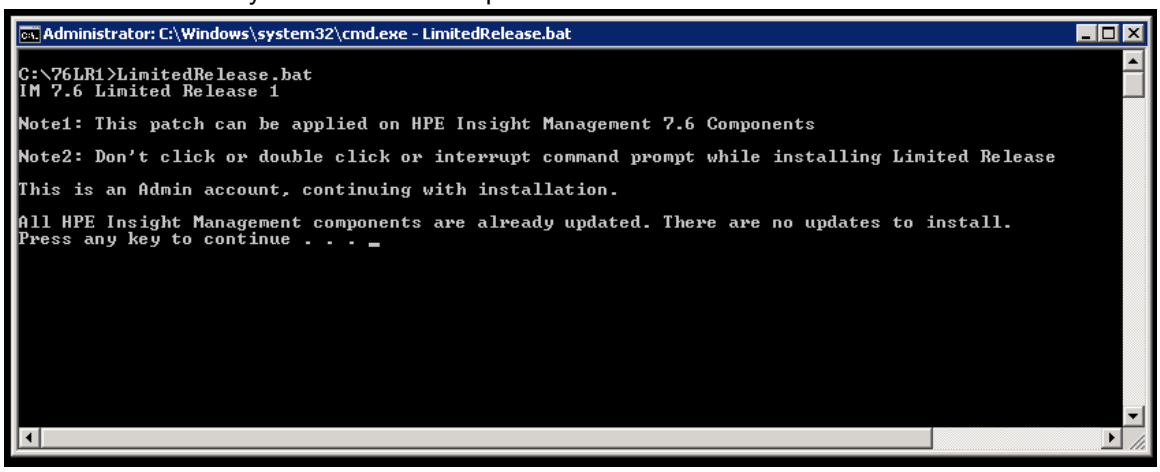
- User must have admin privileges on the CMS.
- HPE Insight Management 7.6 must be installed on the CMS (fresh or upgraded from previous versions).
- HPE Systems Insight Manager service must be running on the CMS.

Procedure

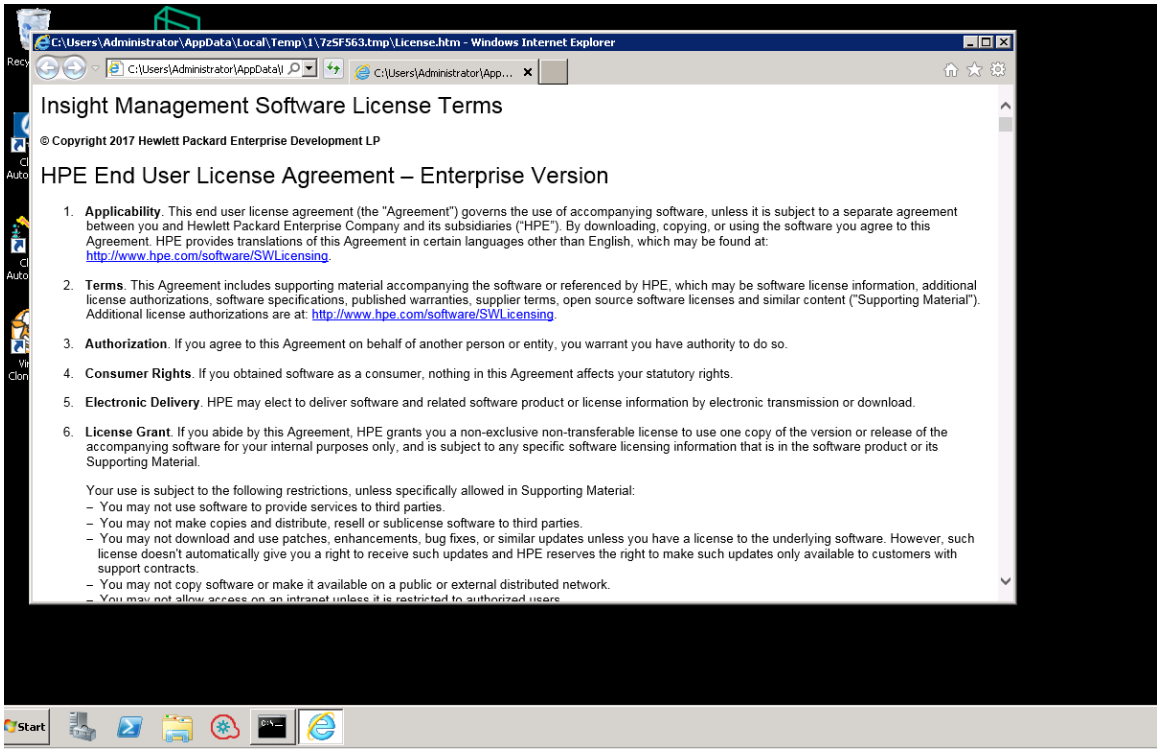
1. For 7.6 Limited Release 1, download the self-extractable zip.exe from web.
2. Double click on this zip.exe.
3. The zip.exe will get extacted to a temporary folder and a command prompt will be opened.
4. The installation and interactive command console is launched automatically.



5. The system verifies that HPE Insight Management 7.6 is installed on the CMS.
6. The system detects and presents a list of the software updates that need to be installed based on the available software configuration.
7. The applicable software updates are listed and all are applied when confirmed. User do not have option to perform selective component(s) updates.
8. The installer notifies you if there are no updates to be installed.

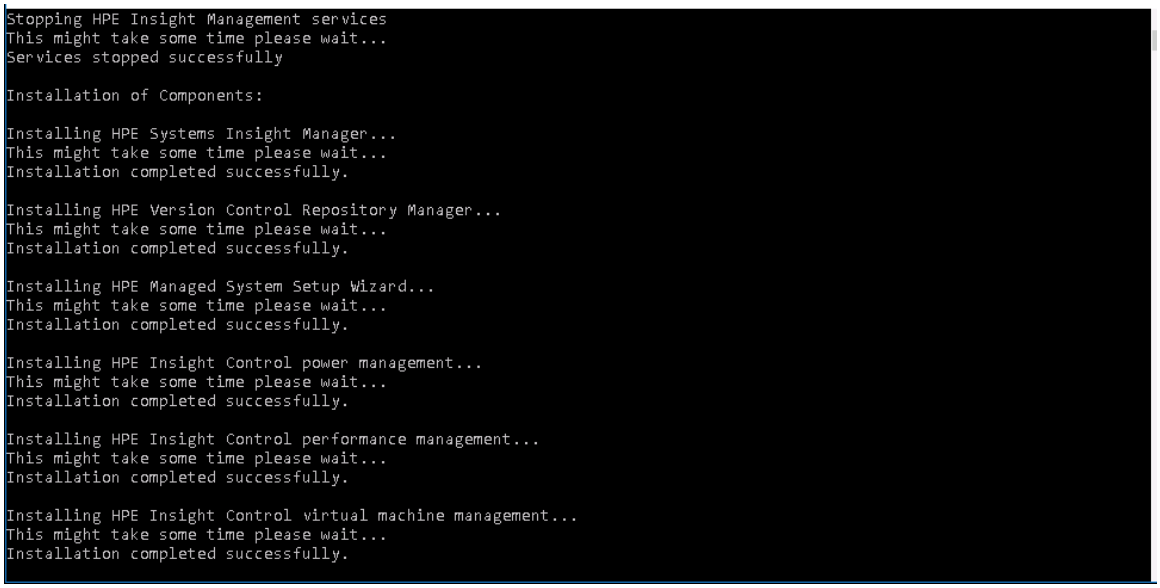


9. If an Insight Management 7.6 component has already been updated or if a software component was not installed earlier and is not detected, the related software update does not appear in the list.
10. The License agreement page opens in a default browser.

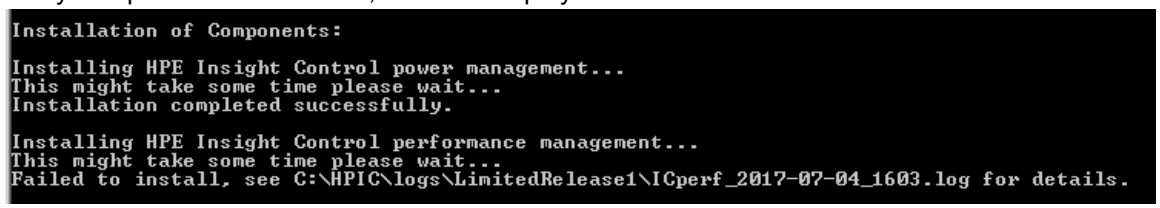


11. Read the terms of the license agreement and either minimize or close the window.
12. Enter `yes` in the command prompt to confirm the licence agreement and continue with the installation.
13. All the HPE Insight Management services are stopped while installation is in progress.
14. Installation log files are created to record all the update operations at `c:\HPIC\logs\LimitedRelease1`.

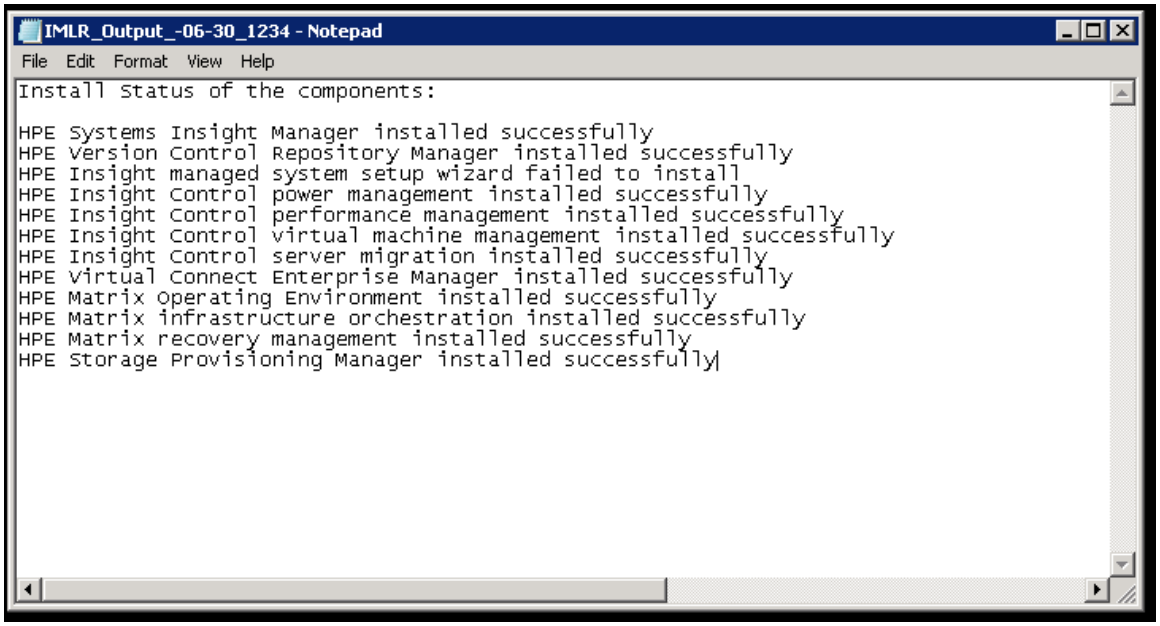
15. The successful installation of all the components are displayed.



16. If any component fails to install, then it is displayed as shown below:



17. If HPE Systems insight Manager or HPE Matrix Operating Environment component fails to install, then installation of the remaining components are skipped.
18. If any other components fails to install, then that component will roll back and other component installation will continue.
19. Updates the existing registry entry for each component that is successfully updated.
20. Restarts the HPE Insight management components services and verifies that services for all the components are up and running after the update is complete.
21. Generates the `IMLR_output_timestamp.txt` file that lists the status of each component that was updated. You can view this file after the command prompt is closed.



Assumptions

Before starting the Limited Release upgrade it is assumed that the user has already:

- Read the *HPE Insight Management Installation and Upgrade Release Notes*.
- Confirmed the target CMS has a supported configuration as detailed in the *HPE Insight Management Support Matrix*.
- Completed the *HPE Insight Management Preinstallation Worksheet*. Hewlett Packard Enterprise recommends that you print the *HPE Insight Management Preinstallation Worksheet* and gather the required installation information before you start the installation.

You can find links to these documents on the **Documentation** at **Hewlett Packard Enterprise Information Library**

Upgrading HPE Insight Management

Before beginning an upgrade, consider the following:

- Ensure that you have read the *HPE Insight Management Installation and Upgrade Release Notes* available at: **Hewlett Packard Enterprise Information Library** , to gather information on installation or upgrade issues.
- Be sure that maintenance activities do not reboot the system during installation.
- HPE Insight Management 7.6 Limited Release 1 can be installed from a mapped network drive.

Upgrade paths

This release supports upgrading HPE Systems Insight Manager, HPE Insight Control, and HPE Matrix Operating Environment components from HPE Insight Management DVD version 7.6 to 7.6 Limited Release 1.

The following table lists the upgrade paths for individual HPE Insight Management components. The installer automatically upgrades Insight Management components that are running at the minimum supported version to version 7.6 Limited Release 1.

Table 1: Supported upgrade paths to HPE Insight Management 7.6 Limited Release 1

HPE Insight Management component name	Minimum version
HPE Insight Management Installer	7.6
HPE Systems Insight Manager	7.6
HPE Insight Control Virtual Machine Management	7.6
HPE Insight Control Server Migration	7.6
HPE Virtual Connect Enterprise Manager	7.6
HPE Version Control Repository Manager	7.6
HPE Matrix Operating Environment capacity planning, configuration and workload management and Insight Capacity Advisor Consolidation software	7.6
HPE Matrix Operating Environment Infrastructure Orchestration	7.6
HPE Matrix Operating Environment Recovery Management	7.6
HPE Storage Provisioning Manager	2.6
HPE Insight Management MIBs	10.50
HPE Insight Control Power management	7.6

Table Continued

HPE Insight Management component name	Minimum version
HPE Insight Control Performance management	7.6
HPE Insight Managed System Setup Wizard	7.6

Pre-upgrade steps

The following sections are applicable in a scenario where HPE Matrix Operating Environment components are installed on a CMS.

Validating the CMS

To validate the CMS:

- Create and deploy both physical and virtual logical servers from HPE Matrix OE visualization.
- Create and deploy both physical and virtual templates from HPE Matrix infrastructure orchestration.

Verifying the HPE Matrix Operating Environment services

Scan for Java out-of-memory issues

Scan for possible Java out-of-memory messages issued by the HPE Matrix Operating Environment services. Search for the `OutOfMemoryError` string in each of the following log files:

Table 2: Log files and locations

Service	File	Path
HPE MatrixIO	`hpio-controller.log`	`C:\Program Files\HP\Matrix infrastructure orchestration\logs`
HPE VMM	`hpvmmsvc.log`	`C:\ProgramFiles\HP\Insight Control virtual machine management\log`
HPE Matrix OE for HP-UX	`vselog.lsm.log, vselog.log`	`C:\Program Files\HP\Virtual Server Environment\logs`
HPE SIM	`mxdomainmgr.0`	`C:\Program Files\HP\Systems Insight Manager\logs`

If Java out-of-memory messages are present in the log files, apply the large scale tuning parameters to the Matrix Operating Environment services as described in the section "Configuring HPE Insight Management for large environments".

Inspecting the database size and setting the recover model settings

Inspect the following HPE Insight Management database sizes:

- gwlm
- hpio
- HPMOEMetering
- hpvmmsqldb
- Insight_v50_0_########
- lsdt
- OODB

- PMP_V5_0
- eXpress db

Verify that the recover model settings is set to “SIMPLE.” To set the recover model settings to “SIMPLE”:

1. Open the **Microsoft SQL Server Management Studio Express**.
2. Select the database that has Recovery Model type other than “SIMPLE”.
3. Right-click and select **Properties**.
4. Select **Options**.
5. In Recovery model drop down box choose **Simple**.
6. Click **OK**.

Backing up the Central Management Server before you begin an upgrade

Hewlett Packard Enterprise recommends backing up the current CMS environment before beginning an upgrade in the event that you need to restore the environment.

NOTE:

Delete excessive events on the CMS. (For example: Run delete events command for events that are older than 90 Days).

Installing Insight Management 7.6 Limited Release 1 patch on Federated CMS– rolling upgrade

A federated CMS environment contains one primary CMS running Matrix Operating Environment infrastructure orchestration, and one or more secondary CMS running Matrix Operating Environment. The Matrix Operating Environment infrastructure orchestration supports a rolling upgrade of a federated CMS environment. A rolling upgrade temporarily allows a federation containing CMSs running different versions of Matrix Operating Environment during the upgrade process. During a rolling upgrade, a CMS running a later version of Matrix OE supports basic operations against a secondary CMS running an earlier version of Matrix Operating Environment. Not all new features are expected to work against an earlier version of CMS.

NOTE:

The primary CMS must be upgraded first.

Backing up the files

Compare the previous version of the following files located in the backup directory to the new 7.6 files. If there are customization files that need to be carried forward, copy the customization files and save them. If you make changes to the customization files, you must restart the services by rebooting the CMS.

NOTE:

Do not replace the new files. Reboot the CMS if you make any changes to the customization files.

If you have installed both HPE Matrix Operating Environment and infrastructure orchestration, back up the following files:

- `C:\Program Files\HP\Matrix infrastructure orchestration\conf\blade_models.properties`
- `C:\Program Files\HP\Virtual Server Environment\conf\esa.properties`
- `C:\Program Files\HP\Virtual Server Environment\conf\lsa\hp_lsa_service.conf`

- C:\Program Files\HP\Virtual Server Environment\conf\lsa\lsa.properties
- C:\Program Files\HP\Virtual Server Environment\conf\lsa\lsaclient.properties
- C:\Program Files\HP\Virtual Server Environment\conf\lsa\vc\vcController.properties
- C:\Program Files\HP\Virtual Server Environment\conf\lsa\vmm\vmmController.properties
- C:\Program Files\HP\Virtual Server Environment\conf\lsa\storage\storageController.properties
- C:\Program Files\HP\Matrix infrastructure orchestration\conf\hpio.properties
- C:\Program Files\HP\Insight Control virtual machine management\bin\windows\hpvmmsvc.conf

Finishing the HPE Insight Management installation

This chapter describes the configuration tasks you must complete to ensure that HPE Systems Insight Manager and HPE Insight Management products are appropriately configured to monitor and manage your managed systems and other products in your hardware configuration.

Assumptions

The configuration procedures in this chapter assume the following:

- You upgraded the HPE Insight managed system setup wizard during the Insight Management installation procedure.
- The HPE Insight Management Installer procedure completed successfully and you have resolved any errors.
- Your web browser allows pop-up windows. If it does not, the Insight managed system setup wizard cannot start in a new window. For information about allowing pop-ups on your browser, see the help for your browser.
- HPE Systems Insight Manager is displaying its **Home** page. If not, click **Home** in the upper right corner of the banner.
- You know which tasks are required and which are optional, based on your system configuration. To determine which tasks you must complete, see the *HPE Insight Management Preinstallation Worksheet*.

Uninstalling HPE Insight Management

This chapter lists the various methods for uninstalling Insight Management products and features.

Uninstalling HPE Insight Management

Because the HPE Insight Management Uninstaller checks for dependencies, you must use it to uninstall HPE Insight Management products and features.

Before uninstalling HPE Insight Management products or features, consider the following:

Procedure

1. If you are uninstalling HPE SIM, the HPE SIM service must be running to ensure that all HPE SIM menu items can be removed. To check the service, from the Windows **Start** menu, select **Administrative Tools** > **Services** and look for SIM.
2. Before uninstalling HPE VCEM, remove all VC domains from VC Domains Groups under VCEM control. For more information, see the *HPE Virtual Connect Enterprise Manager User Guide* at the following website: **Hewlett Packard Enterprise Information Library**.
3. To uninstall the HPE System Management Homepage, HPE Insight Remote Support, use the Windows Add/Remove Programs feature located in the Windows Control Panel.

To uninstall HPE Insight Management products or features:

- On the Windows desktop, select **Start** > **All Programs** > **Insight Management** > **Uninstall Insight Management**.
- In the **Insight Management Uninstall** screen, select those products and features you want to uninstall and clear those you want to remain installed. If you select a product or feature upon which another product depends, the dependent product is marked for uninstallation as well.

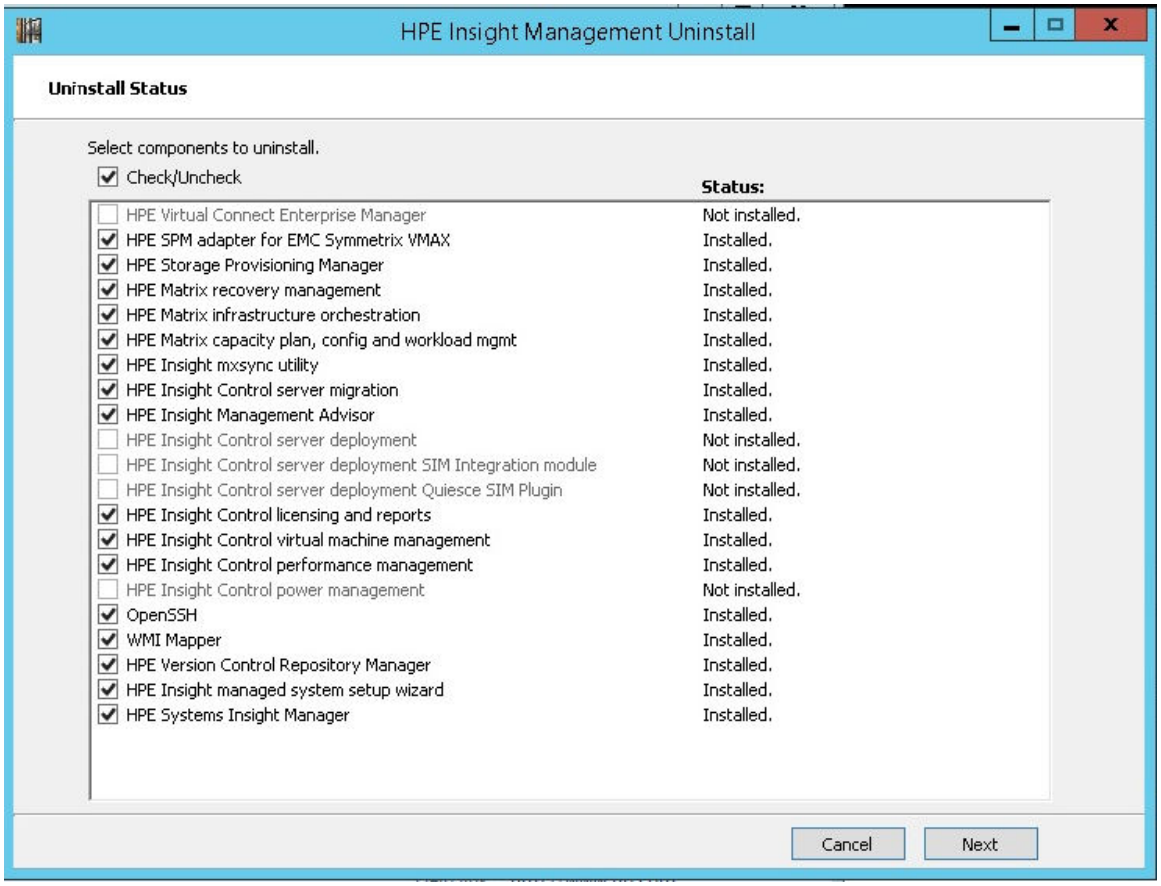


Figure 1: Installation directory

- Click **Next**, and then click **Yes** to confirm that you want to uninstall the products and features you selected.

Some software components may display dialog boxes that require answers for an uninstallation to successfully complete. If these questions are not answered, the uninstaller may not uninstall the component for which the input was required, and move on to uninstall any other components selected for uninstallation. After the uninstallation process is complete, if some components are not uninstalled as you intended, reboot the system and then rerun the uninstallation.

After uninstalling HPE Insight Management, you might be notified that you need to manually remove some files that remain on your system. If you receive an `access denied` error message while manually deleting these files, reboot the system and try again.

Uninstalling specific components of HPE Insight Management

The **Start** menu also has selections to uninstall specific products and features of Insight Management. Selecting one of these items will uninstall the product you selected and also any software that is dependent on the software you selected.

Table 3: Menu selection for uninstalling specific components of HPE Insight Management

HPE Insight Management feature	Menu selection
HPE Matrix infrastructure orchestration	**Start** > **All Programs** > **Insight Management** > **HP Matrix infrastructure orchestration** > **Uninstall**

NOTE:

Occasionally, during uninstallation, the HPE Insight Management components may take longer time than expected while waiting for the HPE SIM service to respond which results in a timeout. In such a scenario, cancel the uninstallation process, verify if the HPE SIM service is running, and then retry the uninstallation. If the timeout occurs further, uninstall each of the components manually.

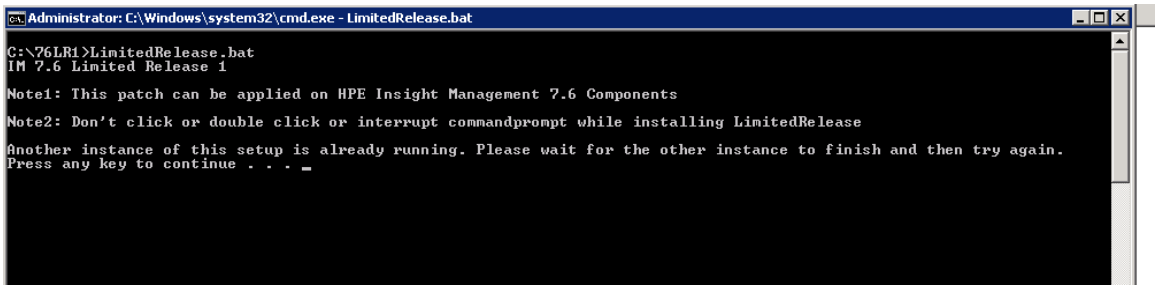
Troubleshooting

Another instance is already running message

Symptom

When you execute the HPE Insight Management 7.6 Limited Release 1 zip exe, and encounter the following error on the command console during initial startup of upgrade:

```
Another instance of this setup is already running.
Please wait for the other instance to finish and then try again.
```



Cause

Verify and wait for the completion of any other HPE Insight Management 7.6 Limited Release 1 installer instance already running. You can verify by checking for any other command console of HPE Insight Management 7.6 Limited release 1 is already launched and running.

Action

If no other instance is running, then take the following action:

1. Open a command prompt and run the command `REG DELETE "HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Hewlett-Packard\ALM\LR1`.
2. Restart the HPE Insight Management 7.6 Limited Release 1 installation again.

Support and other resources

Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website: **www.hpe.com/assistance**
- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website: **www.hpe.com/support/hpesc**

Information to collect

- Technical support registration number (if applicable)
- Product name, model or version, and serial number
- Operating system name and version
- Firmware version
- Error messages
- Product-specific reports and logs
- Add-on products or components
- Third-party products or components

Accessing updates

- Some software products provide a mechanism for accessing software updates through the product interface. Review your product documentation to identify the recommended software update method.
- To download product updates, go to either of the following:
  - Hewlett Packard Enterprise Support Center **Get connected with updates** page: **www.hpe.com/support/e-updates**
  - Software Depot website: **www.hpe.com/support/softwaredepot**
- To view and update your entitlements, and to link your contracts and warranties with your profile, go to the Hewlett Packard Enterprise Support Center **More Information on Access to Support Materials** page: **www.hpe.com/support/AccessToSupportMaterials**

> **IMPORTANT:**
>
> Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HP Passport set up with relevant entitlements.

Websites

Website	Link
Hewlett Packard Enterprise Information Library	**www.hpe.com/info/enterprise/docs**
Hewlett Packard Enterprise Support Center	**www.hpe.com/support/hpesc**

Table Continued

Website	Link
Contact Hewlett Packard Enterprise Worldwide	**www.hpe.com/assistance**
Subscription Service/Support Alerts	**www.hpe.com/support/e-updates**
Software Depot	**www.hpe.com/support/softwaredepot**
Customer Self Repair	**www.hpe.com/support/selfrepair**
Insight Remote Support	**www.hpe.com/info/insightremotesupport/docs**
HPE Insight Management Documentation	**http://www.hpe.com/info/insightmanagement/docs**
HPE Insight Control Documentation	**http://www.hpe.com/info/insightcontrol/docs**
HPE Systems Insight Manager Documentation	**http://www.hpe.com/info/insightmanagement/sim/docs**
HPE Matrix Operating Environment documentation	**http://www.hpe.com/info/matrixoe/docs**
HPE Systems Insight Manager website	**http://www.hpe.com/info/hpsim**
HPE Insight Control website	**http://www.hpe.com/info/insightcontrol**

Customer self repair

Hewlett Packard Enterprise customer self repair (CSR) programs allow you to repair your product. If a CSR part needs to be replaced, it will be shipped directly to you so that you can install it at your convenience. Some parts do not qualify for CSR. Your Hewlett Packard Enterprise authorized service provider will determine whether a repair can be accomplished by CSR.

For more information about CSR, contact your local service provider or go to the CSR website:

www.hpe.com/support/selfrepair

Remote support

Remote support is available with supported devices as part of your warranty or contractual support agreement. It provides intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which will initiate a fast and accurate resolution based on your product's service level. Hewlett Packard Enterprise strongly recommends that you register your device for remote support.

For more information and device support details, go to the following website:

www.hpe.com/info/insightremotesupport/docs

Documentation feedback

Hewlett Packard Enterprise is committed to providing documentation that meets your needs. To help us improve the documentation, send any errors, suggestions, or comments to Documentation Feedback (**docsfeedback@hpe.com**). When submitting your feedback, include the document title, part number, edition, and publication date located on the front cover of the document. For online help content, include the product name, product version, help edition, and publication date located on the legal notices page.

Security bulletin and alert policy for non-Hewlett Packard Enterprise owned software components

Open source software (such as OpenSSL) or third-party software (such as Java) are sometimes included in Hewlett Packard Enterprise products. Hewlett Packard Enterprise discloses that the non-Hewlett Packard Enterprise owned software components listed in the Insight Management end user license agreement (EULA) are included with Insight Management. The EULA is included with the Insight Management Installer on Insight Management DVD #1.

Hewlett Packard Enterprise addresses security bulletins for the software components listed in the EULA with the same level of support afforded Hewlett Packard Enterprise products. Hewlett Packard Enterprise is committed to reducing security defects and helping you mitigate the risks associated with security defects when they do occur.

When a security defect is found, Hewlett Packard Enterprise has a well defined process that culminates with the publication of a security bulletin. The security bulletin provides you with a high level description of the problem and explains how to mitigate the security defect.

Registering for software technical support and update service

Insight Management includes one year of 24 x 7 Hewlett Packard Enterprise Software Technical Support and Update Service. This service provides access to Hewlett Packard Enterprise technical resources for assistance in resolving software implementation or operations problems.

The service also provides access to software updates and reference manuals in electronic form as they are made available from Hewlett Packard Enterprise.

With this service,Insight Management customers benefit from expedited problem resolution as well as proactive notification and delivery of software updates. For more information about this service, see the following website:

http://www.hpe.com/services/insight

Registration for this service takes place following online redemption of the license certificate.

How to use your software technical support and update service

As Hewlett Packard Enterprise releases updates to software, the latest versions of the software and documentation are made available to you. The Software Updates and Licensing portal gives you access to software, documentation, and license updates for products on your Hewlett Packard Enterprise software support agreement.

You can access this portal from the Hewlett Packard Enterprise Support Center

www.hpe.com/support/hpesc

After creating your profile and linking your support agreements to your profile, see the Software Updates and Licensing portal at **http://www.hpe.com/info/hpesoftwareupdatesupport** to obtain software, documentation, and license updates.

Hewlett Packard Enterprise authorized resellers

For the name of the nearest Hewlett Packard Enterprise authorized reseller, see the following sources:

- In the United States, see the Hewlett Packard Enterprise U.S. service locator website:**http://www.hpe.com/service_locator**
- In other locations, see the Contact Hewlett Packard Enterprise worldwide website:**http://www.hpe.com/info/assistance**

New and changed information in this edition

The following sections describe changes that have been introduced to the Insight Management Advisor and the Insight Management installation and upgrade process since the last release.

NOTE:

HPE Insight Management 7.6 Limited Release 1 supports System Management Homepage 7.6.

HPE Insight Management Installer

HPE Insight Management 7.6 Limited Release 1 Installer includes product enhancements. The following is a list of changes that are applicable for the HPE Insight Management 7.6 Limited Release 1.

- Supports the following databases:
  - Microsoft SQL Server 2016 SP1
  - Microsoft SQL Server 2014 SP2
- Supports the following operating systems:
  - Windows Server 2016 Standard, Essentials, Datacenter, and Hyper-V Editions
  - Windows Storage Server 2016 supported only for HPE SIM
- Supports Google Chrome 59
- Firefox ESR 52
- Supports Adobe Flash Player 25.0.0.171

Backing up the CMS

The upgrade process is not reversible. If, after you begin, you decide not to complete the upgrade to HPE Insight Management 7.6 Limited Release 1, a backup copy of your pre-7.6 Limited Release 1 environment is required to restore your CMS to the pre-upgrade state. Hewlett Packard Enterprise recommends making a backup of the environment before upgrading the software. The following sections describe the process to back up and restore your pre-7.6 Limited Release 1 Matrix Operating Environment CMS configuration.

Back up your pre-7.6 Limited Release 1 CMS configuration on page 21
Restore your pre-7.6 Limited Release 1 CMS configuration on page 25

IMPORTANT:

After the upgrade process has completed successfully, you must perform a backup of the upgraded HPE Insight Management 7.6 Limited Release 1 configuration. This is necessary to ensure that changes to the managed resources by the HPE Insight Management 7.6 Limited Release 1 CMS will continue to be manageable if the CMS ever needs to be restored from backup. See the Backing up and Restoring Insight Management central management server (Windows) whitepaper at **Hewlett Packard Enterprise Information Library** for instructions about backing up an Insight Management pre-7.6 Limited Release 1 Windows CMS.

For an HP-UX CMS, follow the pre-7.6 Limited Release 1 instructions described in this section to back up and restore a HPE Insight Management 7.6 Limited Release 1 environment.

Back up your pre-7.6 Limited Release 1 CMS configuration

The following table provides an overview of the steps required to perform a backup of your pre-7.6 Limited Release 1 environment.

Table 4: Overview of steps to back up a pre-7.6 Limited Release 1 CMS environment

Step	Action
1	Quiesce the Insight Management components.
2	Stop the Insight Management services.
3	Back up the Insight Management databases on the remote database server if Insight Management has been configured to use a remote database.
4	Perform a full system backup of the CMS.
5	Proceed with the upgrade. (Do not restart the Insight Management services before initiating the upgrade.)

To make a complete backup of your pre-7.6 Limited Release 1 Insight Dynamics configuration, perform the following steps.

Procedure

1. Before you stop the Insight Management services and back up your environment, quiesce the Insight Management components. The following actions need to be performed only for components that are installed and currently in use in your environment.

NOTE:

The steps may vary slightly depending on the version of software installed on your system. Refer to the product documentation for your release for additional information. For an HP-UX CMS, perform steps **1** on page 21 and **1.g** on page 22 only.

a. Ensure that all in-progress Matrix recovery management jobs have completed. View the status of Matrix recovery management jobs by selecting **Tools** > **Matrix recovery management** from the top menu. Select the Jobs tab to view the status of jobs. A job with an “in progress” icon in the Status column has not yet finished.

b. Ensure that all in-progress Matrix OE infrastructure orchestration requests have completed. Requests pending approval and scheduled requests can remain scheduled. However, if a request is scheduled to run during the upgrade process, defer the execution of the request until the upgrade process is complete.

View the status of Matrix OE infrastructure orchestration requests by selecting **Tools** > **Matrix infrastructure orchestration…** from the top menu. Select the Requests tab. Click the End Date column name to sort the request list. Requests with an empty End Date have not yet finished.

c. Ensure that all in-progress logical server jobs have completed. Logical server jobs that are in-progress when the HPE Logical Server Automation service stops will fail.

View the status of logical server jobs by selecting **Tools** > **Matrix OE visualization…** from the top menu. From the lower, gray menu-bar, select **Report** > **Logical Server Job Status...**. Click the Percent Complete column to sort the list of jobs. Jobs less than 100% complete are still in progress.

d. Ensure all in-progress Virtual Connect jobs have completed. View the status of Virtual Connect jobs by selecting **Tools** > **Integrated Consoles** > **Virtual Connect Enterprise Manager (VCEM)…** from the top menu. Select the Jobs tab to view the status of jobs. Click the End Time column name to sort the job list. Jobs displaying an empty End Time have not yet finished.

e. Ensure all in-progress Virtual Machine tasks have completed. View the status of Virtual Machine tasks by selecting **Tasks & Logs** > **View Task Results…** from the top menu. Click the End Time column name to sort the task list. Tasks displaying an empty End Time have not yet finished.

f. Ensure all in-progress installation and configuration tasks have completed (for example, Configure and Repair Agents tasks or Deploy Drivers, Firmware or Agents tasks). View the status of the tasks by selecting **Tasks & Logs** > **View Task Results…** from the top menu. Click the End Time column name to sort the task list. Tasks displaying an empty End Time have not yet finished.

g. **Optional**: Issue the `gwlm history --flush` command to gather the latest historical data from the gWLM agents. Skip this step if you are not using the CMS to manage gWLM on Integrity servers.

h. **Optional**: Hewlett Packard Enterprise recommends waiting for all actively running migrations to complete before stopping the Insight Control server migration services. Migrations that are actively running when the services stop will fail. These jobs will need to be resubmitted after restarting the services. View the status of the currently running migrations by selecting **View Status/Logs** tab in the server migration wizard.

2. If you have customized an application, workflow, or script to asynchronously issue Insight Management requests, temporarily disable this functionality to avoid generating Insight Management requests during the upgrade process.
3. Stop the Insight Management services.

a. On a Windows CMS, you can use the Windows Services utility to stop the Insight Management services. The *Stop order of services* table describes the HPE Insight Management 7.6 or earlier Windows services that you must stop before performing a backup. Refer to the product documentation for the list of Insight software services specific to your release.

NOTE: If you are updating from HPE Insight Management 7.6, instead of manually using the Windows Services utility to stop services individually, you can use the command `mxsync-svcutil stop backup` to stop the Insight software services. If needed, install the script from the Insight Management DVD #1, using `\mxsync\install-mxsync.exe`. By default, the `mxsysnc-svcutil` script is installed in the `c:\Program Files\HP\Systems Insight Manager\mxsync\bin`

directory.

b. For an HP-UX CMS, the steps to stop the Insight Management services are described in the following table.

4. Stop the following services, if they are running, in the order listed.

Table 5: Stop order of services

Stop order	Insight Management component	Service display name
1	HPE Matrix infrastructure orchestration	HP Matrix Infrastructure Orchestration
2	HPE Matrix infrastructure orchestration	HP Logical Server Automation
3	HPE Matrix infrastructure orchestration	HP Storage ProvisioningManager Service
4	HPE Matrix infrastructure orchestration	HP Storage ProvisioningManager Service
5	HPE Matrix infrastructure orchestration	HPE Operations Orchestration Central
6	HPE Matrix infrastructure orchestration	HPE Operation Orchestration RAS
7	HPE Matrix Operating Environment configuration management	HP Application Discovery
8	HPE Matrix Operating Environment capacity planning	HP Agentless Data Collector Service
9	HPE Insight Control virtual machine management	HP Insight Control virtual machine management
10	HPE Systems Insight Manager	HP Systems Insight Manager
11	HPE Matrix Operating Environment Workload Management for HPE Integrity servers	HP Global Workload Manager Central Management Server
12	HPE Insight Control server migration	HP Insight Control server migration Application Service
13	HPE Insight Control server migration	HP Insight Control server migration Web Service

Table Continued

Stop order	Insight Management component	Service display name
14	HPE Version Control Repository Manager	Version Control Agent
15	HPE Version Control	HP Version Control Repository Manager
16	HPE System Management Homepage	HP System Management Homepage

NOTE:

The HPE Insight Management services can vary with new releases of HPE Insight Management DVD. Newer services might be included or some services might be removed during installation. Hence the table

Stop order of services

might not always list the current set of services.

Table 6: Steps to stop the Insight Management (previously Insight software) services running on an HP-UX CMS

Step	Action
1	Stop the running gWLM daemon by entering: `/opt/gwlm/bin/gwlmcmsd --stop`
2	Stop the running Application Discovery server by entering: `/opt/amgr/bin/cms_stop`
3	Stop SIM by entering: `/opt/mx/bin/mxstop`

5. If your CMS has been configured to use a remote database server, back up the Insight Management databases. Skip this step if the Insight Management database server is running locally on the CMS.
6. Using the tool of your choice, perform a full backup of the Insight Management databases installed in your configuration. The database backup must be sufficient to restore the entire database, including schema as well as data. Consult your database backup software documentation for specific instructions. The following table provides a list of the pre-7.6 Limited Release 1 Insight Management DVD databases.

Table 7: HPE Insight Management DVD databases

Component	Database	Installed on Windows	Installed on HP-UX
HPE Systems Insight Manager (SIM)	Insight_v*	Yes	Yes
HPE Insight Control performance management	PMP_V*	Yes	No

Table Continued

Component	Database	Installed on Windows	Installed on HP-UX
HPE Insight Control virtual machine management	hpvmmsqldb	Yes	No
HPE Matrix Operating Environment suite for ProLiant	gwlm	Yes	Yes
HPE Matrix infrastructure orchestration	hpio	Yes	No
HPE Matrix infrastructure orchestration 10	oodb	Yes	No
HPE Matrix recovery management	lsdt	Yes	No

7. Using the tool of your choice, perform a full system backup of the CMS. Consult your backup software documentation for specific instructions.
8. As well, save the following files to a back up location:
   a. `C:\Program Files\HP\Matrix infrastructure orchestration\conf\blade_models.properties`
   b. `C:\Program Files\HP\Virtual Server Environment\conf\esa.properties`
   c. `C:\Program Files\HP\Virtual Server Environment\conf\lsa\hp_lsa_service.conf`
   d. `C:\Program Files\HP\Virtual Server Environment\conf\lsa\lsa.properties`
   e. `C:\Program Files\HP\Virtual Server Environment\conf\lsa\lsaclient.properties`
   f. `C:\Program Files\HP\Virtual Server Environment\conf\lsa\vc\vcController.properties`
   g. `C:\Program Files\HP\Virtual Server Environment\conf\lsa\vmm\vmmController.properties`
   h. `C:\Program Files\HP\Virtual Server Environment\conf\lsa\storage\storageController.properties`
   i. `C:\Program Files\HP\Matrix infrastructure orchestration\conf\hpio.properties`
   j. `C:\Program Files\HP\Insight Control virtual machine management\bin\windows\hpvmmsvc.conf`
9. Proceed with the upgrade. Do not restart the Insight Management services at this time.

Restore your pre-7.6 Limited Release 1 CMS configuration

Consider the following when you are restoring a CMS configuration:

Procedure

1. After the upgrade process has successfully completed and the HPE Insight Management 7.6 Limited Release 1 CMS is actively managing resources, you cannot use the pre-upgrade backup to successfully restore your environment. A backup of the HPE Insight Management 7.6 Limited Release 1 configuration is required to restore your environment to a known good state.
2. See Backing up and restoring HPE Insight Management 7.6 Limited Release 1 Central Management Server (Windows) at the following website for instructions on backing up an HPE Insight Management 7.6 Windows CMS:**Hewlett Packard Enterprise Information Library**.
3. For an HP-UX CMS, the pre-7.6 Limited Release 1 instructions documented in this section can be used to back up and restore a pre-7.6 Limited Release 1 environment.
4. If a managed resource (for example, firmware, agents, or hardware) was upgraded to a state incompatible with the pre-upgrade CMS configuration while you were upgrading your environment to HPE Insight

Management 7.6 Limited Release 1, restore this resource to the pre-upgrade configuration before you restore your environment from backup. Where possible, Hewlett Packard Enterprise recommends deferring these managed resource upgrades until the HPE Insight Management 7.6 Limited Release 1 upgrade has successfully completed.

If you decide not to complete the upgrade process, this section describes the steps to restore your CMS to its pre-7.6 Limited Release 1 state. The following table provides an overview of the steps.

Table 8: Overview of steps to restore a pre-7.6 Limited Release 1 CMS environment

Step	Action
1	Stop any running HPE Insight Management 7.4 services.
2	Restore the database from the pre-upgrade backup if Insight Management has been configured to use a remote database.
3	Restore the CMS using the pre-upgrade full system backup.
4	Restart the CMS.

To restore your pre-7.6 Limited Release 1 Matrix Operating Environment configuration, perform the following steps.

- Stop the HPE Insight Management services. On a Windows CMS, you can enter the `mxsync-svcutil stop restore` command to stop the Insight Management services. For an HP-UX CMS, the steps to stop the Insight Management services are described in the *Overview of steps to restore a pre-7.6 CMS environment* table.

  NOTE: The `mxsync-svcutil` script (installed from the `mxsync` directory on the HPE Insight Management DVD 7.6 Limited Release 1) can be used to stop the Windows Insight Management services. By default, this script is located in `C:\Program Files\HP\Systems Insight Manager\mxsync\bin`.

- If your CMS has been configured to use a remote database server, restore the Insight Management databases. Skip this step if the HPE Insight Management database server is running locally on the CMS.
- Restore the databases listed in the *Overview of steps to restore a pre-7.6 CMS environment* table using the tool of your choice. Restore each database using the same database name that existed when the database was saved.
- Restore the pre-upgrade full system backup of the CMS using the tool of your choice.
- Restart the CMS.