CA Workload Control Center

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r11.1, r11.1 SP1, or r11.1 SP2 to r11.1 SP3 Upgrade Doc

This document describes the procedures for upgrading WCC r11.1/r11.1 SP1/r11.1 SP2 to WCC r11.1 SP3 on the same machine. If you are trying to migrate data between WCC r11.1/r11.1 SP1/r11.1 SP2 and WCC r11.1 SP3 installations, refer to CA Workload Control Center r11.1 SP2 Migration Guide.

Backing up UWCC data prior to an upgrade:

For WCC r11.1/r11.1 SP1/r11.1 SP2 on Windows

Back up the following files/directories prior to performing a WCC upgrade:

1. <CA_WCC_INSTALL_LOCATION>\ConfigServer\config directory.
   Note: < CA_WCC_INSTALL_LOCATION > is the install directory for Workload Control Center.
2. The ccirmtd.rc file is usually located at C:\Program Files\CA\SC\CA_APPSW. To ensure that you have the correct ccirmtd.rc file, run the cci_config_locator utility.
3. We also recommend that you back up the export of the AutoSys EEM data (policies, users, groups).
   a. Login to the WCC0002 application as user EiamAdmin on the sourceIAM. The URL is of the form https://hostname:5250/spin/eiam.
   b. Click on the *Configure* tab.
   c. Click on the *EEM Server* sub-tab.
   d. Click on the *Export Application* hyperlink.
   e. Do one of the following:
      If you are NOT using ActiveDirectory or an external LDAP with eIAM - select all checkboxes in the *Object List* (right side of the page), then click the Export button.
      If you ARE using ActiveDirectory or an external LDAP with eIAM – do NOT select any of the GlobalXXX entries, but you may select everything else, and then click the Export button.
   f. The browser will display a dialog asking for a location to store the policies file – do not open the policies file – choose to Save it to an easy to remember location – i.e. C:\EEM_Temp. The default name for this file is WCC0002[1].xml.gz, and you must extract the WCC0002.xml file from the .gz file.
   g. Back up the WCC0002.xml file.

For WCC r11.1/r11.1 SP1/r11.1 SP2 on *NIX

Back up the following files/directories prior to performing a WCC upgrade:

1. < CA_WCC_INSTALL_LOCATION >/ConfigServer/config directory.
   Note: < CA_WCC_INSTALL_LOCATION > is the install directory for Workload Control Center.
2. *The* ccirmtd.prf file located in the folder ${CASHCOMP}/ccs/cci/config/<hostname>.
   where <hostname> is the simple hostname, not the fully qualified host name.
3. We also recommend that you back up the export of the AutoSys EEM data (policies, users, groups).
   a. Login to the WCC0002 application as user EiamAdmin on the sourceIAM. The URL is of the form https://hostname:5250/spin/eiam.
   b. Click on the *Configure* tab.
   c. Click on the *EEM Server* sub-tab.

d. Click on the *Export Application* hyperlink.
e. Do one of the following:
   If you are NOT using ActiveDirectory or an external LDAP with eIAM - select all checkboxes in the *Object List* (right side of the page), then click the Export button.
   If you ARE using ActiveDirectory or an external LDAP with eIAM – do NOT select any of the GlobalXXX entries, but you may select everything else, and then click the Export button.
f. The browser will display a dialog asking for a location to store the policies file – do not open the policies file – choose to Save it to an easy to remember location – i.e. /EEM_tmp. The default name for this file is WCC0002[1].xml.gz, and you must extract the WCC0002.xml file from the .gz file.
g. Back up the WCC0002.xml file.

Upgrading UWCC r11.1/r11.1 SP1/r11.1 SP2 to r11.1 SP3:

This procedure describes how to upgrade the main CA WCC application on the CA WCC server.

Important!
Common components SSA and CAICCI must be installed on the CA WCC server before you upgrade CA WCC.

Notes:
CA EEM should be running when you upgrade CA WCC so that registration can occur; otherwise, you will need to register CA WCC with CA EEM after you upgrade CA WCC. Before you begin the installation, stop performance-monitoring, antivirus, and antispyware software.

Upgrade to CA WCC r11.1 SP3 on Windows

1. Log in with an ID that belongs to the Administrator group.

2. Insert the CA WCC r11.1 SP3 media into the DVD drive of the computer.
   The Product Explorer appears.

3. Select Install CA Workload Control Center and click Install.
   The Welcome page appears in a separate window. This window is used for the remainder of the installation wizard.

4. Click Next.
   The License Agreement page appears.

5. Read the license text. When you have scrolled to the bottom of the license text, the I accept the terms of the license agreement option will become available. If you agree with the license agreement, select that option and click Next.

   Note:
   If you do not accept the license agreement, you cannot continue with the installation. You must accept the license agreement or click Cancel.
   The next wizard page appears.

6. Select the Reinstall Mode (Reinstall to the Existing Installation) and click Next.
   The next wizard page appears.

7. Select the appropriate installation type and click Next.
   The installation type options are:

   Express
   Custom

   The next wizard page appears.

8. Continue with the installation. As you proceed through the wizard, select the appropriate server type and, if you select Core or Spectator, optionally enter a High Availability member name. (The default is the server name.)
   The server types are:

   Standalone (without High Availability)
   Core (with High Availability)
   Spectator (with High Availability)

   Note:
   Only one server in the High Availability group can be a core server.

9. Continue with the installation by entering the required information in each wizard page and clicking Next. Default values are provided for options that require a value.

   Note:
   Use the default value of No in the wizard page asking to remove the existing policies and install the security policies available with the install.

10. Click Next after you complete the last data entry page of the wizard.
    The summary information page appears, listing the components you have selected to install.

11. Review the summary information page, and if it is correct, click Install.

    Note:
    To make a change to an entry, click Back as many times as necessary to locate that entry. Then, make the appropriate change, click Next until the pre-installation summary appears again, and click Install.
    The installation process begins, and the progress is displayed. When the installation completes, you are prompted to restart the computer (recommended).

12. Do one of the following:
    Select Yes, restart my computer.
    Select No, I will restart my computer at a later time.

    Note:
    You must restart the computer before you install Reporting or begin using CA WCC.

13. Click Finish.
    The CA WCC installation is complete, and the computer restarts if you have selected the option to do so.

Upgrade to CA WCC r11.1 SP3 on *NIX using graphical mode

1. Mount the CA WCC r11.1 SP3 media.

2. Run the following command in a shell window:

   ```
   ./UnixInstaller.sh
   ```
   The Product Explorer appears.

3. Select Install CA Workload Control Center, click Install, and select graphical mode. The Welcome page appears in a separate window. This window is used for the remainder of the installation wizard.

   Note:
   If the requirements for graphical mode are not met, you can continue the installation in console mode.

4. Click Next.
   The License Agreement page appears.

5. Read the license text. When you have scrolled to the bottom of the license text, the I accept the terms of the license agreement option will become available. If you agree with the license agreement, select that option and click Next.

   Note:
   If you do not accept the license agreement, you cannot continue with the installation. You must accept the license agreement or click Cancel.
   The next wizard page appears.

6. Select the Reinstall Mode (Reinstall to the Existing Installation) and click Next.
   The next wizard page appears.

7. Select the appropriate installation type and click Next.
   The installation type options are:

   Express
   Custom

   The next wizard page appears.

8. Continue with the installation. As you proceed through the wizard, select the appropriate server type and, if you select Core or Spectator, optionally enter the High Availability member name.
   The server types are:

   Standalone (without High Availability)
   Core (with High Availability)

Spectator (with High Availability)

Note:
Only one server in the High Availability group can be a core server.

9. Continue with the installation by entering the required information in each wizard page and clicking Next. Default values are provided for options that require a value. Click Next after you complete the last data entry page of the wizard.
   The summary information page appears, listing the components you have selected to install.

   Note:
   Use the default value of No in the wizard page asking to remove the existing policies and install the security policies available with the install.

10. Review the summary information and, if it is correct, click Install.

    Note:
    To make a change to an entry, click Back as many times as necessary to locate that entry. Then, make the appropriate change, click Next until the pre-installation summary appears again, and click Install.
    The installation process begins, and the progress is displayed. When the installation completes, you are prompted to exit the installation.

11. Click Finish.
    The CA WCC installation is complete.

    Note:
    You must log out and log back in to the computer before you begin using CA WCC.

Upgrade to CA WCC r11.1 SP3 on *NIX using console mode

1. Mount the CA WCC r11.1 SP3 media.

2. Run the following command in a shell window:

   ```
   ./UnixInstaller.sh
   ```
   The Product Explorer appears.

3. Select Install CA Workload Control Center, select Install, and select console mode.

   Note:
   If the environment variable DISPLAY is not defined, the installation continues automatically in console mode.
   The Welcome message appears.

4. Enter **1** (Next).
   The first lines of the license agreement appear.

5. Press **Enter** as many times as needed to page through the license text.

When you have read the entire license agreement, a prompt appears with option 2 selected (I do not agree with the license agreement).

6. Enter **1** (Next) and **0** (Finished).
   The prompt refreshes with I accept the terms of the license agreement selected.

   Note:
   If you do not want to accept the license agreement, you can cancel the installation by entering **3** (Cancel), then entering **1** (Yes) in response to the prompt to exit.

7. Enter **1** (Next).
   The next prompt appears.

8. Select the Reinstall Mode (Reinstall to the Existing Installation) and enter **1** (Next).
   The next prompt appears.

9. Enter the number for the appropriate installation type, and then enter **0** (finished) and **1** (Next).
   The installation type prompt options are:

   1 - Express
   2 - Custom

   The next prompt appears.

10. Continue with the installation. As you proceed through the prompts, select the appropriate server type and, if you select Core or Spectator, optionally enter a High Availability member name.
    The server types are:

    Standalone (without High Availability)
    Core (with High Availability)
    Spectator (with High Availability)

    Note:
    Only one server in the High Availability group can be a core server.

11. Continue with the installation, responding to each prompt as it appears.

    Note:
    A value enclosed in brackets is the default for the prompt. Press **Enter** to accept the value. The following rules apply:

    For a prompt with multiple options, enter the option number you want (or accept the default) and enter **0** (Finished) to complete the selection.

    For a prompt that requires a single value, enter the correct value (or accept the default) and press **Enter**.

For a prompt for a password or for confirmation of a password, type your password and press **Enter**.

Use the default value of No in the wizard page asking to remove the existing policies and install the security policies available with the install.

12. Enter **1** (Next) after you respond to the last prompt.
    The summary information appears, listing the components you have selected to install.

13. Review the summary information and, if it is correct, enter **1** (Next).
    Note:
    To make a change to an entry, enter **2** (Previous) as many times as necessary to locate that entry. Then, make the appropriate change, enter **1** (Next) until the pre-installation summary appears again, and enter **1** (Next).
    The installation process begins, and the progress is displayed. When the installation completes, you are prompted to exit the installation.

14. Enter **3** (Finish).
    The CA WCC installation is complete.

    Note:
    You must log out and log back in to the computer before you begin using CA WCC.