



Zenoss Resource Manager Upgrade Guide

Release 6.2.1

Zenoss, Inc.

www.zenoss.com

Zenoss Resource Manager Upgrade Guide

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About this guide

Zenoss Resource Manager Upgrade Guide provides detailed instructions for upgrading Zenoss Resource Manager (short name: Resource Manager) to the most recent version.

Note Zenoss strongly recommends reviewing the *Zenoss Resource Manager Release Notes* carefully before using this guide.

Tested operating environments

The Resource Manager application is deployed in and managed by Control Center. The operating environments of Resource Manager are the Control Center environments that are tested with a given release. The following sections identify the tested operating environments of Resource Manager and Control Center.

Resource Manager, Control Center, and operating systems

The following table identifies the tested combinations of Resource Manager, Control Center, and operating system releases.

Resource Manager release	Control Center	
	Minimum release	Host OS
6.2.1	1.5.1	RHEL/CentOS 7.2, 7.3, 7.4, or 7.5 (64-bit)
6.0.1, 6.1.0, 6.1.1, 6.1.2, 6.2.0**	1.5.0, 1.5.1	RHEL/CentOS 7.2, 7.3, or 7.4 (64-bit)
5.3.0, 5.3.1, 5.3.2, 5.3.3	1.3.0, 1.3.1, 1.3.2, 1.3.3, 1.3.4, 1.4.0, 1.4.1	RHEL/CentOS 7.1, 7.2, or 7.3 (64-bit)
5.2.0, 5.2.1, 5.2.2, 5.2.3, 5.2.4, 5.2.6*	1.2.0, 1.2.1, 1.2.2, 1.2.3, 1.3.0, 1.3.1, 1.3.2, 1.3.3, 1.3.4, 1.4.0, 1.4.1	RHEL/CentOS 7.1, 7.2, or 7.3 (64-bit)
5.1.9, 5.1.10	1.1.9, 1.2.0	RHEL/CentOS 7.1 or 7.2 (64-bit)
5.1.8	1.1.5, 1.1.6, 1.1.7, 1.1.8, 1.1.9	RHEL/CentOS 7.1 or 7.2 (64-bit)
5.1.7	1.1.5, 1.1.6, 1.1.7, 1.1.8	RHEL/CentOS 7.1 or 7.2 (64-bit)
5.1.6 (internal release only)	(none)	(none)
5.1.4, 5.1.5	1.1.5, 1.1.6, 1.1.7	RHEL/CentOS 7.1 or 7.2 (64-bit)
5.1.3	1.1.2, 1.1.3, 1.1.5	RHEL/CentOS 7.1 or 7.2 (64-bit)
5.1.2	1.1.2, 1.1.3	RHEL/CentOS 7.1 or 7.2 (64-bit)
5.1.1	1.1.1, 1.1.2	RHEL/CentOS 7.1 or 7.2 (64-bit)

Hypervisors

Hypervisor	Versions
VMware vSphere	5.0, 5.1, 5.5, 6.0, 6.5

** Version 6.0.0 - controlled availability

* Version 5.2.5 - withdrawn

Hypervisor	Versions
Microsoft Hyper-V	Version 2.0 with Windows Server 2008 R2 SP1
	Version 3.0 with Windows Server 2012 and 2012 R2

Public cloud platforms

Amazon Web Services (AWS) is fully tested.

Microsoft Azure has been tested only for collector pools. Creating a full Control Center deployment to operate Resource Manager has NOT been tested on Microsoft Azure.

Supported clients and browsers

The following table identifies the supported combinations of client operating systems and web browsers.

Client OS	Supported browsers
Windows 7, 10	Internet Explorer 11 [*]
	Firefox 56 and later
	Chrome 61 and later
macOS 10.12.3, 10.13	Firefox 56 and later
	Chrome 61 and later
Ubuntu 14.04 LTS	Firefox 56 and later
	Chrome 61 and later

Resource Manager publications

Title	Description
<i>Zenoss Resource Manager Administration Guide</i>	Provides an overview of Resource Manager architecture and features, as well as procedures and examples to help use the system.
<i>Zenoss Resource Manager Configuration Guide</i>	Provides required and optional configuration procedures for Resource Manager, to prepare your deployment for monitoring in your environment.
<i>Zenoss Resource Manager Installation Guide</i>	Provides detailed information and procedures for creating deployments of Control Center and Resource Manager.
<i>Zenoss Resource Manager Planning Guide</i>	Provides both general and specific information for preparing to deploy Resource Manager.
<i>Zenoss Resource Manager Release Notes</i>	Describes known issues, fixed issues, and late-breaking information not already provided in the published documentation set.
<i>Zenoss Resource Manager Upgrade Guide</i>	Provides detailed information and procedures for upgrading deployments of Resource Manager.

^{*} Enterprise mode only; compatibility mode is not tested.

Additional information and comments

If you have technical questions about this product that are not answered in this guide, please visit the [Zenoss Support](#) site or contact Zenoss Support.

Zenoss welcomes your comments and suggestions regarding our documentation. To share your comments, please send an email to docs@zenoss.com. In the email, include the document title (*Zenoss Resource Manager Upgrade Guide*) and part number (1692.18.248.67).

Change history

The following list associates document part numbers and the important changes to this guide since the previous release. Some of the changes involve features or content, but others do not. For information about new or changed features, refer to the *Zenoss Resource Manager Release Notes*.

1692.18.248.67 (6.2.1)

Remove support from this document for upgrading versions prior to 5.3.2. For assistance upgrading an earlier version, please contact Zenoss Support.

Update release numbers.

1692.18.163.52 (6.2.0)

Update release numbers.

1692.18.081.40 (6.1.2)

Update release numbers.

1692.18.009 (6.1.0)

Update release numbers.

1692.17.320 (6.0.1)

Replace Leapfile.net with delivery.zenoss.com.

Update release numbers.

1692.17.311.1 (6.0.0)

Document changes for new release.

Update release numbers.

1092.17.268 (5.3.2)

Update release numbers.

1092.17.242 (5.3.1)

Update release numbers.

1092.17.230 (5.3.0)

You can upgrade by using the appliance artifacts or a converged set of non-appliance artifacts. This document is reorganized and updated with associated information.

Update release numbers.

1092.17.171 (5.2.6)

Update release numbers.

About 5.2.5

Version 5.2.5 was withdrawn.

1092.17.122 (5.2.4)

Update release numbers.

1092.17.100 (5.2.3)

Add a part for upgrading high-availability deployments.

Update release numbers.

1092.17.058 (5.2.2)

Update release numbers.

1092.17.044 (5.2.1)

Remove change history entries prior to release 5.2.0.

Add a part about upgrading custom deployments, move scope chapter before the part.

Remove temporary chapter about installing an updated version of the Cisco UCS ZenPack.

Add a part for upgrading appliance deployments.

1092.16.352 (5.2.0)

Add a temporary chapter, for installing an updated version of the Cisco UCS ZenPack.

1092.16.335 (5.2.0)

Remove procedures for upgrading Control Center. That information is now in the *Control Center Upgrade Guide*.

Add a section that details the supported operating environments of Resource Manager.

Add an appendix about installing a new application template.

Remove the high-availability chapters. Upgrades to high-availability are now performed by Zenoss personnel.

Add an appendix about installing a new application template.

Documented upgrade paths and upgrade considerations

1

This chapter identifies the release dates of Control Center and Resource Manager, and the upgrade paths included in this guide.

Upgrade consideration

Resource Manager 6.x is compatible with Zenoss Service Impact version 5.2.3 or later. If you use Zenoss Service Impact and upgrade to Resource Manager 6.x, you must also upgrade to Zenoss Service Impact 5.2.3 or later.

Release dates and versions

Table 1: Release 6.2.x

Release Date	Control Center	Resource Manager
29 Aug 2018	1.5.1	6.2.1
12 Jun 2018	1.5.1	6.2.0

Table 2: Release 6.1.x

Release Date	Control Center	Resource Manager
22 Mar 2018	1.5.0	6.1.2
14 Feb 2018	1.5.0	6.1.1
07 Dec 2017	1.5.0	6.1.0

Table 3: Release 6.0.x

Release Date	Control Center	Resource Manager
13 Nov 2017	1.5.0	6.0.1
08 Nov 2017	1.5.0	6.0.0

Table 4: Release 5.3.x

Release Date	Control Center	Resource Manager
09 Nov 2017	1.4.2	5.3.3
25 Sep 2017	1.4.1	5.3.2

Upgrade paths included in this document

For questions about performing an upgrade or for assistance, please contact Zenoss Support.

Upgrading from Resource Manager 6.1.x

From	To
Resource Manager 6.1.2	Resource Manager 6.2.1
Resource Manager 6.1.1	Resource Manager 6.2.1
Resource Manager 6.1.0	Resource Manager 6.2.1

Upgrading from Resource Manager 6.0.x

From	To
Resource Manager 6.0.1	Resource Manager 6.2.1
Resource Manager 6.0.0	Resource Manager 6.2.1

Upgrading from Resource Manager 5.3.x

From	To
Resource Manager 5.3.3	Resource Manager 6.2.1
Resource Manager 5.3.2	Resource Manager 6.2.1

Single-host appliance deployments

Scope

The chapters in this part describe how to upgrade single-host deployments of Resource Manager that are based on virtual appliances. The upgrade software includes the option to upgrade Control Center and Resource Manager independently.

The procedures in this part are valid for all of the upgrade paths listed in [Upgrade paths included in this document](#) on page 11.

Upgrades of Control Center or Resource Manager include upgrades of the virtual machine operating system.

Note The procedures in this part only upgrade a single-host deployment to a single-host deployment. For more information about converting a single-host deployment to a multi-host deployment, refer to the *Zenoss Resource Manager Installation Guide*.

For optimum results, before performing an upgrade, Zenoss recommends reviewing the upgrade procedures.

Before upgrading an appliance-based deployment

2

To prepare to update an appliance-based deployment, follow the procedures in this section.

Preparing to upgrade

Before you upgrade your deployment, perform this procedure.

- 1 Verify that Resource Manager is operating normally.
 - a Log in to the Control Center browser interface as `ccuser`.
 - b In the **Application** column of the **Applications** table, click **Zenoss.resmgr**.
 - c Verify that all of the services in the **IP Assignments** table have valid IP addresses.
 - d Scroll down to the **Services** table, and then verify that none of the child services have failing health checks.
- 2 Check the integrity of Resource Manager databases.
For more information, see *Using Zenoss Toolbox* on page 49.
- 3 Create a backup of Resource Manager.
Backups can be created with the Control Center backup feature or with the backup feature of your hypervisor.

Note Before starting a hypervisor backup, Resource Manager, the Control Center service, and the Control Center master host virtual machine must be shut down cleanly and completely.

Downloading the update ISO file

To perform this procedure, you need:

- A workstation with internet access.
- Permission to download files from delivery.zenoss.com. Zenoss customers can request permission by filing a ticket at the [Zenoss Support](#) site.
- A secure network copy program.

Use this procedure to download the required files to a workstation and then copy the files to a location your hypervisor can use.

Perform these steps:

- 1 In a web browser, navigate to the download site, and then log in.
The download site is delivery.zenoss.com.

- 2 Download the Zenoss Service Dynamics (ZSD) update file.

```
update-zenoss-zsd-6.2.1-1.x86_64.iso
```

- 3 Use a secure copy program to copy the file to a location your hypervisor can use.

Attaching the upgrade ISO

Use one of the procedures in this section to attach the update ISO file to the CD/DVD drive of each host in your Control Center deployment.

Attaching an update ISO with vSphere

To perform this task, you need:

- A VMware vSphere client
- On your workstation, a copy of the Resource Manager update ISO file

Use this procedure to attach a Resource Manager update ISO file to the CD/DVD drive of a Control Center host.

- 1 Use the VMware vSphere Client to log in to vCenter as `root`, or as a user with superuser privileges.
- 2 With the **View** menu, enable **Toolbar** and **Show VMs in Inventory**.
- 3 In the **Inventory** list, select the name of the Control Center host.
- 4 Enable the CD/DVD drive of the Control Center master host.
 - a On the **Summary** page, click **Edit Settings**.
 - b In the **Hardware** table of the **Virtual Machine Properties** dialog, select **CD/DVD drive 1**.
 - c In the **Device Type** area, click **Client Device**.
 - d At the bottom of the **Virtual Machine Properties** dialog, click **OK**.

Note If the CD/DVD drive is configured to connect when the virtual machine starts, you may have to turn off the virtual machine, reconfigure the drive, and then turn on the virtual machine, before proceeding to the next step. Before turning off the virtual machine, stop Resource Manager. For more information, see [Stopping Resource Manager](#) on page 15.

- 5 Attach the update ISO file to the Control Center master host.
 - a In the toolbar, click the CD/DVD drive icon.
 - b From the menu, select **CD/DVD drive 1 > Connect to ISO image on local disk**.
 - c In the **Open** dialog, select the update ISO file, and then click **Open**.

Attaching an update ISO with Hyper-V

To perform this task, you need:

- Microsoft Remote Desktop Connection
- On the Hyper-V host, a copy of the Resource Manager update ISO file

Use this procedure to attach a Resource Manager update ISO file to the CD/DVD drive of a Control Center host.

- 1 Use Microsoft Remote Desktop Connection to log in to a Hyper-V host as Administrator, or as a user with Administrator privileges.
- 2 Start **Hyper-V Manager**.
- 3 In the **Virtual Machines** area of Hyper-V Manager, select the Control Center host, and then right-click to select **Settings**.
- 4 In the **Hardware** area of the **Settings** dialog, select **IDE Controller 1 > DVD Drive**.
- 5 In the **Media** area, click the **Image file** radio button, and then click **Browse** button.

- 6 In the **Open** dialog, select the update ISO file, and then click the **Open** button.
- 7 At the bottom of the **Settings** dialog, click the **OK** button.

Stopping Resource Manager

Use this procedure to stop Resource Manager.

- 1 Gain access to the Control Center host, through the console interface of your hypervisor, or through a remote shell utility such as *PuTTY*.
- 2 Start a command-line session as `root`.
 - a In the **Appliance Administration** menu, select **Root Shell**.
 - b Select **Run**, and then press **Enter**.

The menu is replaced by a command prompt similar to the following example:

```
[root@hostname ~]#
```

- 3 Check the status of Resource Manager.

```
serviced service status --show-fields 'Name,ServiceID,Status'
```

- If the status of all services is `stopped`, this procedure is complete. Continue to the next procedure.
 - If the status is `running`, perform the remaining steps.
- 4 Stop Resource Manager.

```
serviced service stop Zenoss.resmgr
```

- 5 Check the status of Resource Manager.

```
serviced service status --show-fields 'Name,ServiceID,Status'
```

Repeat the command until the status of all services is `stopped`.

Removing Docker containers on the master host

Occasionally, stopping the Control Center service leaves Docker containers in the local registry. Perform this procedure on the Control Center master host to ensure no containers remain.

- 1 Gain access to the Control Center host, through the console interface of your hypervisor, or through a remote shell utility such as *PuTTY*.
- 2 Start a command-line session as `root`.
 - a In the **Appliance Administration** menu, select **Root Shell**.
 - b Select **Run**, and then press **Enter**.

The menu is replaced by a command prompt similar to the following example:

```
[root@hostname ~]#
```

- 3 Stop the Control Center service.

```
systemctl stop serviced
```

- 4 Ensure that no containers remain in the local repository.

- a** Display the identifiers of all containers, running and exited.

```
docker ps -qa
```

- If the command returns no result, stop. This procedure is complete.
 - If the command returns a result, perform the following substeps.
- b** Remove all remaining containers.

```
docker ps -qa | xargs --no-run-if-empty docker rm -fv
```

- c** Display the identifiers of all containers, running and exited.

```
docker ps -qa
```

- If the command returns no result, stop. This procedure is complete.
 - If the command returns a result, perform the remaining substeps.
- d** Disable the automatic startup of `serviced`.

```
systemctl disable serviced
```

- e** Reboot the host.

```
reboot
```

- f** Log in to the master host as `root`, or as a user with superuser privileges.
- g** Enable the automatic startup of `serviced`.

```
systemctl enable serviced
```

To return to the **Appliance Administration** menu, enter the `exit` command.

Upgrading single-host appliance deployments

3

This chapter describes how to upgrade a single-host deployment of Resource Manager that is based on a virtual appliance.

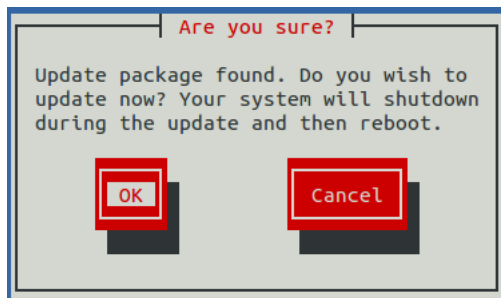
Updating Control Center

Before performing this procedure, attach the update ISO file to the Control Center hosts. For more information, see [Attaching the upgrade ISO](#) on page 14.

Use this option to update Control Center.

Note The upgrade software creates a record of its work in `/tmp/upgrade-zsd-cc-*.log`.

- 1 Gain access to the Control Center host, through the console interface of your hypervisor, or through a remote shell utility such as *PuTTY*.
- 2 Log in as the `root` user.
- 3 In the **Appliance Administration** menu, use the down arrow key to select **Update System**, and then press **Enter**.



- To update the system, press **Enter**.
 - To cancel the update, press **Tab**, and then press **Enter**.
- 4 In the **Upgrade Options** menu, choose **Upgrade to Control Center v.r.m** and then press **Enter**.
The **Appliance Administration** menu is replaced by progress messages as the Control Center upgrade begins. The following list identifies the major steps of the upgrade, which takes about 20 minutes:
 - Install the Zenoss repository mirror. All subsequent steps use the mirror.
 - Install a new version of Control Center.
 - Install a new version of Docker.
 - Install images into the local Docker repository.

- Install utility packages.
- Upgrade the host virtual machine to CentOS 7.4.

When the upgrade completes, the following message is displayed:

```
Complete!
The host-type host update attempt succeeded.
Control Center v.r.m is installed.
The update log is /tmp/upgrade-zsd-cc-*.log.

Follow these steps to complete the update:
1. On each delegate host, attach the update ISO, and then update
   Control Center.
2. On the master host, generate and distribute authentication tokens
   to each delegate host.
   (Control Center v.r.m requires authentication tokens for all
   delegate communications.)
3. On the master host, update Zenoss Service Dynamics to v.r.m.
   For more information, refer to the Zenoss Service Dynamics Upgrade
   Guide.

Press any key to reboot...
```

- 5 Press any key.

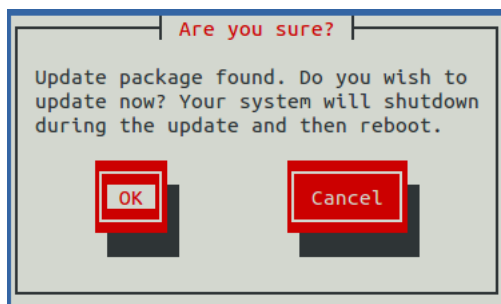
Updating Resource Manager on the master host

Before performing this procedure, upgrade Control Center.

Use this procedure to update Resource Manager on a master host.

Note The upgrade software creates a record of its work in `/tmp/upgrade-xxx-product-*.log`.

- 1 Gain access to the Control Center host, through the console interface of your hypervisor, or through a remote shell utility such as *PuTTY*.
- 2 Log in as the `root` user.
- 3 In the **Appliance Administration** menu, use the down arrow key to select **Update System**, and then press **Enter**.



- To update the system, press **Enter**.
 - To cancel the update, press **Tab**, and then press **Enter**.
- 4 In the **Upgrade Options** menu, choose **Upgrade to Zenoss Service Dynamics v.r.m** and then press **Enter**. The **Appliance Administration** menu is replaced by progress messages as the upgrade begins. The following list identifies the major steps of the upgrade, which takes about 30 minutes:
 - Install or update the Zenoss mirror repository. All subsequent steps use the mirror.
 - Install images into the local Docker registry.

- Add or update ZenPacks for Zenoss Analytics and Zenoss Service Impact.
- Install a new application template for Resource Manager.
- Start the Resource Manager upgrade script.

The following message displays when the upgrade completes:

```
Zenoss Service Dynamics upgraded successfully.  
Upgrade log stored at /tmp/upgrade-xxx-product-*.log.  
Press any key to reboot...
```

- 5 Press any key.

After upgrading

After Resource Manager is upgraded, perform the procedures in this chapter.

Starting Resource Manager

Use this procedure to start Resource Manager and verify the upgrade.

- 1 Display the login page of the Control Center browser interface.
Replace *HostName* with the name or IP address of the Control Center master host:

```
https://HostName
```

- 2 Log in as `ccuser`.
The **Applications** table shows the updated application, and the **Application Templates** table includes the old and new templates.

Note Do not attempt to add either the old or the new application template. The new template is already added and deployed.

- 3 In the **Actions** column of the **Applications** table, click the **Start** control of **Zenoss.resmgr**.
- 4 In the **Start Service** dialog, click **Start Service and NN Children**.

Clearing heartbeat events

If you are using the **Daemon Process Down** portlet, `zencatalogservice` may be listed as down immediately after upgrading to this release. The status is incorrect and can be corrected by using this procedure to clear heartbeat events.

- 1 Log in to the Resource Manager browser interface as a user with ZenManager or Manager privileges.
- 2 Navigate to **ADVANCED > Settings**.
- 3 In the left panel, select **Events**.
- 4 At the bottom of the **Event Configuration** page, click the **Clear** button.

Multi-host appliance deployments

Scope

The chapters in this part describe how to upgrade multi-host deployments of Resource Manager that are based on virtual appliances. The upgrade software includes the option to upgrade Control Center and Resource Manager independently.

The procedures in this part are valid for all of the upgrade paths listed in [Upgrade paths included in this document](#) on page 11.

Upgrades of Control Center or Resource Manager include upgrades of the virtual machine operating system.

For optimum results, before performing an upgrade, Zenoss recommends reviewing the upgrade procedures.

Before upgrading an appliance-based deployment

5

To prepare to update an appliance-based deployment, follow the procedures in this section.

Preparing to upgrade

Before you upgrade your deployment, perform this procedure.

- 1 Verify that Resource Manager is operating normally.
 - a Log in to the Control Center browser interface as `ccuser`.
 - b In the **Application** column of the **Applications** table, click **Zenoss.resmgr**.
 - c Verify that all of the services in the **IP Assignments** table have valid IP addresses.
 - d Scroll down to the **Services** table, and then verify that none of the child services have failing health checks.
- 2 Check the integrity of Resource Manager databases.

For more information, see [Using Zenoss Toolbox](#) on page 49.
- 3 Create a backup of Resource Manager.

Backups can be created with the Control Center backup feature or with the backup feature of your hypervisor.

Note Before starting a hypervisor backup, Resource Manager, the Control Center service, and the Control Center master host virtual machine must be shut down cleanly and completely.

Downloading the update ISO file

To perform this procedure, you need:

- A workstation with internet access.
- Permission to download files from delivery.zenoss.com. Zenoss customers can request permission by filing a ticket at the [Zenoss Support](#) site.
- A secure network copy program.

Use this procedure to download the required files to a workstation and then copy the files to a location your hypervisor can use.

Perform these steps:

- 1 In a web browser, navigate to the download site, and then log in.

The download site is delivery.zenoss.com.

- 2 Download the Zenoss Service Dynamics (ZSD) update file.

```
update-zenoss-zsd-6.2.1-1.x86_64.iso
```

- 3 Use a secure copy program to copy the file to a location your hypervisor can use.

Attaching the upgrade ISO

Use one of the procedures in this section to attach the update ISO file to the CD/DVD drive of each host in your Control Center deployment.

Attaching an update ISO with vSphere

To perform this task, you need:

- A VMware vSphere client
- On your workstation, a copy of the Resource Manager update ISO file

Use this procedure to attach a Resource Manager update ISO file to the CD/DVD drive of a Control Center host.

- 1 Use the VMware vSphere Client to log in to vCenter as `root`, or as a user with superuser privileges.
- 2 With the **View** menu, enable **Toolbar** and **Show VMs in Inventory**.
- 3 In the **Inventory** list, select the name of the Control Center host.
- 4 Enable the CD/DVD drive of the Control Center master host.
 - a On the **Summary** page, click **Edit Settings**.
 - b In the **Hardware** table of the **Virtual Machine Properties** dialog, select **CD/DVD drive 1**.
 - c In the **Device Type** area, click **Client Device**.
 - d At the bottom of the **Virtual Machine Properties** dialog, click **OK**.

Note If the CD/DVD drive is configured to connect when the virtual machine starts, you may have to turn off the virtual machine, reconfigure the drive, and then turn on the virtual machine, before proceeding to the next step. Before turning off the virtual machine, stop Resource Manager. For more information, see [Stopping Resource Manager](#) on page 15.

- 5 Attach the update ISO file to the Control Center master host.
 - a In the toolbar, click the CD/DVD drive icon.
 - b From the menu, select **CD/DVD drive 1 > Connect to ISO image on local disk**.
 - c In the **Open** dialog, select the update ISO file, and then click **Open**.

Attaching an update ISO with Hyper-V

To perform this task, you need:

- Microsoft Remote Desktop Connection
- On the Hyper-V host, a copy of the Resource Manager update ISO file

Use this procedure to attach a Resource Manager update ISO file to the CD/DVD drive of a Control Center host.

- 1 Use Microsoft Remote Desktop Connection to log in to a Hyper-V host as Administrator, or as a user with Administrator privileges.
- 2 Start **Hyper-V Manager**.
- 3 In the **Virtual Machines** area of Hyper-V Manager, select the Control Center host, and then right-click to select **Settings**.
- 4 In the **Hardware** area of the **Settings** dialog, select **IDE Controller 1 > DVD Drive**.
- 5 In the **Media** area, click the **Image file** radio button, and then click **Browse** button.

- 6 In the **Open** dialog, select the update ISO file, and then click the **Open** button.
- 7 At the bottom of the **Settings** dialog, click the **OK** button.

Stopping Resource Manager

Use this procedure to stop Resource Manager.

- 1 Gain access to the Control Center host, through the console interface of your hypervisor, or through a remote shell utility such as *PuTTY*.
- 2 Start a command-line session as `root`.
 - a In the **Appliance Administration** menu, select **Root Shell**.
 - b Select **Run**, and then press **Enter**.

The menu is replaced by a command prompt similar to the following example:

```
[root@hostname ~]#
```

- 3 Check the status of Resource Manager.

```
serviced service status --show-fields 'Name,ServiceID,Status'
```

- If the status of all services is `stopped`, this procedure is complete. Continue to the next procedure.
 - If the status is `running`, perform the remaining steps.
- 4 Stop Resource Manager.

```
serviced service stop Zenoss.resmgr
```

- 5 Check the status of Resource Manager.

```
serviced service status --show-fields 'Name,ServiceID,Status'
```

Repeat the command until the status of all services is `stopped`.

Removing Docker containers on the master host

Occasionally, stopping the Control Center service leaves Docker containers in the local registry. Perform this procedure on the Control Center master host to ensure no containers remain.

- 1 Gain access to the Control Center host, through the console interface of your hypervisor, or through a remote shell utility such as *PuTTY*.
- 2 Start a command-line session as `root`.
 - a In the **Appliance Administration** menu, select **Root Shell**.
 - b Select **Run**, and then press **Enter**.

The menu is replaced by a command prompt similar to the following example:

```
[root@hostname ~]#
```

- 3 Stop the Control Center service.

```
systemctl stop serviced
```

- 4 Ensure that no containers remain in the local repository.

- a** Display the identifiers of all containers, running and exited.

```
docker ps -qa
```

- If the command returns no result, stop. This procedure is complete.
 - If the command returns a result, perform the following substeps.
- b** Remove all remaining containers.

```
docker ps -qa | xargs --no-run-if-empty docker rm -fv
```

- c** Display the identifiers of all containers, running and exited.

```
docker ps -qa
```

- If the command returns no result, stop. This procedure is complete.
 - If the command returns a result, perform the remaining substeps.
- d** Disable the automatic startup of `serviced`.

```
systemctl disable serviced
```

- e** Reboot the host.

```
reboot
```

- f** Log in to the master host as `root`, or as a user with superuser privileges.
- g** Enable the automatic startup of `serviced`.

```
systemctl enable serviced
```

To return to the **Appliance Administration** menu, enter the `exit` command.

6

Upgrading delegate hosts

This chapter describes how to upgrade delegate hosts that are based on the Resource Manager virtual appliance. Perform the procedures in this chapter on each delegate host in your Resource Manager deployment.

Removing Docker containers on delegate hosts

Occasionally, stopping the Control Center service leaves Docker containers in the local registry. Perform this procedure on each Control Center delegate host to ensure no containers remain.

- 1 Gain access to the Control Center host, through the console interface of your hypervisor, or through a remote shell utility such as *PuTTY*.
- 2 Start a command-line session as `root`.
 - a In the **Appliance Administration** menu, select **Root Shell**.
 - b Select **Run**, and then press **Enter**.

The menu is replaced by a command prompt similar to the following example:

```
[root@hostname ~]#
```

- 3 Stop the Control Center service.

```
systemctl stop serviced
```

- 4 Ensure that no containers remain in the local repository.
 - a Display the identifiers of all containers, running and exited.

```
docker ps -qa
```

- If the command returns no result, proceed to the next step.
 - If the command returns a result, perform the following substeps.
- b Remove all remaining containers.

```
docker ps -qa | xargs --no-run-if-empty docker rm -fv
```

- If the remove command completes, proceed to the next step.
- If the remove command does not complete, the most likely cause is an NFS conflict. Perform the following substeps.

- c** Stop the NFS and Docker services.

```
systemctl stop nfs && systemctl stop docker
```

- d** Start the NFS and Docker services.

```
systemctl start nfs && systemctl start docker
```

- e** Repeat the attempt to remove all remaining containers.

```
docker ps -qa | xargs --no-run-if-empty docker rm -fv
```

- If the remove command completes, proceed to the next step.
- If the remove command does not complete, perform the remaining substeps.

- f** Disable the automatic startup of `serviced`.

```
systemctl disable serviced
```

- g** Reboot the host.

```
reboot
```

- h** Log in to the delegate host as `root`, or as a user with superuser privileges.

- i** Enable the automatic startup of `serviced`.

```
systemctl enable serviced
```

5 Dismount all filesystems mounted from the Control Center master host.

This step ensures no stale mounts remain when the storage on the master host is replaced.

- a** Identify filesystems mounted from the master host.

```
awk '/serviced/ { print $1, $2 }' < /proc/mounts \
| grep -v '/opt/serviced/var/isvcs'
```

- If the preceding command returns no result, stop. This procedure is complete.
- If the preceding command returns a result, perform the following substeps.

- b** Force the filesystems to dismount.

```
for FS in $(awk '/serviced/ { print $2 }' < /proc/mounts \
| grep -v '/opt/serviced/var/isvcs')
do
  umount -f $FS
done
```

- c** Identify filesystems mounted from the master host.

```
awk '/serviced/ { print $1, $2 }' < /proc/mounts \
| grep -v '/opt/serviced/var/isvcs'
```

- If the preceding command returns no result, stop. This procedure is complete.
- If the preceding command returns a result, perform the following substeps.

- d** Perform a lazy dismount.

```
for FS in $(awk '/serviced/ { print $2 }' < /proc/mounts \
| grep -v '/opt/serviced/var/isvcs')
do
    umount -f -l $FS
done
```

- e** Restart the NFS service.

```
systemctl restart nfs
```

- f** Determine whether any filesystems remain mounted from the master host.

```
awk '/serviced/ { print $1, $2 }' < /proc/mounts \
| grep -v '/opt/serviced/var/isvcs'
```

- If the preceding command returns no result, stop. This procedure is complete.
- If the preceding command returns a result, perform the remaining substeps.

- g** Disable the automatic startup of `serviced`.

```
systemctl disable serviced
```

- h** Reboot the host.

```
reboot
```

- i** Log in to the delegate host as `root`, or as a user with superuser privileges.

- j** Enable the automatic startup of `serviced`.

```
systemctl enable serviced
```

To return to the **Appliance Administration** menu, enter the `exit` command.

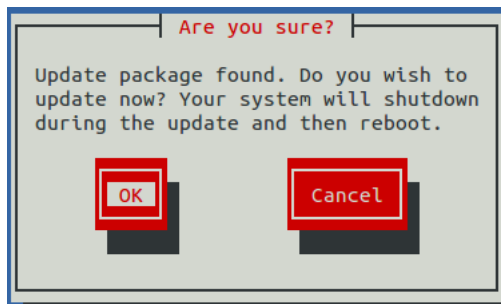
Updating Control Center on a delegate host

Before performing this procedure, attach the update ISO file to the Control Center delegate host. For more information, see [Attaching the upgrade ISO](#) on page 14.

Use this option to update Control Center on a delegate host.

Note The upgrade software creates a record of its work in `/tmp/upgrade-zsd-cc-*.log`.

- 1 Gain access to the Control Center host, through the console interface of your hypervisor, or through a remote shell utility such as *PutTY*.
- 2 Log in as the `root` user.
- 3 In the **Appliance Administration** menu, use the down arrow key to select **Update System**, and then press **Enter**.



- To update the system, press **Enter**.
 - To cancel the update, press **Tab**, and then press **Enter**.
- 4 In the **Upgrade Options** menu, choose **Upgrade to Control Center v.r.m** and then press **Enter**. The **Appliance Administration** menu is replaced by progress messages as the Control Center upgrade begins. The following list identifies the major steps of the upgrade, which takes about 20 minutes:
- Install the Zenoss repository mirror. All subsequent steps use the mirror.
 - Install a new version of Control Center.
 - Install a new version of Docker.
 - Install images into the local Docker repository.
 - Install utility packages.
 - Upgrade the host virtual machine to CentOS 7.4.

Note During the upgrade, you might see a message about a loopback thinpool device, along with a prompt to abort or continue. Ignore the message, and at the prompt, press any key.

When the upgrade completes, the following message is displayed:

```
Complete!
The host-type host update attempt succeeded.
Control Center v.r.m is installed.
The update log is /tmp/upgrade-zsd-cc-*.log.

Follow these steps to complete the update:
1. On each delegate host, attach the update ISO, and then update
   Control Center.
2. On the master host, generate and distribute authentication tokens
   to each delegate host.
   (Control Center v.r.m requires authentication tokens for all
   delegate communications.)
3. On the master host, update Zenoss Service Dynamics to v.r.m.
   For more information, refer to the Zenoss Service Dynamics Upgrade
   Guide.

Press any key to reboot...
```

- 5 Press any key.

7

Upgrading the master host

This chapter describes how to upgrade the master host in a multi-host deployment that is based on the Resource Manager virtual appliance.

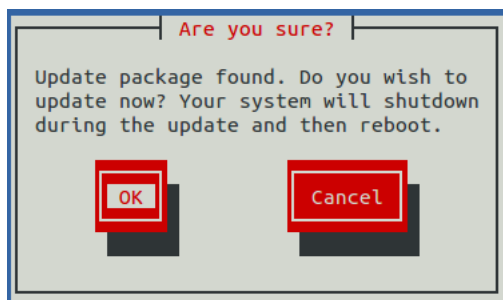
Updating Control Center

Before performing this procedure, attach the update ISO file to the Control Center hosts. For more information, see [Attaching the upgrade ISO](#) on page 14.

Use this option to update Control Center.

Note The upgrade software creates a record of its work in `/tmp/upgrade-zsd-cc-*.log`.

- 1 Gain access to the Control Center host, through the console interface of your hypervisor, or through a remote shell utility such as *PuTTY*.
- 2 Log in as the `root` user.
- 3 In the **Appliance Administration** menu, use the down arrow key to select **Update System**, and then press **Enter**.



- To update the system, press **Enter**.
 - To cancel the update, press **Tab**, and then press **Enter**.
- 4 In the **Upgrade Options** menu, choose **Upgrade to Control Center v.r.m** and then press **Enter**.
The **Appliance Administration** menu is replaced by progress messages as the Control Center upgrade begins. The following list identifies the major steps of the upgrade, which takes about 20 minutes:
 - Install the Zenoss repository mirror. All subsequent steps use the mirror.
 - Install a new version of Control Center.
 - Install a new version of Docker.
 - Install images into the local Docker repository.

- Install utility packages.
- Upgrade the host virtual machine to CentOS 7.4.

When the upgrade completes, the following message is displayed:

```
Complete!
The host-type host update attempt succeeded.
Control Center v.r.m is installed.
The update log is /tmp/upgrade-zsd-cc-*.log.

Follow these steps to complete the update:
1. On each delegate host, attach the update ISO, and then update
   Control Center.
2. On the master host, generate and distribute authentication tokens
   to each delegate host.
   (Control Center v.r.m requires authentication tokens for all
   delegate communications.)
3. On the master host, update Zenoss Service Dynamics to v.r.m.
   For more information, refer to the Zenoss Service Dynamics Upgrade
   Guide.

Press any key to reboot...
```

- 5 Press any key.

Updating delegate hosts with authentication

Starting with version 1.3.0, Control Center requires authentication tokens for all delegate communications. The tokens are based on RSA key pairs created by the master *serviced* instance. When you create a key pair for a delegate, *serviced* bundles its public key with the delegate's private key. The *serviced* instance on the delegate installs the credentials and uses them to sign messages with the required unique tokens.

Credentials are installed by using an SSH connection or a file.

- The command to create a key pair can initiate an SSH connection with a delegate and install credentials. This option is the most secure, because no file is created. However, it requires either public key authentication or password authentication between the master and delegate hosts.
- When no SSH connection is requested, the command to create a key pair creates a file containing the credentials. You can move the credentials file to the delegate host with any file transfer method, and then install it on the delegate.

The following procedures demonstrate how to create credentials and install them on a delegate.

Registering a host using SSH

To succeed, the following statements about the login account used to perform this procedure must be true:

- The account exists on both the master host and on the delegate host.
- The account has *serviced* CLI privileges.
- The account has either public key authentication or password authentication enabled on the master host and on the delegate host.

Use this procedure to create the authentication credentials that delegate hosts require, and to register the credentials through an SSH connection.

Perform the following steps on the Control Center master host, and then repeat the steps on each delegate host in your deployment.

- 1 Gain access to the Control Center host, through the console interface of your hypervisor, or through a remote shell utility such as *PuTTY*.
- 2 Start a command-line session as `root`.
 - a In the **Appliance Administration** menu, select **Root Shell**.
 - b Select **Run**, and then press **Enter**.

The menu is replaced by a command prompt similar to the following example:

```
[root@hostname ~]#
```

- 3 Display the host IDs of all Control Center hosts.

```
serviced host list | cut -c-85
```

The host ID is in the first column of the output.

- 4 Create authentication credentials for a delegate host and register the credentials.

If the master and delegate host are configured for key-based access, the following command does not prompt you to add the delegate to the list of known hosts or to provide the password of the remote user account. Replace *Host-ID* with the host ID of a delegate host:

```
serviced key reset --register Host-ID
```

- 5 For each delegate host in your deployment, repeat the preceding step to create and register authentication credentials.

Registering a host using a file

Use this procedure to create the authentication credentials that hosts require, and to register the credentials by using a file.

Start this procedure on the Control Center master host:

- 1 Gain access to the Control Center host, through the console interface of your hypervisor, or through a remote shell utility such as *PuTTY*.
- 2 Start a command-line session as `root`.
 - a In the **Appliance Administration** menu, select **Root Shell**.
 - b Select **Run**, and then press **Enter**.

The menu is replaced by a command prompt similar to the following example:

```
[root@hostname ~]#
```

- 3 Display the host IDs of all Control Center hosts.

```
serviced host list | cut -c-85
```

The host ID is in the first column of the output.

- 4 Create and distribute credentials files for delegate hosts.

Repeat the following substeps for each delegate host in your deployment.

 - a Create authentication credentials for a delegate host.

Replace *Host-ID* with the host ID of a delegate host identified in the preceding step:

```
serviced key reset Host-ID
```

The command creates a unique credentials file in the local directory.

- b Copy the credentials files to each delegate host.

Use a file transfer utility such as `scp` to copy the files. Once copied to a delegate host, the credentials file is not needed on the master host and can be deleted.

5 Install the credentials on delegate hosts.

On each delegate host in your deployment, complete the following substeps:

- a** Log in to a delegate host as `root`, or as a user with superuser privileges.
- b** Use the **Down Arrow** key to select **Root Shell**, and then press **Enter**.
The menu is replaced by a command prompt similar to the following example:

```
[root@resmgr ~]#
```

- c** Install the credentials.
Replace `Credentials-File` with the pathname of the credentials file:

```
serviced host register Credentials-File
```

- d** Delete the credentials file.
The file is no longer needed on the host.
Replace `Credentials-File` with the pathname of the credentials file:

```
rm Credentials-File
```

To return to the **Appliance Administration** menu, enter the `exit` command.

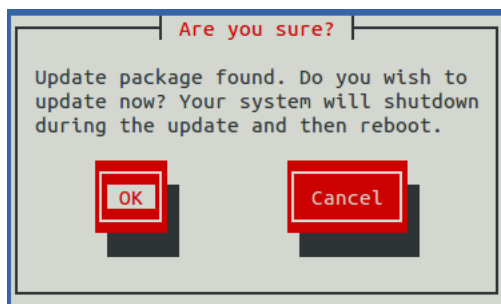
Updating Resource Manager on the master host

Before performing this procedure, upgrade Control Center.

Use this procedure to update Resource Manager on a master host.

Note The upgrade software creates a record of its work in `/tmp/upgrade-xxx-product-*.log`.

- 1** Gain access to the Control Center host, through the console interface of your hypervisor, or through a remote shell utility such as *PutTY*.
- 2** Log in as the `root` user.
- 3** In the **Appliance Administration** menu, use the down arrow key to select **Update System**, and then press **Enter**.



- To update the system, press **Enter**.
 - To cancel the update, press **Tab**, and then press **Enter**.
- 4** In the **Upgrade Options** menu, choose **Upgrade to Zenoss Service Dynamics v.r.m** and then press **Enter**.
The **Appliance Administration** menu is replaced by progress messages as the upgrade begins. The following list identifies the major steps of the upgrade, which takes about 30 minutes:

- Install or update the Zenoss mirror repository. All subsequent steps use the mirror.
- Install images into the local Docker registry.
- Add or update ZenPacks for Zenoss Analytics and Zenoss Service Impact.
- Install a new application template for Resource Manager.
- Start the Resource Manager upgrade script.

The following message displays when the upgrade completes:

```
Zenoss Service Dynamics upgraded successfully.  
Upgrade log stored at /tmp/upgrade-xxx-product-*.log.  
Press any key to reboot...
```

- 5 Press any key.

8

After upgrading

After Resource Manager is upgraded, perform the procedures in this chapter.

Starting Resource Manager

Use this procedure to start Resource Manager and verify the upgrade.

- 1 Display the login page of the Control Center browser interface.
Replace *HostName* with the name or IP address of the Control Center master host:

```
https://HostName
```

- 2 Log in as `ccuser`.
The **Applications** table shows the updated application, and the **Application Templates** table includes the old and new templates.

Note Do not attempt to add either the old or the new application template. The new template is already added and deployed.

- 3 In the **Actions** column of the **Applications** table, click the **Start** control of **Zenoss.resmgr**.
- 4 In the **Start Service** dialog, click **Start Service and NN Children**.

Clearing heartbeat events

If you are using the **Daemon Process Down** portlet, `zencatalogservice` may be listed as down immediately after upgrading to this release. The status is incorrect and can be corrected by using this procedure to clear heartbeat events.

- 1 Log in to the Resource Manager browser interface as a user with ZenManager or Manager privileges.
- 2 Navigate to **ADVANCED > Settings**.
- 3 In the left panel, select **Events**.
- 4 At the bottom of the **Event Configuration** page, click the **Clear** button.

Non-appliance deployments

Scope

The chapters in this part describe how to upgrade a Resource Manager deployment that is not based on the Resource Manager virtual appliance. The procedures in this part are valid for all of the upgrade paths listed in [Upgrade paths included in this document](#) on page 11.

This part does not include information about updating Control Center. For more information, refer to the *Control Center Upgrade Guide*.

Before upgrading

Use the procedures in this chapter to import updated Docker images for Resource Manager into the local registry of the Control Center master host.

Downloading Resource Manager image files

To perform this procedure, you need:

- A workstation with internet access
- Permission to download files from delivery.zenoss.com. Customers can request permission by filing a ticket at the [Zenoss Support](#) site.
- A secure network copy program

Use this procedure to

- download required files to a workstation
 - copy the files to a Control Center master host
- 1 In a web browser, navigate to the download site, and then log in.
The download site is delivery.zenoss.com.
 - 2 Download the self-installing Docker image files for Resource Manager.
 - `install-zenoss-hbase-24.0.8.run`
 - `install-zenoss-opentsdb-24.0.8.run`
 - `install-zenoss-resmgr_6.2-6.2.1_1.run`
 - 3 Use a secure copy program to copy the files to the Control Center master host.

Importing Resource Manager image files

Use this procedure to import the Resource Manager image from self-installing archive files.

- 1 Log in to the master host as `root`, or as a user with superuser privileges.
- 2 Copy or move the archive files to `/root`.
- 3 Add execute permission to the files.

```
chmod +x /root/*.run
```

- 4 Change directory to `/root`.

```
cd /root
```

- 5 Import the images.

```
for image in install-zenoss-*.run
do
  /bin/echo -en "\nLoading $image..."
  yes | ./$image
done
```

- 6 List the images in the registry.

```
docker images
```

The result should include one image for each archive file.

- 7 Optional: Delete the archive files, if desired.

```
rm -i ./install-*.run
```

- 8 Copy the upgrade scripts from the new Resource Manager image to `/root/6.2.x`.

```
docker run -it --rm -v /root:/mnt/root \
  zenoss/resmgr_6.2:6.2.1_1 rsync -a /root/6.2.x /mnt/root
```

Upgrading Resource Manager

10

This chapter contains the procedures for upgrading a customized deployment of Resource Manager. Before starting the procedures in this chapter, complete the procedures in [Before upgrading](#) on page 37.

Note Before performing an upgrade or installing a ZenPack, Zenoss strongly recommends that you check the integrity of Resource Manager databases. For more information, see [Using Zenoss Toolbox](#) on page 49.

Stopping Resource Manager

Use this procedure to stop Resource Manager.

- 1 Log in to the Control Center master host as a user with `serviced` CLI privileges.
- 2 Check the status of Resource Manager.

```
serviced service status --show-fields 'Name,ServiceID,Status'
```

- If the status of all services is `stopped`, this procedure is complete. Continue to the next procedure.
 - If the status is `running`, perform the remaining steps.
- 3 Stop Resource Manager.

```
serviced service stop Zenoss.resmgr
```

- 4 Check the status of Resource Manager.

```
serviced service status --show-fields 'Name,ServiceID,Status'
```

Repeat the command until the status of all services is `stopped`.

Upgrading Resource Manager

Use this procedure to upgrade Resource Manager.

- 1 Log in to the Control Center master host as `root`, or as a user with superuser privileges.
- 2 Start the upgrade script.

```
/root/6.2.x/upgrade-resmgr.sh
```

The upgrade process begins. If you encounter errors, see [Common upgrade error recovery procedures](#) on page 51.

3 Restart Resource Manager.

Some Resource Manager services are started during the upgrade, and they must be restarted.

```
serviced service restart Zenoss.resmgr
```


After upgrading a non-appliance deployment

11

After Resource Manager is upgraded, perform the procedures in this chapter.

Removing the pre-upgrade snapshot

The Resource Manager upgrade script uses Control Center to create and tag a snapshot of the system before it begins the upgrade process. Tagged snapshots persist until they are explicitly removed, and grow over time. When you are satisfied the new release is working properly, remove the pre-upgrade snapshot.

- 1 Log in to the Control Center master host as a user with `serviced` CLI privileges.
- 2 Display a list of all Control Center snapshots, with their tags.

```
serviced snapshot list -t
```

Example result, truncated to save space:

Snapshot	Description	Tags
xm5mtezbyo2_20160211-220535.480		preupgrade-resmgr-5.2.0

The snapshot identifier is shown in the first column.

- 3 Remove the pre-upgrade snapshot.

Replace *Snapshot-ID* with the identifier of the pre-upgrade snapshot returned in the previous step:

```
serviced snapshot remove Snapshot-ID
```

Clearing heartbeat events

If you are using the **Daemon Process Down** portlet, `zencatalogservice` may be listed as down immediately after upgrading to this release. The status is incorrect and can be corrected by using this procedure to clear heartbeat events.

- 1 Log in to the Resource Manager browser interface as a user with ZenManager or Manager privileges.
- 2 Navigate to **ADVANCED > Settings**.
- 3 In the left panel, select **Events**.
- 4 At the bottom of the **Event Configuration** page, click the **Clear** button.

High-availability deployments

Scope

The chapters in this part describe how to upgrade high-availability deployments of Resource Manager. The procedures in this part are valid for all of the upgrade paths listed in [Upgrade paths included in this document](#) on page 11.

This part does not include information about updating Control Center. For more information, refer to the *Control Center Upgrade Guide for High-Availability Deployments*.

Before upgrading a high-availability deployment

12

Use the procedures in this chapter to prepare your high-availability Resource Manager deployment for an upgrade.

Downloading Resource Manager image files

To perform this procedure, you need:

- A workstation with internet access
- Permission to download files from delivery.zenoss.com. Customers can request permission by filing a ticket at the [Zenoss Support](#) site.
- A secure network copy program

Use this procedure to

- download required files to a workstation
 - copy the files to a Control Center master host
- 1 In a web browser, navigate to the download site, and then log in.
The download site is delivery.zenoss.com.
 - 2 Download the self-installing Docker image files for Resource Manager.
 - `install-zenoss-hbase-24.0.8.run`
 - `install-zenoss-opentsdb-24.0.8.run`
 - `install-zenoss-resmgr_6.2-6.2.1_1.run`
 - 3 Use a secure copy program to copy all of the files to each Control Center master host node.

Importing Resource Manager image files

Use this procedure to import Resource Manager image from self-installing archive files.

- 1 Use the virtual hostname or virtual IP address of the high-availability cluster to log in to the Control Center master node as a user with `serviced` CLI privileges.
- 2 In a separate terminal session, log in to the other master host as `root`, or as a user with superuser privileges.
- 3 On both nodes, copy or move the archive files to `/root`.
- 4 On both nodes, add execute permission to the files.

```
chmod +x /root/*.run
```

- 5** On both nodes, change directory to `/root`.

```
cd /root
```

- 6** On the secondary node, start Docker.

```
systemctl start docker
```

- 7** On both nodes, import the images.

```
for image in install-zenoss-*.run
do
  /bin/echo -en "\nLoading $image..."
  yes | ./$image
done
```

- 8** On both nodes, list the images in the registry.

```
docker images
```

The result should include one image for each archive file.

- 9** Optional: On both nodes, delete the archive files, if desired.

```
rm -i ./install-*.run
```

- 10** On both nodes, copy the upgrade scripts from the new Resource Manager image to `/root/6.2.x`.

```
docker run -it --rm -v /root:/mnt/root \
  zenoss/resmgr_6.2:6.2.1_1 rsync -a /root/6.2.x /mnt/root
```

- 11** On the secondary node, stop Docker.

```
systemctl stop docker
```

Upgrading Resource Manager

This chapter contains the procedures for upgrading a high-availability deployment of Resource Manager. Before starting the procedures in this chapter, complete the procedures in [Before upgrading a high-availability deployment](#) on page 43.

Note Before performing an upgrade or installing a ZenPack, Zenoss strongly recommends that you check the integrity of Resource Manager databases. For more information, see [Using Zenoss Toolbox](#) on page 49.

Stopping Resource Manager

Use this procedure to stop Resource Manager in a high-availability Control Center deployment.

- 1 Use the virtual hostname or virtual IP address of the high-availability cluster to log in to the Control Center master node as a user with `serviced` CLI privileges.
- 2 Check the status of Resource Manager.

```
serviced service status --show-fields 'Name,ServiceID,Status'
```

- If the status of all services is `stopped`, this procedure is complete. Continue to the next procedure.
 - If the status is `running`, perform the remaining steps.
- 3 Stop Resource Manager.

```
serviced service stop Zenoss.resmgr
```

- 4 Check the status of Resource Manager.

```
serviced service status --show-fields 'Name,ServiceID,Status'
```

Repeat the command until the status of all services is `stopped`.

Upgrading Resource Manager

Use this procedure to upgrade a high-availability deployment of Resource Manager.

- 1 Use the virtual hostname or virtual IP address of the high-availability cluster to log in to the Control Center master node as a user with `serviced` CLI privileges.

2 Start the upgrade script.

```
/root/6.2.x/upgrade-resmgr.sh
```

The upgrade process begins. If you encounter errors, see [Common upgrade error recovery procedures](#) on page 51.

3 Restart Resource Manager.

Some Resource Manager services are started during the upgrade, and they must be restarted.

```
serviced service restart Zenoss.resmgr
```

After upgrading a high-availability deployment

14

After Resource Manager is upgraded, perform the procedures in this chapter.

Removing the pre-upgrade snapshot

The Resource Manager upgrade script uses Control Center to create and tag a snapshot of the system before it begins the upgrade process. Tagged snapshots persist until they are explicitly removed, and grow over time. When you are satisfied the new release is working properly, remove the pre-upgrade snapshot.

- 1 Log in to the Control Center master host as a user with `serviced` CLI privileges.
- 2 Display a list of all Control Center snapshots, with their tags.

```
serviced snapshot list -t
```

Example result, truncated to save space:

Snapshot	Description	Tags
xm5mtezbyo2_20160211-220535.480		preupgrade-resmgr-5.2.0

The snapshot identifier is shown in the first column.

- 3 Remove the pre-upgrade snapshot.

Replace *Snapshot-ID* with the identifier of the pre-upgrade snapshot returned in the previous step:

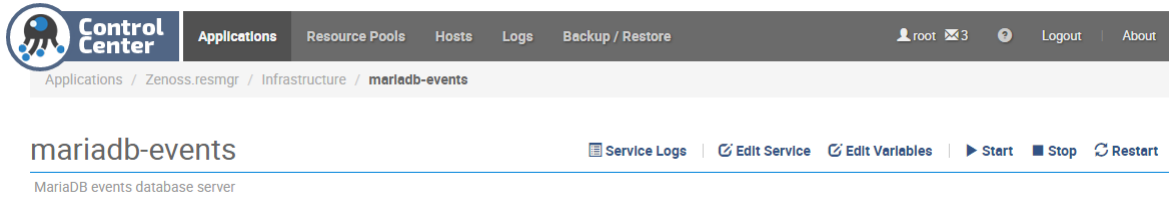
```
serviced snapshot remove Snapshot-ID
```

Moving MariaDB services into the master resource pool

To perform this procedure, both Control Center master host nodes must have sufficient RAM and CPU resources for Control Center services and for the MariaDB services. For more information about the amount of RAM and CPU resources that are required, please contact your Zenoss representative.

Use this procedure to move the **mariadb-model** and **mariadb-events** services to the **master** resource pool. If the services are already in the **master** resource pool, skip this procedure.

- 1 Log in to the Control Center browser interface.
- 2 In the **Applications** table, click **Zenoss.resmgr**.
- 3 Scroll down to the **Services** table, and then expand the **Infrastructure** entry.
- 4 In the **Service** column of the **Services** table, click **mariadb-events**.



- 5 On the **mariadb-events** page, click **Edit Service**.
- 6 In the **Edit Service** dialog box, select **master** from the list in the **Resource Pool ID** field.
- 7 At the bottom of the **Edit Service** dialog box, click **Save Changes**.
- 8 On the **mariadb-events** page, click **Restart**.
- 9 Repeat steps 3-8 for the **mariadb-model** service.

Clearing heartbeat events

If you are using the **Daemon Process Down** portlet, `zencatalogservice` may be listed as down immediately after upgrading to this release. The status is incorrect and can be corrected by using this procedure to clear heartbeat events.

- 1 Log in to the Resource Manager browser interface as a user with ZenManager or Manager privileges.
- 2 Navigate to **ADVANCED > Settings**.
- 3 In the left panel, select **Events**.
- 4 At the bottom of the **Event Configuration** page, click the **Clear** button.

A

Using Zenoss Toolbox

This appendix provides an introduction to the Zenoss Toolbox, which is included in Resource Manager. For up-to-date information, refer to the Zenoss Toolbox [KnowledgeBase article](#).

Zenoss Toolbox tools

The Zenoss Toolbox tools examine key Resource Manager components for common issues affecting data integrity. Zenoss recommends running the following tools, in order, before upgrading Resource Manager:

- 1 The `zodbscan` tool quickly scans the Zope Object Database (ZODB) to provide a preliminary indication of the health of the database, and to determine whether the database needs to be compressed with `zenossdbpack` before upgrading. The `zodbscan` tool might instruct you to run the following tools:
 - a The `findposkeyerror` tool checks objects and their relationships, and provides options for fixing errors.
 - b The `zenrelationscan` tool checks only ZenRelations between objects.
- 2 The `zencatalogscan` tool checks ZODB object catalogs, which speed up browser interface access.

The tools are run inside a Zope container, and the log files for each command are found in `$ZENHOME/log/toolbox`.

Running Zenoss Toolbox tools

- 1 Log in to the Control Center master host as a user with `serviced` CLI privileges.
- 2 Start an interactive session in a Zope container.

```
serviced service attach zope/0
```

- 3 Switch user to `zenoss`.

```
su - zenoss
```

- 4 Run the Zenoss Toolbox tools, in order.
- 5 Exit the `zenoss` user account.

```
exit
```

6 Exit the Zope container.

```
exit
```

Common upgrade error recovery procedures

B

This appendix describes common error messages during upgrades, and provides procedures for recovering and continuing.

A snapshot with the given tag already exists

When an upgrade attempt fails, the upgrade script does not remove the snapshot it creates at the beginning of the upgrade process. Use this procedure to remove the tag of the pre-upgrade snapshot and restart the upgrade. Untagged snapshots are removed when their time-to-live (TTL) expires. The TTL value is defined by the `SERVICED_SNAPSHOT_TTL` variable in the Control Center configuration file.

- 1 Log in to the Control Center master host as a user with `serviced` CLI privileges.
- 2 Create a variable for the identifier of the tenant application.

```
myTenant=$(serviced service list Zenoss.resmgr --format='{{.ID}}')
```

- 3 Display a list of all Control Center snapshots, with their tags.

```
serviced snapshot list -t
```

Example result, truncated to save space:

Snapshot	Description	Tags
xm5mtezbyo2_20160211-220535.480		preupgrade-resmgr-5.2.0

The snapshot identifier is shown in the first column.

- 4 Remove the tag of the pre-upgrade snapshot.
Replace *Tag-Name* with the name of the pre-upgrade snapshot that was displayed in the previous step:

```
serviced snapshot untag ${myTenant} Tag-Name
```

- 5 Restart the upgrade script.

```
/root/6.2.x/upgrade-resmgr.sh
```

C

Installing an application template

This appendix includes procedures for downloading and installing the most recent Resource Manager application template. The latest template is not needed to perform an upgrade, and is included in appliance upgrades. Use the procedures in this appendix if you plan to delete a deployed application template and then redeploy with a newer version of the template. (For example, in a development or staging environment.)

Downloading the template package

To perform this procedure, you need:

- A workstation with internet access.
- Permission to download files from the delivery.zenoss.com site. Zenoss customers may request permission by filing a ticket at the [Zenoss Support](#) site.
- A secure network copy program.

Use this procedure to download the required files to a workstation and then copy the files to the Control Center master host.

Perform these steps:

- 1 In a web browser, navigate to the delivery.zenoss.com site.
- 2 Log in with the account provided by Zenoss Support.
- 3 Download the template package file.
`zenoss-resmgr-service-6.2.1-1.noarch.rpm`
- 4 Use a secure copy program to copy the package file to the Control Center master host.

Installing the application template

Use this procedure to install the Resource Manager template on a Control Center master host.

- 1 Log in to the target host as `root`, or as a user with superuser privileges.
- 2 Change directory to the directory in which the template package file is located.
- 3 Install the template.

```
yum install ./zenoss-resmgr-service-6.2.1-1.noarch.rpm
```

The template file is stored in `/opt/serviced/templates`.

ZenPack considerations

D

This appendix describes special considerations for upgrading ZenPacks. For more information about ZenPacks, see the [ZenPack catalog](#).

Alternate naming convention for LUN- and VM-specific metrics

This information applies to the VMware vSphere ZenPack. By default, LUN- and VM-specific metrics are written under the following naming convention:

```
<device-id>/<metric-name>
```

To improve retrieval speed of metrics (graphing speed) for vSphere instances with thousands of LUNs or virtual machines, you can enable the following alternate naming convention:

```
<device-id>/<component-id>/<metric-name>
```

Note Changing the naming convention causes historical metrics to become inaccessible.

The following configuration properties support the alternate convention:

- `zVSphereLUNContextMetric` - Controls whether to use LUN-specific metric names when storing performance data.

For example, with this configuration property enabled, the metric name `diskReadRequests_diskReadRequests` changes as follows:

Old name:

```
sol-vcenter/diskReadRequests_diskReadRequests
```

New name:

```
sol-vcenter/HostSystem_host-134_uaa.600508e001da816aa59a72903/
diskReadRequests_diskReadRequests
```

- `zVSphereVMContextMetric` - Controls whether to use VM-specific metric names when storing performance data.

For example, with this configuration property enabled, the metric name `cpuUsageAvg_cpuUsageAvg` changes as follows:

Old name:

```
vxchnge-vcenter/cpuUsageAvg_cpuUsageAvg
```

New name:

```
vxchnge-vcenter-02/VirtualMachine_vm-2556/cpuUsageAvg_cpuUsageAvg
```

For more information, see the **VMware vSphere ZenPack** in the [ZenPack catalog](#).

Enabling the alternate metric naming convention

This procedure requires a restart the `zenvsphere` daemon.

- 1 Log in to the Resource Manager browser interface.
- 2 Navigate to the **Infrastructure** page.
- 3 In the left pane, choose **vSphere**.
- 4 In the main pane, click the name of the VMware vSphere device.
- 5 In the left pane, choose **Configuration Properties**.
- 6 In the main pane, **Name** column, double-click the vSphere context metric name.
- 7 In the **Edit Config Property** dialog box, check **Store *x* metrics by context**, and then click **Submit**.
The property value changes to **true**.
- 8 Restart the `zenvsphere` daemon.