



NORTEL

Nortel Visualization Performance and Fault Manager

Installation

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Nortel Visualization Performance and Fault Manager

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Contents

New in this release	5
Features	5
Other information	5
Multimedia content	6
Determining if your installer is a 32-bit version or a 64-bit version	6
Changes to system requirements for installing VPFM	6
Installing VPFM on Windows	6
Installing VPFM on Linux	6
Uninstalling VPFM on the Windows platform	6
Uninstalling VPFM on a Linux platform	6
Starting and stopping VPFM service on Windows	7
Starting and stopping VPFM service on Linux	7
Backing up and restoring custom data	7
<hr/>	
Introduction	9
<hr/>	
Fundamentals	11
Installation process	11
License process	13
Uninstallation process	13
<hr/>	
System requirements	15
32-bit system for Windows or Linux	15
64-bit Windows system using 64-bit VPFM application	15
64-bit Linux system using 32-bit VPFM application	16
System compatibility	16
<hr/>	
Installation of VPFM	17
Obtaining the license file	17
Starting or stopping the VPFM service in Windows	18
Starting or stopping the VPFM service in Linux	18
Installing VPFM on Windows	19
Installing VPFM on Linux	26
<hr/>	
Uninstallation of VPFM	31
Uninstalling VPFM on the Windows platform	31

Uninstalling VPFM on a Linux platform 36

Data migration from 2.0 to 2.1

43

Backing up custom data on the Windows platform 44

Backing up custom data on the Linux platform 45

Restoring custom data on the Windows platform 46

Restoring custom data on the Linux platform 47

New in this release

The following sections detail what's new in Nortel Visualization Performance and Fault Manager Installation (NN48014-300) for release 2.1.

- ["Features" \(page 5\)](#)
- ["Other information" \(page 5\)](#)

Features

The following platforms support VPFM:

- Windows Server 2003 R2
- Windows Server 2008
- Red Hat Enterprise Linux 5.2

Other information

See the following sections for information about changes that are not feature related:

- ["Multimedia content" \(page 6\)](#)
- ["Determining if your installer is a 32-bit version or a 64-bit version" \(page 6\)](#)
- ["Changes to system requirements for installing VPFM" \(page 6\)](#)
- ["Installing VPFM on Windows" \(page 6\)](#)
- ["Installing VPFM on Linux" \(page 6\)](#)
- ["Uninstalling VPFM on the Windows platform" \(page 6\)](#)
- ["Uninstalling VPFM on a Linux platform" \(page 6\)](#)
- ["Starting and stopping VPFM service on Windows" \(page 7\)](#)
- ["Starting and stopping VPFM service on Linux" \(page 7\)](#)
- ["Backing up and restoring custom data" \(page 7\)](#)

Multimedia content

Some conceptual and procedural topics covered in the documentation are now available in a multimedia format. Links to the multimedia content are provided contextually in the documentation.

“WATCH THE VIDEO” identifies a link to multimedia content.

WATCH THE VIDEO 

Determining if your installer is a 32-bit version or a 64-bit version

The installer for Windows and Linux operating systems is available in the 32-bit version or the 64-bit version. Procedures are provided to determine if your operating system is a 32-bit version or a 64-bit version. For more information, see ["Installation process" \(page 11\)](#).

Changes to system requirements for installing VPFM

The following list identifies the changes required on your system to install VPFM:

- RAM—4 GB of available RAM (minimum). Nortel recommends 6 GB of available RAM.
- Hard disk space—20 GB of available hard disk space (minimum). Nortel recommends 40 GB of available hard disk space.
- Processor—2.0 GHz Dual Core processor (minimum); 2.0 GHz Quad Core processor (maximum).

For more information, see ["System requirements" \(page 15\)](#).

Installing VPFM on Windows

The procedure is updated due to change in software. For more information, see ["Installing VPFM on Windows" \(page 19\)](#).

Installing VPFM on Linux

The procedure is updated due to change in software. For more information, see ["Installing VPFM on Linux" \(page 26\)](#).

Uninstalling VPFM on the Windows platform

The procedure is updated due to change in software. For more information, see ["Uninstalling VPFM on the Windows platform" \(page 31\)](#).

Uninstalling VPFM on a Linux platform

The procedure is updated due to change in software. For more information, see ["Uninstalling VPFM on a Linux platform" \(page 36\)](#).

Starting and stopping VPFM service on Windows

You can start or stop VPFM service on a Windows platform. For more information, see ["Starting or stopping the VPFM service in Windows" \(page 18\)](#).

Starting and stopping VPFM service on Linux

You can start or stop VPFM service on a Linux platform. For more information, see ["Starting or stopping the VPFM service in Linux" \(page 18\)](#).

Backing up and restoring custom data

You can migrate custom data that you created with VPFM 2.0 to VPFM 2.1, and restore Trends data, Event History, and filters from the Event Browser and the Event History browsers. Procedures are provided to back up custom data, and to restore custom data for the Windows and Linux platforms. For more information, see ["Data migration from 2.0 to 2.1" \(page 43\)](#).

Introduction

This guide describes how to install Visualization Performance and Fault Manager (VPFM) on Windows and Linux platforms.

Navigation

- ["Fundamentals" \(page 11\)](#)
- ["System requirements" \(page 15\)](#)
- ["Installation of VPFM" \(page 17\)](#)
- ["Uninstallation of VPFM" \(page 31\)](#)
- ["Data migration from 2.0 to 2.1" \(page 43\)](#)

Fundamentals

This section provides basic information about the installation process of Visualization Performance and Fault Manager (VPFM).

Navigation

- ["Installation process" \(page 11\)](#)
- ["License process" \(page 13\)](#)
- ["Uninstallation process " \(page 13\)](#)

Installation process

You install VPFM using a wizard based installer. You can download the VPFM software from www.nortel.com (login required) in both Windows and Linux versions. For each operating system, the installer is available in the 32-bit version or the 64-bit version.

Attention: You cannot install a 64-bit version of VPFM on a 32-bit operating system.

You can determine if your operating system is a 32-bit version or a 64-bit version.

To determine if your Windows Server 2008 operating system is a 32-bit version or 64-bit version, perform the following steps:

1. Click **Start**, and then click **Run** or **Start Search**.
2. Type **msinfo32.exe**, and then press **Enter**.
3. In **System Information**, review the value for the System Type item.
 - If the value of the System Type item is x86-based PC, then your Windows operating system is a 32-bit version.
 - If the value of the System Type item is x64-based PC, then your Windows operating system is a 64-bit version.

To determine if your Windows Server 2003 operating system is a 32-bit version or a 64-bit version, perform the following steps:

1. Click **Start**, click **Run**, type **sysdm.cpl**, and then click **OK**.
2. Click the **General tab**. The operating system appears as follows:
 - If Microsoft Windows Server 2003 Enterprise x64 Edition appears under **System**, then your operating system is a 64-bit version.
 - If Microsoft Windows Server 2003 Enterprise Edition appears under **System**, then your operating system is a 32-bit version.

To determine if your Red Hat Enterprise Linux operating system is a 32-bit version or a 64-bit version, perform the following steps:

1. Run command **uname -m**.
 - If the value is `x86_64`, then your operating system is a 64-bit version.
 - If the value is `i686`, then your operating system is a 32-bit version.

Unified Communications Management (UCM) is installed at the same time as VPFM and provides the common platform with which to integrate VPFM with other UCM applications such as Network Resource Manager (NRM) and Enterprise Policy Manager (EPM).

In order for the installation of VPFM to be successful, there are some configuration tasks that you must complete before you begin the installation. These pre-installation tasks will ensure that the server where you install VPFM is configured correctly for the VPFM application. These tasks are described in the following multimedia demonstration.

WATCH THE VIDEO 

Click the following link to view a multimedia demonstration about how to configure your server for the VPFM installation (<http://www31.nortel.com/webcast.cgi?id=8908>).

For more information about installing VPFM software, see "[Installation of VPFM](#)" (page 17).

Attention: Nortel recommends that you run the preinstall script to check the server configurations and other dependencies before proceeding with the installation. You can download the preinstall script from <http://support.nortel.com> under "Network Management > Visualization Performance and Fault Management Release 2.1" The instructions for running the preinstall script and checking the results reported by the script are available in the Readme file provided with the script.

License process

The VPFM licensing policy is based on the number of managed nodes. Following is the list of license types supported for VPFM:

- Evaluation License
- Base License
- Incremental License
- Enterprise License

See the following table for a description of license types. The license types and number of nodes managed are identical for VPFM and VPFM-Lite.

License	Nodes Managed	Max. Licenses	Max. Nodes Managed
Base	Up to 500 Managed Objects (MO)	1	500
Incremental	2000 Incremental MO	10	20,500
Enterprise	Up to 20,000 MO	1	20,500

For information about obtaining a license, see ["Obtaining the license file" \(page 17\)](#).

Uninstallation process

You uninstall VPFM using the wizard based installer.

For more information about uninstalling VPFM, see ["Uninstallation of VPFM" \(page 31\)](#).

System requirements

The system requirements depend on whether you are installing VPFM on a 32-bit system, or on a 64-bit system.

32-bit system for Windows or Linux

Ensure your system meets the following requirements to install VPFM:

- RAM—Minimum is 4 GB; Nortel recommends 6 GB.
- Hard disk space—Minimum is 20 GB; Nortel recommends 40 GB.
- Processor—Minimum is 2.0 GHz Dual Core; Maximum is 2.0 GHz Quad Core.
- 10 Mbit network access (minimum).
- TCP/IP Network protocols.
- Monitor capable of displaying 256 colors or greater.
- You must have configured the domain name of the server on which you install VPFM and validated the server to resolve its own fully qualified domain name.
- You must have downloaded and installed the latest Java Runtime Environment.

With a 32-bit system, a maximum of 45,000 interfaces can be monitored.

64-bit Windows system using 64-bit VPFM application

Ensure your system meets the following requirements to install VPFM:

- RAM—Nortel recommends a minimum of 8 GB for 1000 devices or 50,000 interfaces. For each additional 1000 devices, add 2 GB of RAM.
- Hard disk space—Minimum is 20 GB; Nortel recommends 40 GB.
- Processor—Minimum is 2.0 GHz dual Core; Maximum is 2.0 GHz Quad Core.
- 10 Mbit network access (minimum).
- TCP/IP Network protocols.
- Monitor capable of displaying 256 colors or greater.

- You must have configured the domain name of the server on which you install VPFM and validated the server to resolve its own fully qualified domain name.
- You must have downloaded and installed the latest Java Runtime Environment.

64-bit Linux system using 32-bit VPFM application

To install VPFM on the Linux 64-bit system, use the 32-bit VPFM application. In this case, a maximum of 45,000 interfaces can be monitored. For more information, see ["32-bit system for Windows or Linux" \(page 15\)](#).

System compatibility

VPFM 2.1 is backward compatible with NRM 2.1, EPM 5.1, and IPFM 2.0, and supports the same version of Communications Server 1000 6.0. The JMS notification patch is not required for VPFM 2.1, but applies to other applications.

Installation of VPFM

This section describes how to install the Visualization Performance and Fault Manager (VPFM) on the Windows and Linux platform.

Navigation

- ["Obtaining the license file" \(page 17\)](#)
- ["Starting or stopping the VPFM service in Windows" \(page 18\)](#)
- ["Starting or stopping the VPFM service in Linux" \(page 18\)](#)
- ["Installing VPFM on Windows" \(page 19\)](#)
- ["Installing VPFM on Linux" \(page 26\)](#)

Obtaining the license file

Perform the following procedure to obtain a VPFM license.

Prerequisites

- You require the License Activation Code (LAC) for the software you want to license (provided by Nortel at purchase).
- You require the MAC address of the server where the VPFM components reside.
- You require the name and password to the license bank if you want to deposit the license into an existing license bank.



[Click here to view a multimedia demonstration about obtaining and installing a VPFM license file http://www31.nortel.com/webcast.cgi?id=8003](http://www31.nortel.com/webcast.cgi?id=8003)

Procedure steps

Step	Action
1	Open a Web browser window and go to the Electronic Licensing Portal : www.nortellicensing.com .

- 2 Type your first name, last name, company name, and e-mail address in the appropriate fields at the top of the page.
- 3 In the **License Bank** area, specify the name and password for an existing license bank where you want to deposit.
- 4 Specify your e-mail notification options.
- 5 In the **Submit** field at the bottom of the page, type your LAC.
- 6 Click the **Activate License**.
The system deposits a license in your License Bank and sends a message to the e-mail address specified in step 4 to confirm that the license was created.
- 7 Log on to your license bank using the name and password specified in step 3.
- 8 Click **Download**.
- 9 On the **Generate License** page, type the MAC address for the server where the VPFM components reside.
Use capital letters, separated by colons (XX:XX:XX:XX:XX:XX).
- 10 Click **Create License File**.
A confirmation message informs you that the license was created. The system sends a license (.lic) file to the e-mail address specified in step 4.
- 11 Copy the license file to the server location where the VPFM components reside.
- 12 Store your License Certificate in a secure place for future reference.

--End--

Starting or stopping the VPFM service in Windows

Use the following procedures to start or stop the VPFM service on a Windows platform.

- Start—Use the Services system tool to start the Nortel VPFM service.
- Stop—Use the Services system tool to stop the Nortel VPFM service.

Starting or stopping the VPFM service in Linux

Use the following procedures to start or stop the VPFM service on a Linux platform.

- Start—From any command prompt, type **service kbmd start**.
- Stop—From any command prompt, type **service kbmd stop**.

Installing VPFM on Windows

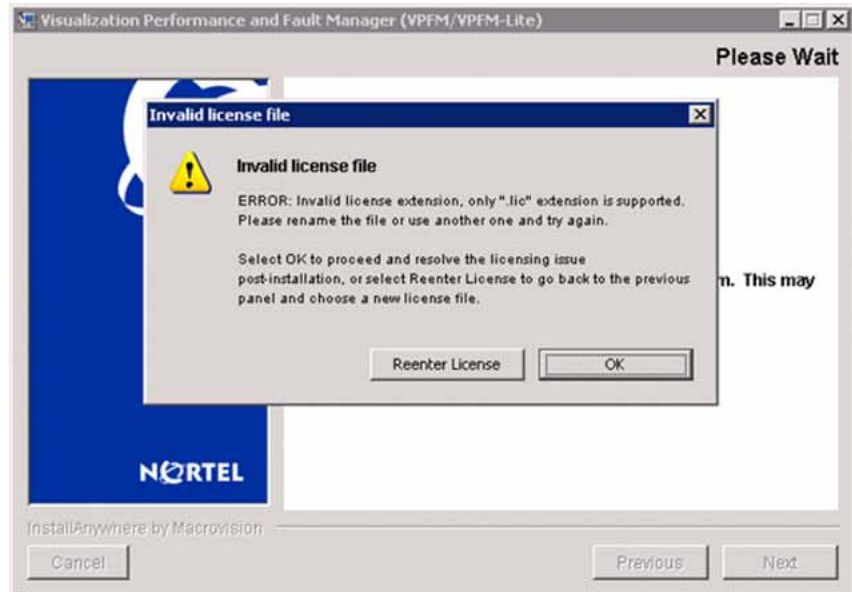
Use the following procedure to install VPFM on a Windows platform.

Prerequisites

- Ensure that you have logged on to the server platform as an Administrator or as a user with Administrative privileges to install VPFM on a Windows platform.
- The server must have a hard disk labelled C: or the install will fail.
- Before you can proceed with a successful installation, the results of the preinstall script must return with no errors. If there are errors, you must correct all errors reported by the script before you initiate installation.

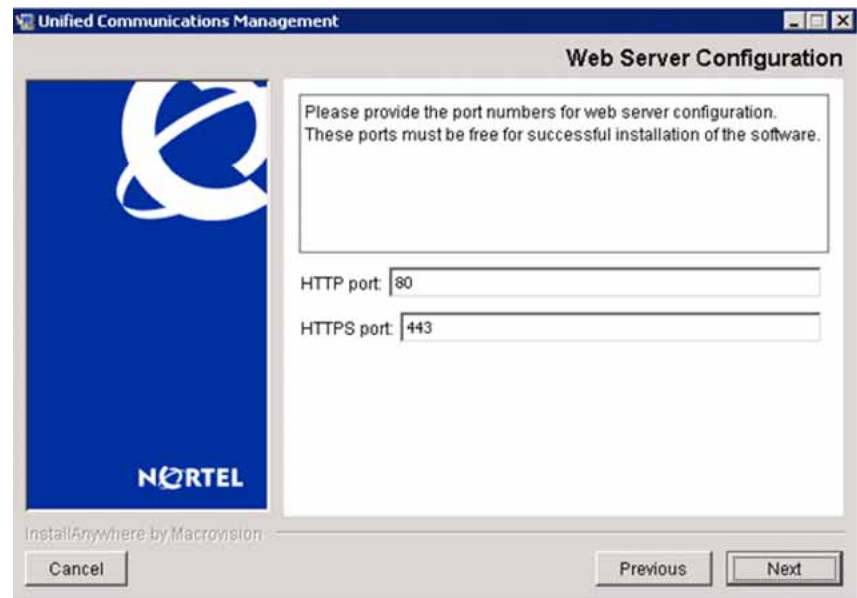
Procedure steps

Step	Action
1	Double-click the VPFM executable file to launch the VPFM installer. The VPFM installer prepares for installation and then the Introduction screen appears.
2	From the Introduction screen, click Next . An End User License Agreement screen appears.
3	Review the terms of the license agreement and if you agree, select I accept the terms of the License Agreement option.
4	Click Next . The Choose Install Folder screen appears.
5	From the Choose Install Folder screen, specify the destination folder path for installation. The default path is <i>C:\Program Files\Nortel\UCM\VPFM</i> .
6	Click Next . The Choose Shortcut Folder screen appears.
7	Select the desired shortcut option.
8	The license file and port choice screen appears. If you chose an invalid file type as the license file, an invalid license warning appears.



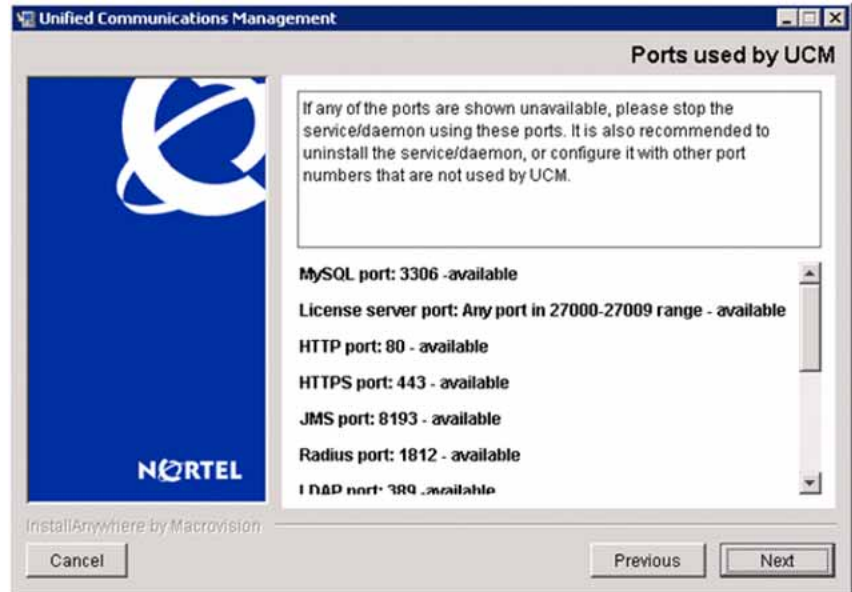
- 9 If the above warning appears, select **Reenter License**.
- 10 Enter the https port for VPFM server web requests, and then click **Next**.

The Web Server Configuration screen appears.

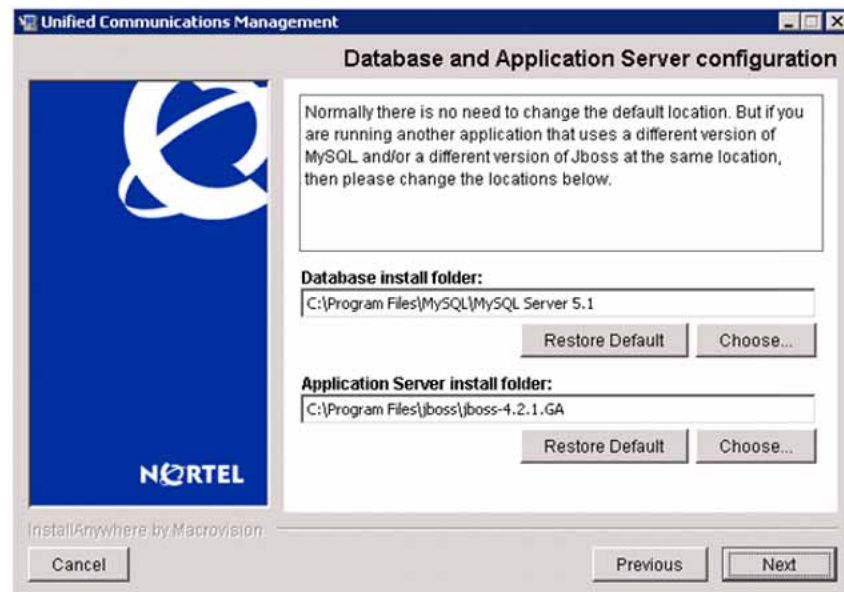


- 11 Review the port information for the web server, and then click **Next**.

The Ports used by UCM screen appears.



- 12 Review the list of ports and ensure that all required ports are available. You must manually unblock each port reported as unavailable before you can proceed with the installation.
You can edit the HTTP and HTTPS ports only. You must manually unblock each port reported as not available before you can proceed with installation.
- 13 Click **Next**.
The Choose UCM folder screen appears.
- 14 Specify the destination folder path for UCM.
- 15 Click **Next**.
The Database and Application Server Configuration screen appears.



16 Specify the destination folder path for the Database install folder and Application Server install folder.

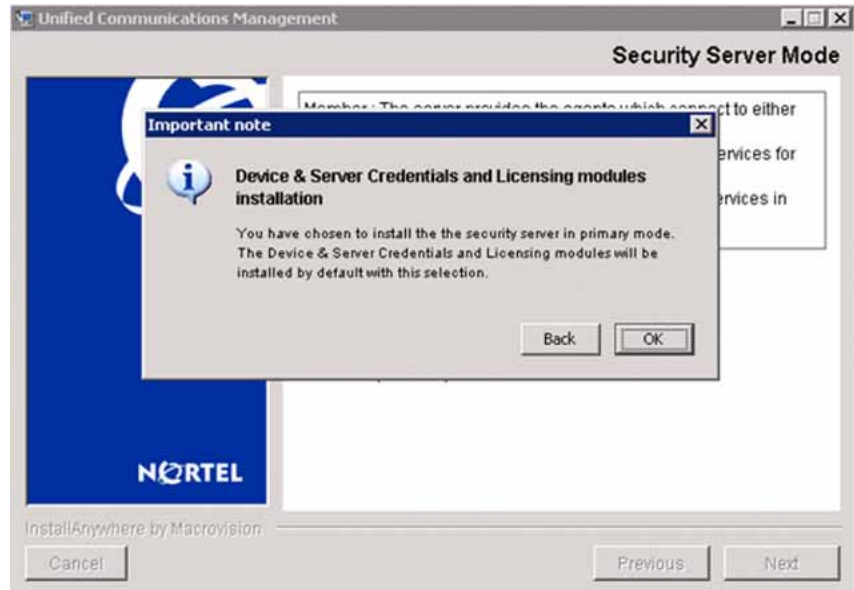
17 Click **Next**.

The Security Server Mode screen appears.



18 By default, Primary Security Server is selected. Information about each server type is provided on the above screen.

19 Select a type of server, and then click **Next**. A screen appears to confirm your choice.



- 20 To continue, click **OK**.
The set Administrative Password screen appears.



- 21 In the **UCM password** field, enter your password. Follow the instructions on the screen to configure the correct password for your application.
- 22 In the **Confirm password** field confirm your new password by reentering it.
- 23 Click **Next**.

The VPFM Pre-Install Summary screen appears.

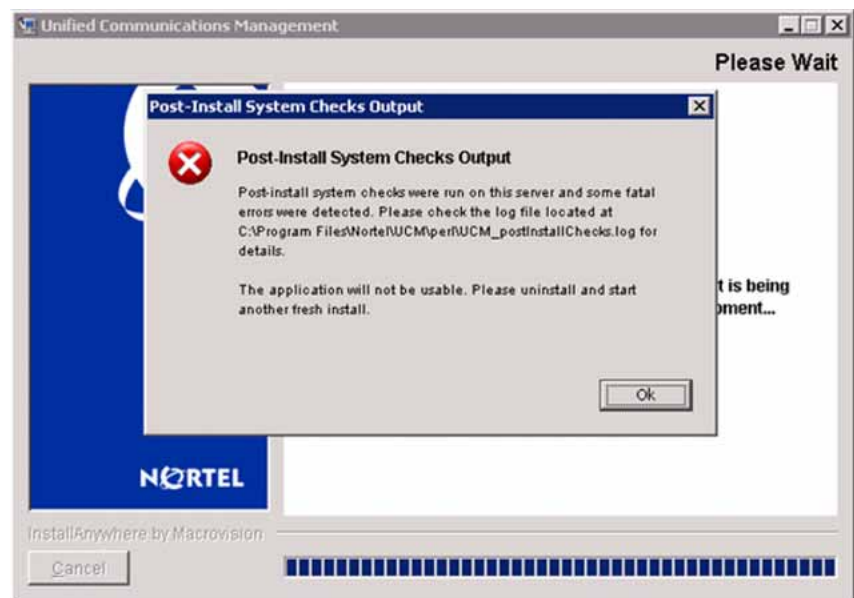
24 From the VPFM Pre-Installation screen, review the installation options you selected.

25 Click **Next**.

26 Click **Install** to start the installation process.

The Installing Visualization Performance and Fault Manager screen appears displaying the installation process as it progresses.

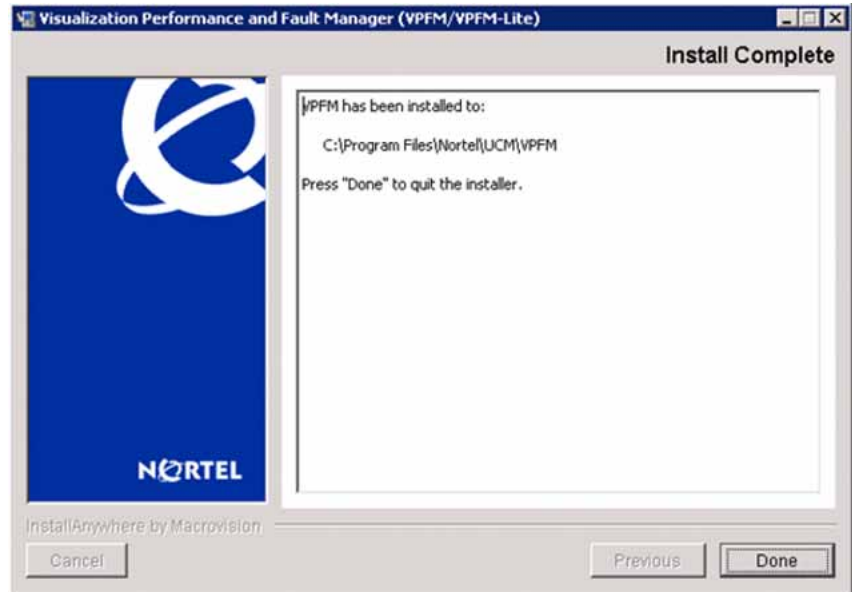
27 Each time you install the application, you run a post install script. If errors occur during the installation phase, the screen displays the errors, and you must perform the installation again.



The pop-up window in the above figure states the location of the UCM post install script log file. If errors are also detected in the VPFM post install, a similar pop-up window appears with a different location for the log file.

28 After you complete the installation process, the Install Complete screen appears.

29 Click **Done** to complete the installation process.



- 30** If the post install script detects errors during installation, the final screen will be similar to the one shown below. For a successful installation, you must uninstall the current installation, and initiate a new installation after you correct the detected errors.

Correct the detected errors that are mentioned in the post install script log file.

Note: You must check for errors before you uninstall the application. After you uninstall the application, the log file is also uninstalled, and the post install log is deleted.



--End--

Installing VPFM on Linux

Use the following procedure to install VPFM on a Linux platform.

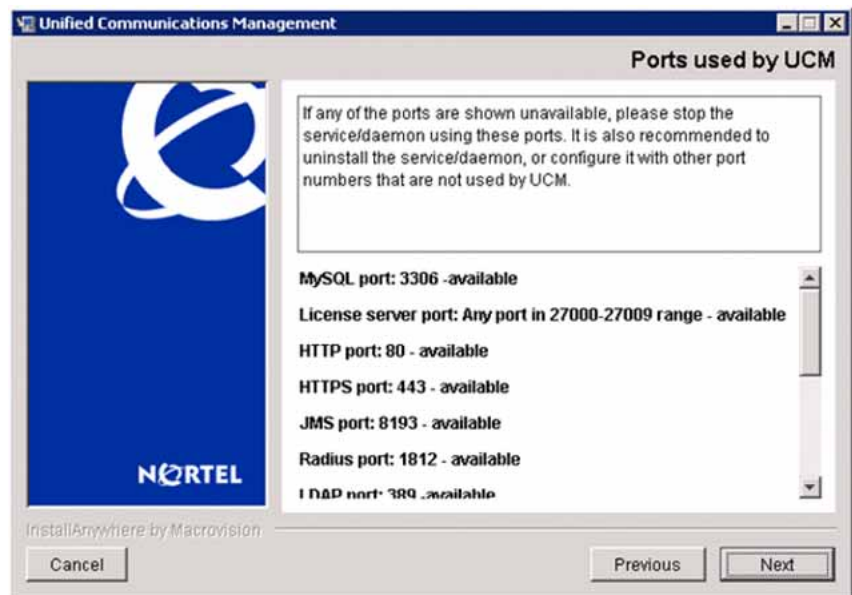
Prerequisites

- Ensure that you have logged on to the server platform as root to install VPFM on Linux platform.

Procedure steps

Step	Action
1	Run the VPFM installer .BIN file from the command line. An Introduction screen appears.
2	From the Introduction screen, click Next . An End User License Agreement screen appears.
3	From the License Agreement screen, select I Accept The Terms Of The License Agreement option.
4	Click Next . The Choose Install Folder screen appears.
5	From the Choose Install Folder screen, specify the destination folder path for installation. The default path is <i>opt/nortel/ucm/vpfm</i> .

- 6 Click **Next**.
The Choose Link Folder screen appears.
- 7 Select the desired shortcut option.
- 8 Click **Next**.
The License file and port choice screen appears.
- 9 Specify the destination folder path for the License File.
- 10 Enter the HTTPS port for VPFM server web requests.
- 11 Click **Next**.
The Ports used by the UCM screen appears.

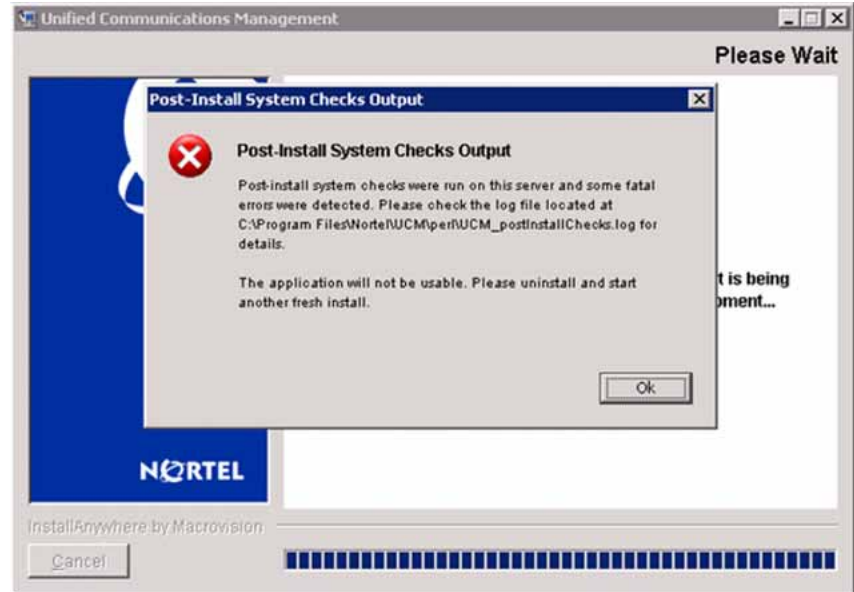


- 12 Review the list of ports and ensure that all required ports are available.
The required ports are hard coded and cannot be edited. You must manually check that all ports are available.
- 13 Click **Next**.
The Choose UCM folder screen appears.
- 14 Specify the destination folder path for UCM.
- 15 Click **Next**.
The Database and Application Server configuration screen appears.
- 16 Specify the destination folder path for the Database install folder and Application Server install folder.
- 17 Click **Next**.

The Set Administrative Password screen appears.

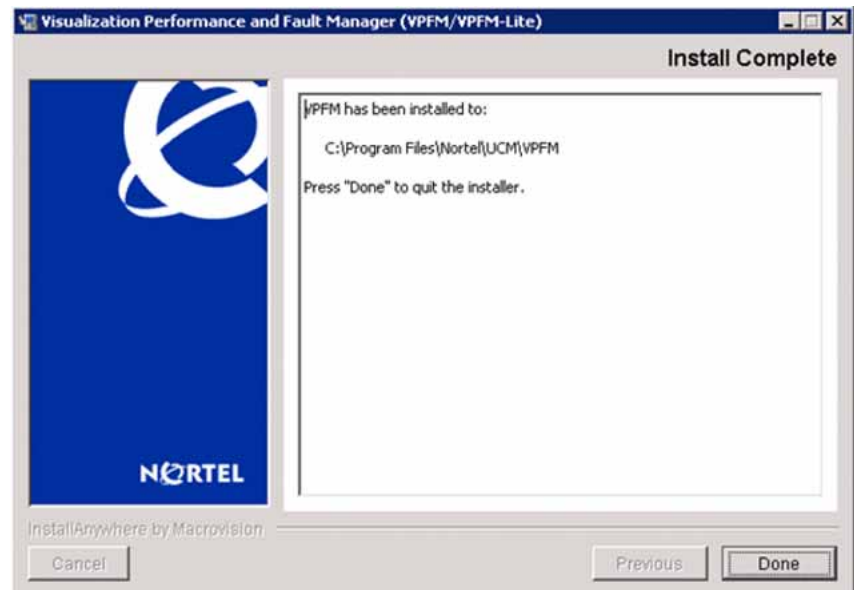


- 18 In the **UCM password** field, enter your new password.
Passwords must be a minimum of eight characters with at least one lower case letter, at least one upper case letter, and at least one special character.
- 19 In the **Confirm password** field, confirm your new password by reentering it.
- 20 Click **Next**.
A Pre-Installation Summary screen appears.
- 21 From the Pre-Installation Summary screen, review the installation options you have selected.
- 22 Click **Next**.
- 23 Click **Install** to start the installation process.
The Installing Visualization Performance and Fault Manager screen appears displaying the installation process as it progresses.
- 24 After the completion of the installation process, the Install Complete screen appears.
- 25 Click **Done** to complete the installation process.
- 26 Each time you install the application, you run a post install script. If errors occur during the installation phase, the screen displays the errors, and you must perform the installation again.



The pop-up window in the above figure states the location of the UCM post install script log file. If errors are also detected in the VPFM post install, a similar pop-up window appears with a different location for the log file.

- 27 After you complete the installation process, the Install Complete screen appears.
- 28 Click **Done** to complete the installation process.

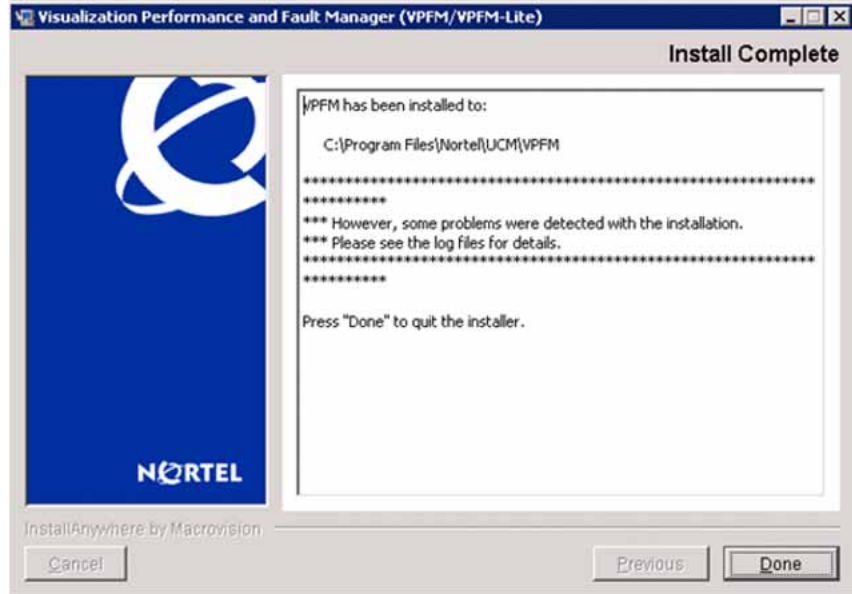


- 29 If errors are detected by the post install script during installation, the final screen will be similar to the one shown below. For a

successful installation, you must uninstall the current installation, and initiate a new installation after you correct the detected errors.

Correct the detected errors that are mentioned in the post install script log file.

Note: You must check for errors before you uninstall the application. After you uninstall the application, the log file is also uninstalled, and the post install log is deleted.



--End--

Uninstallation of VPFM

This section describes how to uninstall the Visualization Performance and Fault Manager (VPFM) on the Windows and Linux platform.

During uninstallation, you can remove the VPFM application and delete all application data and databases.

Attention: Nortel highly recommends that you backup the data prior to uninstalling the application.

Navigation

- ["Uninstalling VPFM on the Windows platform" \(page 31\)](#)
- ["Uninstalling VPFM on a Linux platform" \(page 36\)](#)

Uninstalling VPFM on the Windows platform

Use the following procedure to uninstall VPFM on a Windows platform.

Prerequisites

- Before you begin to uninstall VPFM, close all UCM applications.
- Log on to the server platform as an Administrator or as a user with Administrative privileges to uninstall VPFM without backup on Windows platform.

Procedure steps

Step	Action
1	Navigate to Start Menu>Programs>Nortel>UCM>VPFM>Uninstall Nortel VPFM.
2	Double click the Uninstall_VPFM executable to launch the uninstaller.

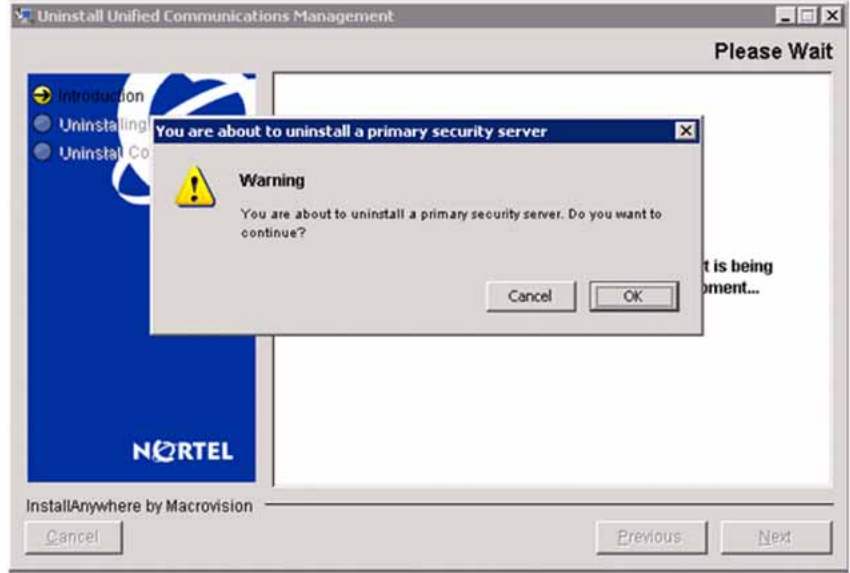
The Uninstall Nortel VPFM screen appears.



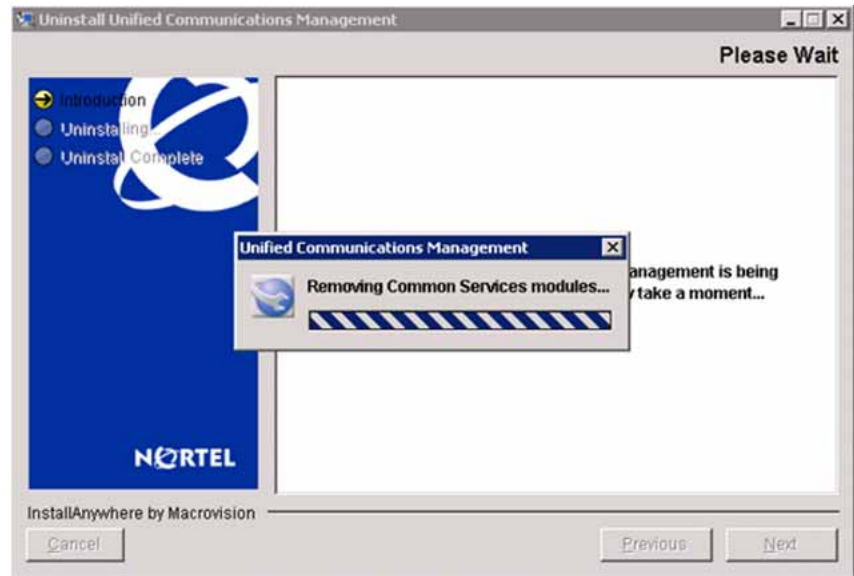
- 3 Click **Uninstall** to begin the uninstallation process.
The uninstallation process takes several minutes.
- 4 If you are uninstalling the primary server, then the following screen appears.

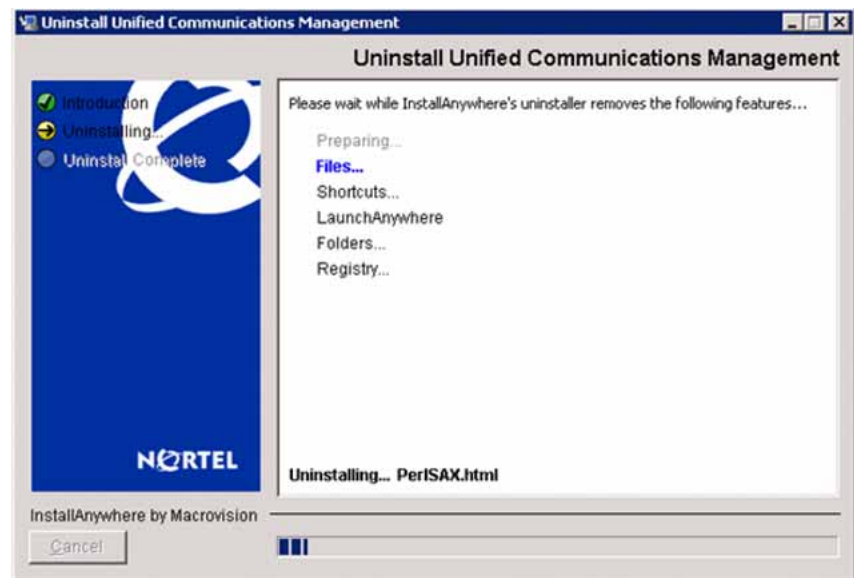
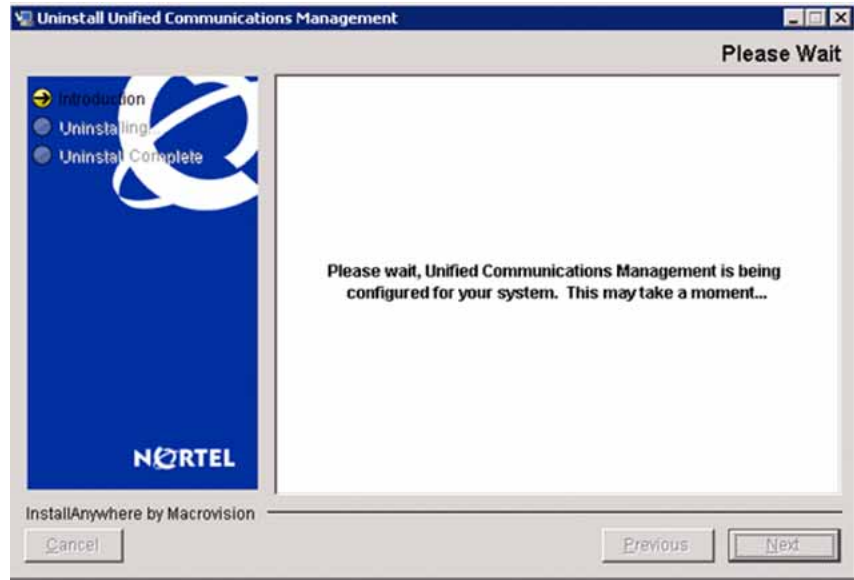


- 5 Click **OK**.
- 6 If you are uninstalling the primary security server, then the following screen appears.

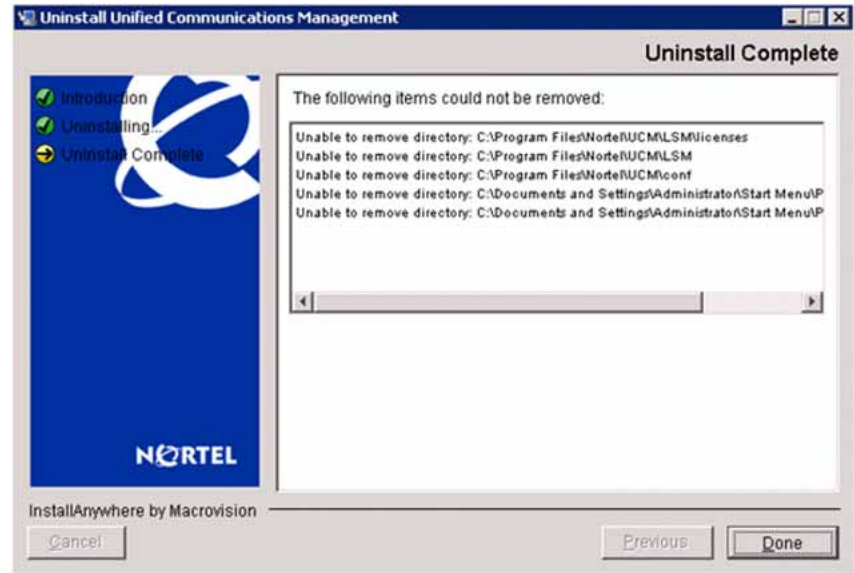


- 7 Click **OK**.
- 8 The following screens appear to indicate that the UCM is being uninstalled.





- 9 After the UCM uninstall is completed, the following screen appears.



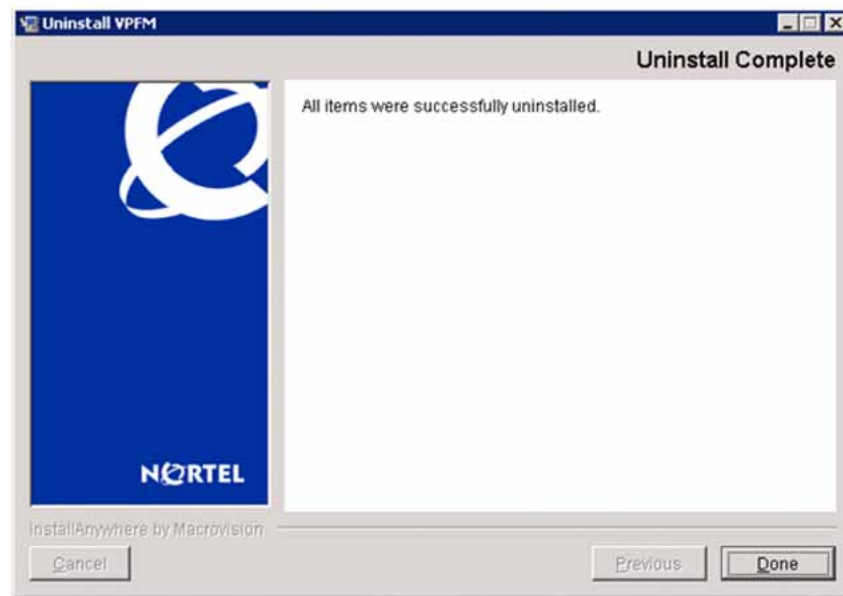
The preceding screen lists the files that cannot be removed by the uninstaller. Nortel recommends that you manually remove these files before you perform a fresh installation.

- 10 Click **Done**.

The following screen appears.



- 11 The following screen appears after the entire application is uninstalled.



Note: You must still manually delete the files mentioned after the UCM uninstall.

- 12 Click **Done** to complete the uninstallation process.

--End--

Uninstalling VPFM on a Linux platform

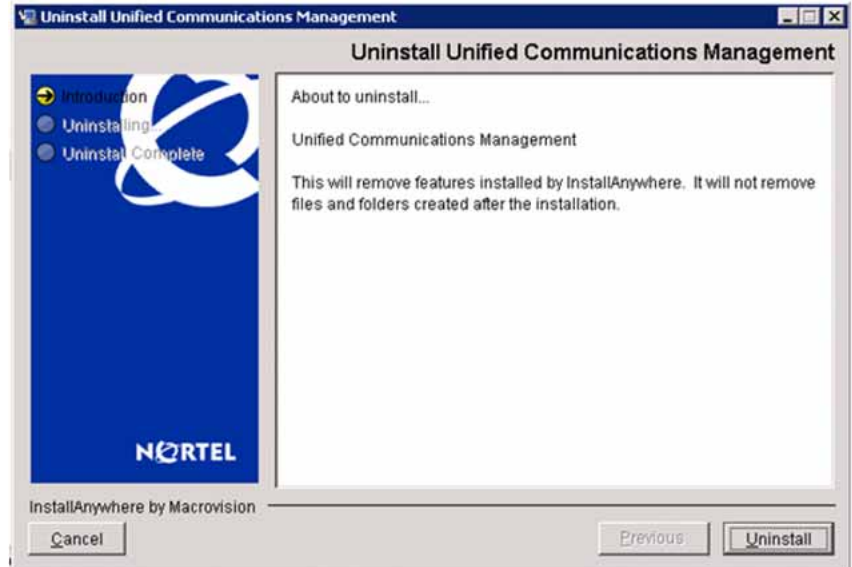
Use the following procedure to uninstall VPFM on a Linux platform.

Prerequisites

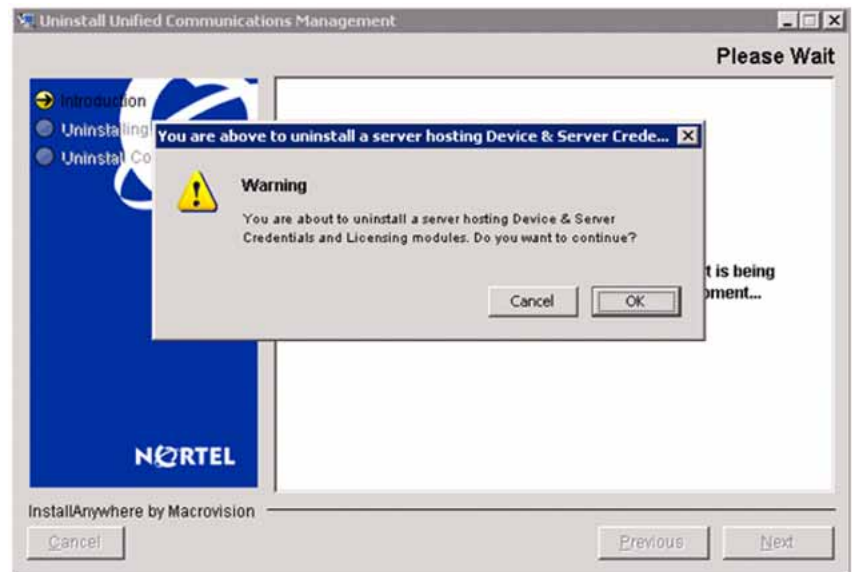
- Before you begin to uninstall VPFM, close all UCM applications.
- On to the Linux server platform, log on as root.

Procedure steps

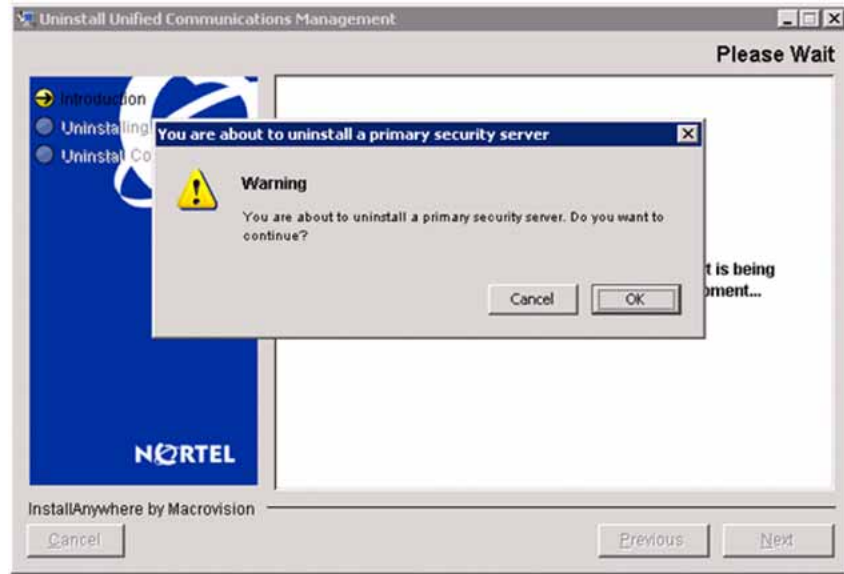
Step	Action
1	From the Command prompt, run <code>./<VPFM_HOME>/Uninstall_VPFM/Uninstall_VPFM</code> . The default path set by the VPFM installer is <code>/opt/Nortel/UCM/VPFM/</code> .
2	Double-click the Uninstall_VPFM executable to launch the uninstaller. The Uninstall Nortel VPFM screen appears.



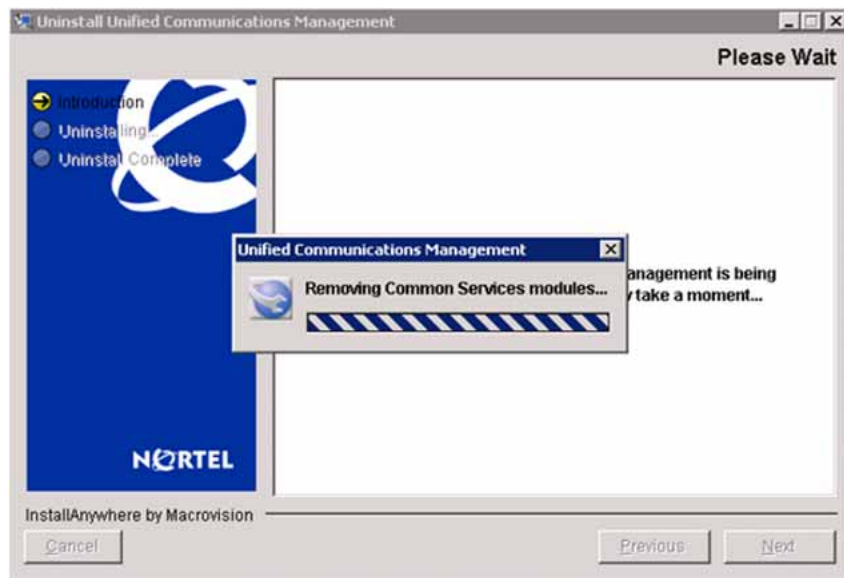
- 3 Click **Uninstall** to begin the uninstallation process.
The uninstallation process takes several minutes.
- 4 If you are uninstalling the primary server, then the following screen appears.

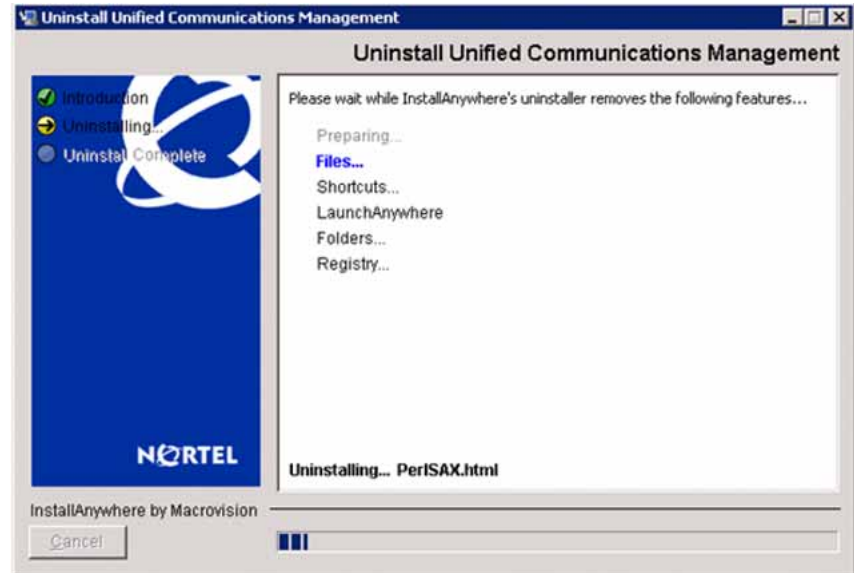


- 5 Click **OK**.
- 6 If you are uninstalling the primary security server, then the following screen appears.

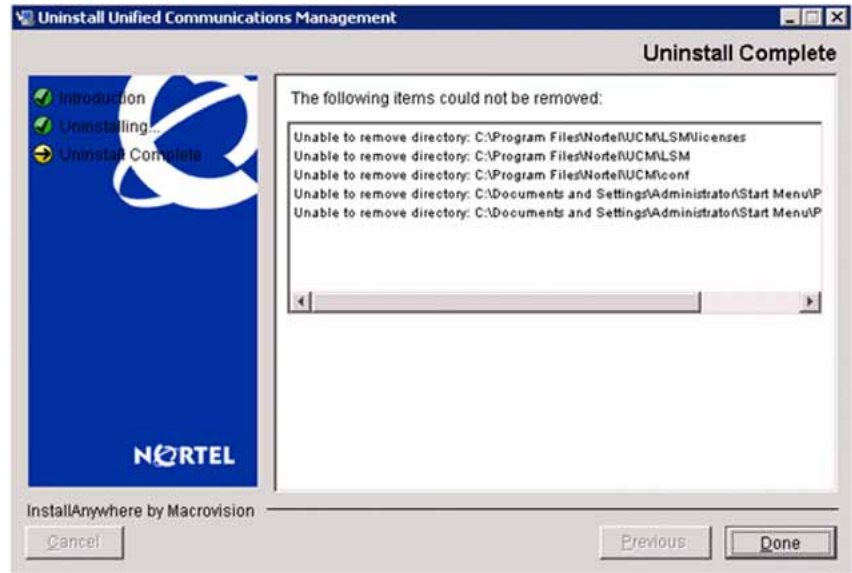


- 7 Click **OK**.
- 8 The following screens appear to indicate that the UCM is being uninstalled.





- 9 After the UCM uninstall is complete, the following screen appears.



The preceding screen lists the files that cannot be removed by the uninstaller. Nortel recommends that you manually remove these files before you perform a fresh installation.

- 10 Click **Done**.

The following screen appears.



- 11 The following screen appears after the entire application is uninstalled.



Note: You must still manually delete the files mentioned after the UCM uninstall.

- 12 Click **Done** to complete the uninstallation process.

--End--

Data migration from 2.0 to 2.1

You can migrate all custom data, including Scopes, Actions, Responses, Schedules, and Monitoring Configurations that you created with VPFM 2.0 to VPFM 2.1. You can restore Trends data, Event History, and filters from the Event Browser and the Event History browsers.

Because you cannot migrate any domains that you created with VPFM 2.0, VPFM 2.0.0.1, VPFM 2.0.0.2, or VPFM 2.0.0.3 to VPFM 2.1, you must create a new domain and run a discovery from the beginning after you install VPFM 2.1. The domains that you create with VPFM 2.0.0.4 patch function with VPFM 2.1.

Because you cannot restore Event Browser information and Trap/Syslog Browser information, Nortel recommends that you manually export this information to XML files to have as backup. You cannot import Event Browser information and Trap/Syslog Browser information back into VPFM 2.1.

Navigation

- ["Backing up custom data on the Windows platform" \(page 44\)](#)
- ["Backing up custom data on the Linux platform" \(page 45\)](#)
- ["Restoring custom data on the Windows platform" \(page 46\)](#)
- ["Restoring custom data on the Linux platform" \(page 47\)](#)

Backing up custom data on the Windows platform

Use the following procedure to back up custom data on the Windows platform.

Procedure steps

Step	Action
1	<hr/> <p>Attention: Perform steps 1 through 3 only if your current VPFM version is 2.0 (build 433), 2.0.0.1 (build 436), 2.0.0.2 (build 480), or 2.0.0.3 (build 493). If you use VPFM 2.0.0.4 (build 498), you do not need to execute steps 1 through 3. You can identify the version of VPFM you are running by the build number listed at the bottom of the VPFM welcome page.</p> <hr/>
2	<p>From the Services control panel program, stop the Nortel VPFM service.</p> <p>Remove all the sub-folders from the VPFM_HOME\knowledge\domains folder.</p> <p>VPFM_HOME is the folder where VPFM is installed. The path is C:\Program Files\Nortel\UCM\VPFM.</p>
3	<p>From the Services control panel program, start the Nortel VPFM service.</p> <hr/> <p>Attention: You perform steps 1 to 3 to ensure that no domains are carried forward to VPFM 2.1.</p> <hr/>
4	<p>Ensure that all the Nortel UCM services are operating.</p>
5	<p>From UCM_HOME\bin, run the following command:</p> <p>backupAllData.bat</p> <p>UCM_HOME is the folder where Nortel UCM is installed. The path is C:\Program Files\Nortel\UCM.</p>
6	<p>When prompted for the database administrator's password, enter the password that you selected when you installed the application.</p>
7	<p>When prompted, choose the numbered option for VPFM as the module to back up.</p>

Attention: You perform steps 5 to 7 to back up the customizations that you created with VPFM 2.0, and to create a JAR archive in the UCM_HOME/backups folder. The name of the JAR archive is <name>.jar, where <name> is the date and time stamp of when you ran the backup; for example, 2010-03-08_11.34.jar.

8 Uninstall VPFM 2.0.

For more information on uninstalling VPFM 2.0, see the uninstall instructions for the VPFM version that you installed.

--End--

Backing up custom data on the Linux platform

Use the following procedure to back up custom data on the Linux platform.

Procedure steps

Step	Action
------	--------

1

Attention: Perform steps 1 through 3 only if your current VPFM version is 2.0 (build 433), 2.0.0.1 (build 436), 2.0.0.2 (build 480), or 2.0.0.3 (build 493). If you use VPFM 2.0.0.4 (build 498), you do not need to execute steps 1 through 3. You can identify the version of VPFM you are running by the build number listed at the bottom of the VPFM welcome page.

To stop the Nortel VPFM service, at the shell prompt, type **service kbmd stop**.

2 Remove all the sub-folders from the VPFM_HOME\knowledge\do mains folder.

VPFM_HOME is the folder where VPFM is installed. The path is /opt/nortel/ucm/vpfm.

3 To start the Nortel VPFM service, at the shell prompt, type **service kbmd start**.

Attention: You perform steps 1 to 3 to ensure that no domains are carried forward to VPFM 2.1.

- 4 Ensure that all the Nortel UCM services are operating.
 - 5 From UCM_HOME\bin, run the following command:
backupAllData.sh
UCM_HOME is the folder where Nortel UCM is installed. The path is /opt/nortel/ucm.
 - 6 When prompted for the database administrator's password, enter the password that you selected when you installed the application.
 - 7 When prompted, choose the numbered option for VPFM as the module to back up.
-

Attention: You perform steps 5 to 7 to back up the customizations that you created with VPFM 2.0, and to create a JAR archive in the UCM_HOME/backups folder. The name of the JAR archive is <name>.jar, where <name> is the date and time stamp of when you ran the backup; for example, 2010-03-08_11.34.jar.

- 8 Uninstall VPFM 2.0.
For more information on uninstalling VPFM 2.0, see the uninstall instructions for the VPFM version that you installed.
-

--End--

Restoring custom data on the Windows platform

Use the following procedure to restore custom data on the Windows platform.

Prerequisites

- Ensure that you have successfully installed VPFM 2.1, and that all the Nortel UCM services are operating.

Procedure steps

Step	Action
1	From UCM_HOME\bin, run the following command:

restoreAllData.bat

UCM_HOME is the folder where Nortel UCM is installed. The path is C:\Program Files\Nortel\UCM.

- 2 When prompted, enter the name of the JAR archive that you created when you ran the backup; for example, 2010-03-08_11.34.jar.
- 3 When prompted for the database administrator's password, enter the password that you selected when you installed the application.

--End--

Restoring custom data on the Linux platform

Use the following procedure to restore custom data on the Linux platform.

Prerequisites

- Ensure that you have successfully installed VPFM 2.1, and that all the Nortel UCM services are operating.

Procedure steps

Step	Action
1	From UCM_HOME\bin, run the following command: restoreAllData.sh UCM_HOME is the folder where Nortel UCM is installed. The path is /opt/nortel/ucm.
2	When prompted, enter the name of the JAR archive that you created when you ran the backup; for example, 2010-03-08_11.34.jar.
3	When prompted for the database administrator's password, enter the password that you selected when you installed the application.

--End--

Nortel Visualization Performance and Fault Manager Installation

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