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Introduction

This guide explains how to plan and implement HP ProCurve Manager Plus 3.xx to manage your network. Customers managing fewer than 50 devices may find that the basic network management tools available in ProCurve Manager 3.xx meet their requirements. Customers with more than 50 devices in their network need to use ProCurve Manager Plus 3.xx and its extended feature set to manage their network. For more information on the differences between ProCurve Manager 3.xx and ProCurve Manager Plus 3.xx, please see the ProCurve Web site.

Note:

In this document the term 'PCM 3.xx' refers to both ProCurve Manager 3.xx and ProCurve Manager Plus 3.xx. When discussing the management of more than 50 devices, the use of more than 1 Agent, or the use of plug-in modules, we are referring to ProCurve Manager Plus 3.xx. When a feature applies to a specific version of PCM 3.xx software (and later), the version number is used. For example, PCM 3.10 refers to software release 3.10.

Audience

If you are a new user of PCM, this guide presents the essential features of PCM 3.xx that you need to understand when planning your implementation. We recommend you read the feature descriptions, the resource planning discussion and then read through the example to see how this comes together in an actual implementation.

If you are migrating an existing ProCurve Manager or ProCurve Manager Plus installation to ProCurve Manager Plus 3.xx, be sure to read the PCM 3.xx feature review, to acquaint yourself with its expanded capabilities.

PCM 2.x can be automatically migrated to PCM 3.xx — information on the features and data that are migrated is presented in Chapter 2. If you already have planned your implementation and just need to see the actual process when installing PCM 3.xx on your existing PCM 2.x Server, see Appendix A for a step-by-step presentation of a migration.

CAUTION:

Once you migrate to PCM 3.xx, you cannot revert to the previously installed version. If you are uncertain that you want to upgrade to PCM 3.xx, it is best to install the PCM 3.xx trial version on a system that does not have an earlier version of PCM 2.x or PCM Plus 2.x installed.

Lastly, we recommend that you read "An Example Migration” on page 4-1 to see how an example implementation is planned and installed.
Related Publications

Before beginning, ProCurve recommends that you familiarize yourself with the capabilities of PCM 3.xx and its features. The following sources offer more information on PCM 3.xx:

- The PCM 3.xx product page on the ProCurve Web site provides product features and specifications, as well as access to the datasheet and support information, including frequently asked questions (FAQs) and product documentation:
  www.procurve.com/pcmplus

- The following PCM 3.xx documentation, available on the Web at:
  www.procurve.com/pcm-manuals
  - Release Notes: ProCurve Manager Version 3.xx
  - HP ProCurve Network Management Installation and Getting Started Guide Version 3.xx
  - HP ProCurve Manager Network Administrator's Guide Version 3.xx
PCM 3.xx Overview

The new architecture of PCM 3.xx radically changes the choices you have in managing your network. Fundamentally, PCM 3.xx allows you to logically divide your network and to manage devices dispersed on remote segments of the network, connected by WAN or LAN links, that may or may not be located behind a firewall. In addition, PCM 3.xx’s new architecture allows you to grant viewing and administration permissions for different parts of the network to different users, as well as ensure secure management communication over insecure WAN or LAN links.

With the introduction of PCM 3.xx, large scale networks can now be securely and efficiently managed from a centralized management server. The requirements for the network management system are now driven not only by the total number of devices to be managed (2,000 devices using PCM 3.10 and a single Agent; 3,500 devices using PCM 3.10 with up to 25 remote Agents installed on servers), but also by the physical location of devices; the relationships of the network devices and resources; and the firewalls deployed in the network.

Agent-Based Architecture

Just as in earlier versions of ProCurve Manager, PCM 3.xx is based on a five-layer architecture. However, PCM 3.xx adds a new entity in the Network Interface layer, an Agent, to the product’s architecture. This results in improved scalability and efficiency when managing your network.

The PCM 2.x model on the left side of Figure1-1 shows bi-directional arrows between the PCM Server and two clouds of managed devices. The most noticeable difference between the PCM 2.x and PCM 3.xx models is the lack of direct connections between the PCM Server and managed devices. Agents now manage network devices and communicate their status to the Server, while supplying policies and configuration information from the Server to the network devices. Using Agents to manage specific parts of your network allows improved granularity of control at each location, and increased effi-
Moving to ProCurve Manager 3.xx
PCM 3.xx Overview

Efficiency, while maintaining centralized network management. When your network spans time zones, Agents can be configured to do discovery and device updates at times that are convenient for that location.

**Figure 1-1. PCM Architecture Changes 2.x to 3.x**

**PCM 3.xx Server**

The PCM 3.xx Server does not directly manage devices but maintains an association with its Agents, which may include both PCM and IDM Agents, depending on the installed plug-in modules. The Agents in Figure 1-1 have bidirectional connections with managed devices in the Managed Network layer.

The PCM 3.xx Server also maintains an association with the database. This relationship, which is represented in Figure 1-1 by their connection at the Data Layer, is unchanged from PCM 2.x. The PCM 3.xx Server populates the database with information it receives from its Agents, such as device information and network activity.

**PCM 3.xx Clients**

The PCM 3.xx Clients, at the Presentation layer, are responsible for formatting and displaying data retrieved from the PCM 3.xx database. They provide users a local or remote interface to PCM 3.xx.
Moving to ProCurve Manager 3.xx

PCM 3.xx Overview

Just as in PCM 2.x, when you first install PCM 3.xx, both the Server and the Client are installed on the server hardware. You can also install the Client on other computers that have network access to the PCM Server. PCM 3.xx supports a total of ten Clients (total of local and remote Clients).

When installing a remote Client, you first configure access permissions on the PCM Server. You then install the remote Client software on a computer in the desired location. The term 'remote Client' simply refers to a Client that is not installed on the PCM Server; the 'local Client' is the Client installed automatically with the PCM 3.xx Server.

PCM 3.xx provides secure network management through user accounts and associated user profiles. User accounts define a user name and password used to log into PCM through a Client. User profiles determine the functions that can be performed and the devices shown in the navigation tree and network maps when a user logs on to a Client. PCM 3.xx has expanded the granularity of the actions a user may take and the devices that they have access to when logged in to PCM (see "Customized User Profiles" on page 1-9).

For more information on installing remote Clients and configuring user accounts and profiles, see the *HP ProCurve Manager 3.xx Network Administrator’s Guide Version 3.xx*.

PCM 3.xx Agents

The new architecture used in PCM 3.xx relies on Agents that are deployed across a network to perform management operations on behalf of the PCM 3.xx Server. A local Agent is configured automatically with the PCM 3.xx Server during installation. A managed Agent can support a maximum of 1,500 devices. A PCM 3.10 Server can support a total of 25 Agents (The 25 Agent total includes the local Agent). A PCM 3.10 Server can support a maximum of 3,500 devices, managed by its Agents.

If more than 4 remote Agents are required, ProCurve recommends deactivating the local Agent and running up to 25 remote Agents, to make best use of the PCM Server’s resources. See the *HP ProCurve Network Management Installation and Getting Started Guide Version 3.xx* for the hardware platform requirements for PCM Servers and Agents, depending on your network’s requirements.

For the latest information on PCM 3.xx, please visit the ProCurve Web site at [www.procurve.com/pcmplus](http://www.procurve.com/pcmplus).
In PCM 3.xx, network management activities and responsibilities, previously owned by the PCM Server in version 2.x, are now split between the Server and its Agents.

<table>
<thead>
<tr>
<th>Activity/Responsibility</th>
<th>PCM 3.xx Server</th>
<th>PCM 3.xx Agent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent configuration and management</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Device trap receiver</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Device configuration</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Device discovery</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Traffic collection and storage</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Event reporting</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Policies</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Policy Application</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

**Table 1: ProCurve Manager 3.xx Server and Agent Responsibilities**

**Device Access and Agent Management Traffic:** With Agents, the use of low-level network protocols for device management, such as SNMP, 802.1X, and Telnet, may be restricted to a local subnet or some portion of the network. In large enterprise networks, which may be geographically distributed, this keeps such network traffic and activity off the enterprise backbone or the long-haul WAN links. This localization of low-level network protocols helps deliver scalability to the management platform and has security benefits as well.

Communication between the PCM 3.xx Server and an Agent may be done using plain text or SSL. By default, the local Agent uses plain text for communicating with the Server; by default, remote Agents use SSL. Communication between a remote Agent and the Server is thus secured over the network.

**Note:**

All agents that initiate a connection to the PCM server must use the same encryption type and port number as configured on the Agent Manager **Server Setup** tab. The default encryption type for agent-initiated connections is SSL and the default port number is 51111.

When the PCM Server initiates the connection to an agent, you can use the encryption mode or port number that you choose for each agent. However, the configuration on both the Agent and the PCM Server must agree.
Agent Groups and Network Devices

In PCM 3.xx, the Interconnect Devices and Network Map nodes no longer appear at the level immediately under Network Management Home. The first time that PCM 3.xx is opened, all managed devices appear in the same network map and device list because all are managed by the local Agent (see Figure 1-2). However, if the environment requires the definition of additional Agent Groups, PCM 3.xx creates a separate instance of these five nodes, **Network Map, Devices, End-nodes, Unknown Devices, and User-defined Devices**, under each user-defined Agent Group (see Figure 1-3). Each network map or device list contains devices managed by Agents belonging to the same Agent Group. Similarly, each Agent Group’s subnet and VLAN lists contain only subnets or VLANs managed by Agents in that group.

![PCM Managed Devices (Pre-PCM 3.xx) vs. PCM 3.xx Managed Devices](image)

**Figure 1-2. Managed Devices - PCM 1/2.x and PCM 3.xx**
For example, in Figure 1-3, three Agent Groups, Bangalore, Manhattan, and Sacramento have been defined. Each has its own Network Map, Devices, End-nodes, Unknown Devices, and User-defined Devices nodes.

Figure 1-3. Managed Devices - Three Agent Groups

In this example, the local Agent has been deactivated, so a red 'x' appears next to the Default Agent Group.

Customized User Profiles

Network administrators can now more strictly control the devices a user can view and the actions that the user can take while managing those devices. An administrator can associate specific features of PCM and its plug-in modules, as well as specific devices, with a user profile. Users then are assigned to a profile, which controls which devices a user can manage and view. You can tailor device access and control as required in your network.
PCM Plus 3.xx Optional Plug-in Modules

The upgraded plug-in modules, IDM 3.xx, NIM 2.xx, and PMM 3.xx have new features, as described below. For the latest information on these products, please see HP ProCurve Network Management on the HP ProCurve Networking Web site.

IDM 3.xx

The latest release of Identity Driven Management (IDM) delivers increased integration with HP ProCurve management and security products, including HP ProCurve Network Immunity Manager 2.xx and the new HP ProCurve Threat Management Services zl (TMS zl) module. By integrating with other ProCurve management and security components, actions taken by one module can be reflected and enforced by another, increasing the overall manageability and security of the network.

This new release also simplifies the process of deploying and managing a secure network access solution with Secure Access Wizard enhancements and Agent Auto-update.

Current users of IDM 2.0 are upgraded to IDM 3.xx when they purchase the PCM 3.xx platform license upgrade and install PCM 3.xx on their existing PCM 2.x Server. For more information, see “Licenses” on page 2-7.

NIM 2.xx

The Network Immunity Manager (NIM) 2.xx provides multi-function security management capabilities that integrate into the PCM Plus 3.xx platform. NIM 2.xx protects the network against internal threats such as viruses. It can provide visibility for network threats while providing options for threat mitigation, offering the intelligence to mitigate a threat at the edge of the network where the threat occurred. It can detect threats without entirely disabling the attacker, enabling an administrator to take corrective action without alerting an intentional attacker.

The new version uses enhanced Network Behavior Anomaly Detection (NBAD) to detect threats based on behavior, providing broad coverage with an efficient, flexible architecture that minimizes false positives. NIM 2.xx has been enhanced to provide better integration with other PCM applications such as IDM. NIM 2.xx also supports an expanded set of third-party IDS/IPS devices for detecting signature-based attacks.

Current users of NIM 1.0 are upgraded to NIM 2.xx
when they purchase the PCM 3.xx platform license upgrade and install PCM 3.xx on their existing PCM 2.x Server. For more information, see “Licenses” on page 2-7.

PMM 3.xx

The most significant work in ProCurve Mobility Manager 3.xx (PMM) was to enable integration with PCM’s new architecture. Beyond that there are a number of enhancements to PMM to increase its visibility and contribution within PCM Plus.

There is a new concept of a zone that allows you to break up a Site View into different zones for customized management. It is now easier to view the RF radio coverage in a Site View. You can customize the view to display information of interest to you.

You can use a new wizard to automatically reconfigure the transmit and receive parameters for your radios to get the coverage you want. Wireless metrics are now being stored for up to 5 years and can be displayed in a user customizable way.

Current users of PMM 2.0 are upgraded to PMM 3.xx when they purchase the PCM 3.xx platform license upgrade and install PCM 3.xx on their existing PCM 2.x Server. For more information, see “Licenses” on page 2-7.
Before You Begin

Can Your System Be Migrated?

Not all previous versions of PCM can be migrated by the installer to PCM 3.xx. In addition, depending on your current situation, migrating your current system might not be the right choice for you. The table below summarizes what installation options you have, depending on your current version of PCM.

<table>
<thead>
<tr>
<th>PCM Version</th>
<th>Installation Option</th>
<th>Next Steps</th>
</tr>
</thead>
</table>
| PCM 1.x     | No options. This version of PCM is incompatible with PCM 3.xx, so none of your data can be migrated. | - Read “Developing a Plan” on page 2-1 for help planning your new installation.  
- Review “PCM License Requirements” on page 4-5 to determine what licenses to purchase.  
- Use the HP ProCurve Network Management Installation and Getting Started Guide Version 3.xx to install the product. |
| PCM 2.x     | Installing PCM 3.xx on your existing management server. | - Read “Developing a Plan” on page 2-1 for help planning your new installation.  
- Review “Migrating Your Current Configuration” on page 3-1 for information on what information is migrated when installing PCM 3.xx.  
- Use “PCM 2.x Migration to PCM 3.xx” on page A-2 to perform the installation. |
|             | Installing PCM 3.xx on a new management station, not on your existing management server. | - Before moving to a new server, you must first install the upgrade on your existing management server. Follow the “Next Steps” in this table for “Installing PCM 3.xx on your existing management server.”  
- Once installed, make a backup of your server and install it on your new server. See “Moving to a New Server” on page 3-8.  
- Transfer your PCM 3.xx plug-in module licenses from your old server to the new server. See “Transferring a PCM+ 3.xx License to Another Server” on page B-1. |
Backup Your System

Make a backup of your current system (see “Create a Backup” on page 3-7) before you install PCM 3.xx.

---

**CAUTION**

PCM 2.1 (or later) cannot be restored once it is migrated to PCM 3.xx. If you are uncertain about moving to PCM 3.xx, ProCurve recommends that you install PCM 3.xx on a system other than your current management server for evaluation.
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Developing a Plan

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      Upgrading IDM 2.x Licenses .......................................... 2-11
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Review Your Network Configuration

Review Your Network Configuration

Planning the implementation of PCM 3.xx starts with the network structure, and the management and administration requirements of your current network. This section explains how you can use PCM 3.xx to achieve superior results in managing your network.

Network Structure

Does your network span multiple time zones? Are some network segments protected by firewalls? Is your network management traffic secure in all segments of your network? PCM 3.xx uses Agents to distribute across a network some of the responsibilities formerly handled by the PCM Server (see Table 1 on page 1-7). Reviewing the physical and logical structure of your network is an important first step in planning the number of Agents you need in your network to meet your requirements.

You most likely already have available the information you need. The discussion below explains how your network's structure helps determine the number of Agents you may require when migrating to PCM 3.xx.

Physical Layout

Remote sites connected over an enterprise backbone or long-haul WAN link, such as a branch office or a campus extension, are likely locations to place a remote PCM Agent. This is especially true when your network covers multiple time zones. A remote Agent allows network management tasks, such as discovery operations, software maintenance, or policy updates, typically done at a time outside of peak network load, to be scheduled for a time that works best at that location.

The number of devices to be managed at each remote site, is another important factor in determining the number of Agents you need. Each Agent can support up to 1,500 devices. Additional Agents are required when a remote site has more than 1,500 devices to be managed.

A third factor in determining the number of Agents that you require is the location of firewalls in your network. Today, firewalls are often used to protect networks or segments of networks. Often, a firewall tightly limits or blocks protocols such as SNMP, TFTP, and HTTP, used by PCM to directly manage network devices. As a result, a local management solution often is employed to manage devices behind a firewall, thus making a centralized management solution for all network devices virtually impossible.
PCM 3.xx solves this problem by allowing an Agent to be placed behind a firewall to manage the network devices located there. This remote Agent communicates with a PCM Server through the firewall using an encrypted (SSL over TCP) or plain text connection. Now, previously unreachable network devices behind the firewall may be securely and centrally managed by PCM 3.xx.

Logical Layout

Beyond the physical layout of a network, there may be other groupings or logical organizations of network devices to consider when determining when and where an Agent may be needed. For example, VLANs are often used in a network to group users by logical function, manage network traffic and control access to network resources. You may wish to restrict management access to VLANs, devices and network status information. Using an Agent to manage a VLAN may be useful, particularly when the VLAN is large or contains sensitive network resources that you want managed only by specific users.

Some departments within an organization, such as Finance or Personnel maintain records that contain sensitive information. Network access to such resources is tightly controlled. Using an Agent can allow network management also to be carefully controlled while maintaining centralized network management. In the same way, an Agent can help maintain tight control over specific network resources such as servers, where only a limited number of network staff are allowed access and control.

When PCM 3.xx uses Agents to manage specific network devices, VLANs, or subnets, centralized network management does not need to suffer, thanks to Agent Groups. Agents are logically grouped to provide a hierarchical organization for PCM 3.xx’s navigation tree. Device lists, subnets and VLAN lists, and topology maps are displayed per Agent Group, rather than all devices appearing in the same map. Using an Agent enables all devices in a particular location to be viewed as a single unit, while limiting Agent access to only the devices they are assigned to manage.

Remote Network Management Using Clients

As in previous versions, PCM provides remote Clients that are authorized to log on to a PCM Server. However, in PCM 3.xx, a user’s ability to view or manage devices can be limited to a given location or logical grouping, depending on their user profile (see “Customized User Profiles” on page 1-9). Policies are configured from a local or remote PCM Client session and are stored on the PCM Server; Agents carry out the policy actions.
Network Management Requirements

Use the following section to determine the hardware and licenses you need to install PCM 3.xx to manage your network. Please note that Clients, Agents, and the PCM Server are now supported on VMWare servers. You may already have the capacity to support the network management resources required.

How Many Agents Are Required?

Beginning with PCM 3.10, a single PCM 3.10 Server, with 4 GB of RAM, 4 CPUs, and a 100 GB hard drive, can manage 2,000 devices using the local Agent. A less powerful Server can be used to support fewer devices. See the *HP ProCurve Network Management Installation and Getting Started Guide Version 3.10*, available at [www.procurve.com/pcm-manuals](http://www.procurve.com/pcm-manuals), for specific Server requirements.

**Note:**

A fully provisioned PCM 3.10 Server can support a maximum of 3,500 devices. While up to 25 Agents are supported, and each Agent may support up to 1,500 devices, the total number of devices that can be managed by up to 25 Agents is 3,500.

Use the following table to determine the number of Agents you need.

<table>
<thead>
<tr>
<th>Network Property</th>
<th>PCM Maximum Allowed</th>
<th>Number of Agents Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Local site (site where the PCM 3.xx server is located)</td>
<td>Number of devices at local site, outside a firewall / 1500</td>
<td>(round up to next largest whole number)</td>
</tr>
<tr>
<td>2. Remote sites (sites connected over a backbone, long-haul WAN link, or in a different time zone)</td>
<td>Number of devices per site / 1500</td>
<td>(round up to next largest whole number)</td>
</tr>
</tbody>
</table>
Developing a Plan
Network Management Requirements

A PCM 3.xx Server supporting four or more remote Agents should not also support the local Agent. In this case, the local Agent can be disabled using the Agent Manager and its license transferred to a remote Agent, freeing resources for use by the Server (see "Remove Local Agent" in the HP ProCurve Manager 3.xx Network Administrator’s Guide Version 3.xx). All remote Agents, even those on the same subnet and in the same location as the PCM Server, require their own server hardware for operation.

Agent Scope

You also need to plan for the management scope of each Agent. In PCM 3.xx, an Agent cannot discover networks that are currently managed by another Agent. This requires that you plan for the network elements to be managed by each Agent and determine the correct seed device address to be used when installing each Agent.

When PCM 3.xx is first installed, the local Agent is installed and activated automatically. Once Discovery is completed, all networks and devices are assigned to the default Agent. If your network has fewer than 350 devices, your local Agent may be all that you require. However, if you have more than 350 devices to manage, or if you have devices behind a firewall (local or remote), or if your network has remote sites that are most efficiently managed using a remote Agent, you may require additional Agents.

If additional agents are required, you may need to configure the seed device address for Discovery for these Agents and transfer devices and subnets from the local Agent to a remote Agent, as required. See “Local Agent Seed Device IP Address” on page 4-6 for more information.

PCM 3.xx has a tool to help you in this task. The Agent Manager’s Move subnets wizard assists you in moving discovered subnets from one Agent to another. See the HP ProCurve Manager 3.xx Network Administrator’s Guide Version 3.xx for more information.

<table>
<thead>
<tr>
<th>Network Property</th>
<th>PCM Maximum Allowed</th>
<th>Number of Agents Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Network devices behind each site firewall</td>
<td>Number of devices per firewall / 1500</td>
<td>(round up to next largest whole number)</td>
</tr>
</tbody>
</table>

Total Number of Agents Needed

A PCM 3.xx Server supporting four or more remote Agents should not also support the local Agent. In this case, the local Agent can be disabled using the Agent Manager and its license transferred to a remote Agent, freeing resources for use by the Server (see "Remove Local Agent" in the HP ProCurve Manager 3.xx Network Administrator’s Guide Version 3.xx). All remote Agents, even those on the same subnet and in the same location as the PCM Server, require their own server hardware for operation.

Agent Scope

You also need to plan for the management scope of each Agent. In PCM 3.xx, an Agent cannot discover networks that are currently managed by another Agent. This requires that you plan for the network elements to be managed by each Agent and determine the correct seed device address to be used when installing each Agent.

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If additional agents are required, you may need to configure the seed device address for Discovery for these Agents and transfer devices and subnets from the local Agent to a remote Agent, as required. See “Local Agent Seed Device IP Address” on page 4-6 for more information.

PCM 3.xx has a tool to help you in this task. The Agent Manager’s Move subnets wizard assists you in moving discovered subnets from one Agent to another. See the HP ProCurve Manager 3.xx Network Administrator’s Guide Version 3.xx for more information.
Agent Groups

In addition to planning for the number of Agents needed, you must decide whether you want PCM to display one map for each Agent or to integrate devices from multiple Agents into the same network map. Agents can be logically grouped to provide a hierarchical organization for PCM 3.xx’s navigation tree. Device lists, subnet and VLAN lists, and topology maps are displayed per Agent Group, rather than all devices appearing in the same map. For each desired network map and device list, you should create an Agent Group.

Typically, one Agent Group per location is used, so that all devices at a location appear in the same network map and device list. However, you have the flexibility using PCM 3.xx to organize and manage network maps and device lists in a way that best fits your needs.

Number of Clients Required

PCM 3.xx supports a total of 10 Clients (local and remote). Customizable user profiles give an administrator the power to associate specific features of PCM and its plug-ins with specific devices. Users are associated with the user profile. This can result in more strict limits on which devices a user can manage or even view.

When logged in to a Client, these granular user profiles can limit the scope of management capabilities for each user, as well as limit visibility and omit details about other network devices or locations for local or remote users.

Integrating Third-Party Devices

The Configurable Integration Platform (CIP) capabilities for support of multi-vendor environments have been enhanced in PCM 3.xx by the addition of a CIP Wizard. PCM 3.xx discovers any device that supports MIB 2 and SNMP. The CIP Wizard can then be used to customize the appearance and basic behavior of these third-party switches by allowing device configurations (including templates) to be collected (scanned) and deployed to them. Also, CIP can be used to launch the user interface for other Web-based applications from PCM+. For more information see "Using the Configurable Integration Platform" in the HP ProCurve Manager Network Administrator’s Guide Version 3.xx.
Hardware Provisioning

Once you have determined the number of devices to be supported by the PCM 3.10 Server along with the number of Agents and Clients required, you next need to provision computers for their use. Microsoft Windows 2008 Server 64_bit provides the best performance, followed by Microsoft Windows 2003 Server, and then Microsoft Windows XP. Also, a VMWare system running VMWare ESX V3.5 (or later) may also be used by PCM 3.10.

For detailed information on the hardware requirements for PCM 3.10 components, please see the HP ProCurve Network Management Installation and Getting Started Guide Version 3.10.

Licenses

New users of PCM, and users presently running PCM 1.x need to buy new PCM 3.xx licenses. There are no upgrades supported from PCM 1.x to PCM 3.xx. Customers presently using a version of PCM 2.x may purchase upgrade licenses. New PCM 3.xx licenses are explained below.

All new PCM 3.xx installations require an initial license, called a 'base' license. A new customer can either purchase a 50-device base license (J9174A) and add incremental, 100-device licenses (J9175A) or they can purchase the unlimited license, which includes a 'base' license (J9177A).

New PCM 3.xx Licenses

For new users or a PCM 1.x customers with less than 750 devices to manage, start with an HP ProCurve Manager Plus 3.xx software with 50-device base license, which includes a license for one agent (J9174A). To add an additional 100 devices and another agent, you purchase an HP ProCurve Manager Plus 3.xx software 100-device license (J9175A).

For example, for 550 devices and 6 (1 local and 5 remote) Agents, you'd purchase the base license (50-device license – J9174A) plus 5 100-device licenses – J9175A.
Developing a Plan

Licenses

If you have 750 or more devices to manage, purchase an HP ProCurve Manager Plus 3.xx software with unlimited-device license, with 25 Agent licenses (J9177A).

New PCM 3.xx Plug-in Module Licenses

You must order licenses for the PCM 3.xx plug-in modules you plan to use, as described below.

New IDM 3.xx Licenses

For a new user, or an IDM 1.x customer, with 500 or fewer users, purchase the starter 500-user license (J9438A). If you have 500 or more users, purchase the starter 500-user license (J9438A) and then add a +1,000-user license (J9440A). You must purchase the 500-user license before adding a +1,000-user license.

For a large number of users, you may determine that purchasing an unlimited-user license (J9439A) is the best choice.

HP ProCurve Identity Driven Manager 3.xx requires the purchase and installation of an HP ProCurve Manager Plus 3.xx base license.

New NIM 2.0 Licenses

If you are a new user of HP ProCurve Network Immunity Manager 2.xx, and your network has up to 450 managed devices, purchase the base 50-device license (J9161A). To add more devices, purchase additional +100-device licenses (J9162A) for a total of 450 devices.

For networks with more than 450 managed devices, purchase the unlimited-device license (J9163A).

HP ProCurve Network Immunity Manager 2.x requires the purchase and installation of an HP ProCurve Manager Plus 3.xx base license.

New PMM 3.xx Licenses

If you are a new user of HP ProCurve Mobility Manager 3.xx, and your network has up to 750 managed devices, purchase the base 50-device license (J9291A). To add more devices, add additional +100-device licenses (J9292A) for a total of 750 devices.

Networks with more than 750 managed devices should purchase an unlimited-device license (J9293A).
Developing a Plan

Licenses

HP ProCurve Mobility Manager 3.xx requires the purchase and installation of an HP ProCurve Manager Plus 3.xx base license.

For more information, see the Network Management License and Upgrade Selection Guide on the ProCurve Web site.

Upgrading PCM 2.x Licenses

The following license upgrade paths are available for PCM 2.x customers:

<table>
<thead>
<tr>
<th>PCM 2.x License</th>
<th>Upgrade to PCM 3.xx License</th>
</tr>
</thead>
<tbody>
<tr>
<td>50-device base license</td>
<td>50-device upgrade license with one Agent license (J9173A)</td>
</tr>
<tr>
<td>100-device base license</td>
<td></td>
</tr>
<tr>
<td>50-device base license + 100-device incremental license(s)</td>
<td>50-device upgrade license with one Agent license (J9173A) + 100-device incremental license(s) with one Agent license per license(J9175A)</td>
</tr>
<tr>
<td>Unlimited-device base license</td>
<td>Unlimited-device upgrade license with 25 Agent licenses (J9176A)</td>
</tr>
</tbody>
</table>

The following license upgrade paths are **not supported**:

- PCM 1.x to PCM 3.xx
- PCM 2.x 50-device or 100-device license to a PCM 3.xx unlimited-device license upgrade (J9176A)
- PCM 2.x unlimited-device license to a PCM 3.xx 50-device license upgrade (J9173A) + 100-device incremental license upgrade (J9175A)

When upgrading from PCM 2.x to PCM 3.xx, you must install the free trial version of PCM 3.xx on your *existing* PCM 2.x server. Download the PCM 3.xx free trial software from the ProCurve Web site (http://www.hp.com/rnd/software/network_management.htm). The trial is good for 60 days.

If you are a ProCurve 2.x customer, you purchase a license upgrade. To manage fewer than 750 devices, you start with an HP ProCurve Manager Plus 3.xx software 50-device license upgrade, which includes a license for one Agent (J9173A). To add an additional 100 devices and another Agent, you purchase an HP ProCurve Manager Plus 3.xx software 100-device license (J9175A). For example, for 550 devices and 6 (1 local and 5 remote) Agents, you’d purchase the license upgrade (50-device license upgrade – J9173A) plus 5 100-device licenses – J9175A.
If you have an unlimited-device license for PCM 2.x, you purchase an HP ProCurve Manager Plus 3.xx unlimited-device license upgrade with 25 Agent licenses (J9176A).

When you submit your PCM 3.xx upgrade Registration ID (through My Pro-Curve or the PCM 3.xx Registration Wizard), you will receive two license keys for each PCM Plus license you purchase: the PCM Device license key and the PCM Agent license key. These keys are shown separately in the Licensing preferences window.

**Note:**

A PCM 2.x system with incremental licenses cannot upgrade to an unlimited PCM 3.xx license.

A PCM 2.x system with an unlimited license cannot upgrade to PCM 3.xx incremental licenses.

### Upgrading PCM Plus 2.x Plug-in Module Licenses

A supported upgrade from an earlier version of a PCM Plus plug-in module occurs through an upgrade of PCM 2.x to PCM 3.xx on an existing PCM 2.x Server. You cannot upgrade a PCM plug-in module when installing PCM 3.xx on a new server (see “Can Your System Be Migrated?” on page 1-12 for details).

If necessary, once the upgrade has been completed, you can move the PCM 3.xx licenses and the plug-in module licenses to a new server (see “Transferring a PCM+ 3.xx License to Another Server” on page B-1 for details).

License upgrades are available for the following versions of the PCM plug-in modules:

- IDM 2.x
- NIM 1.x
- PMM 2.x

Upgrades for all plug-ins are included with the ProCurve Manager Plus 3.xx Upgrade license.

Upgrades from the following versions of the plug-in modules are not supported:

- IDM 1.x
- PMM 1.x
Developing a Plan

Licenses

The migrated plug-in module license is the same type of license as the previous license, for example, an IDM 2.x 500-user license becomes an IDM 3.xx 500-user license. The upgraded license has a new license key on the Management Software License tab under My Licenses in your My ProCurve account.

Upgrading IDM 2.x Licenses

For current users of HP ProCurve Identity Driven Manager 2.x, your previous device license type is maintained for HP ProCurve Identity Driven Manager 3.xx when you purchase and install an HP ProCurve Manager Plus 3.xx license upgrade. For example, an IDM 2.x 500-user license becomes an IDM 3.xx 500-user license. To add more devices, purchase the +1,000-user license (J9440A).

An upgrade to HP ProCurve Identity Driven Manager 3.xx requires the purchase and installation of an HP ProCurve Manager Plus 3.xx upgrade license on your current PCM 2.x server.

Upgrading NIM 1.0 Licenses

For current users of HP ProCurve Network Immunity Manager 1.0, your previous device license type is maintained for HP ProCurve Network Immunity Manager 2.x when you purchase and install an HP ProCurve Manager Plus 3.xx license upgrade. For example, a NIM 1.x 50-user license becomes a NIM 2.0 50-user license. To add more devices, purchase the +100-device license (J9162A).

An upgrade to HP ProCurve Network Immunity Manager 2.0 requires the purchase and installation of an HP ProCurve Manager Plus 3.xx upgrade license on your current PCM 2.x server.

Upgrading PMM 2.0 Licenses

For current users of HP ProCurve Mobility Manager 2.0, your previous device license type is maintained for HP ProCurve Mobility Manager 3.xx when you purchase and install an HP ProCurve Manager Plus 3.xx license upgrade. For example, a PMM 2.x 50-device license becomes a PMM 3.xx 50-device license. To add more devices, purchase the +100-device license (J9292A).

An upgrade to HP ProCurve Mobility Manager 3.xx requires the purchase and installation of an HP ProCurve Manager Plus 3.xx upgrade license on your current PCM 2.x server.
**Note:** When determining the number of managed devices for Mobility Manager, keep in mind that Mobility Manager counts all devices that it handles, such as MSM controllers, controlled MSM APs and Radio Ports attached to the WESM controllers, as well as standalone APs. In PCM, controlled MSM APs and Radio Ports attached to the WESM controllers are not counted as devices.
PCM 3.xx Remote Clients

When you install ProCurve Manager 3.xx, both the Server and Client functions are installed on the Server. As in PCM 2.x, you can also install a Client on any number of other computers in your network that have network access to the PCM 3.xx Server. See the HP ProCurve Manager 3.xx Network Administrator’s Guide Version 3.xx for instructions on installing PCM 3.xx Clients.

Note

If you are installing the PCM 3.xx Client on a PC that previously hosted a PCM 2.x Client, follow these steps:

1. Uninstall the PCM 2.x Client software from the PC.
2. Delete the PNM folder found at Program Files > Hewlett-Packard > PNM.
3. Restart the PC.
4. Install the PCM 3.xx Client.
Migrating Your Current Configuration

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PCM 1.x Migration

There is no automatic migration of PCM 1.x application data when installing PCM 3.xx. As a result of improvements to PCM 2.x and PCM 3.xx, PCM 1.x data is incompatible and cannot be migrated.

If you have PCM 1.x policies and alerts that you want to use in PCM 3.xx, ProCurve recommends installing PCM 3.xx on new server hardware and disabling your PCM 1.x system. You may then review the 1.x policies and settings while configuring the required actions in PCM 3.xx.

**Note:**

If you must install PCM 3.xx on the same server hardware running PCM 1.x, check the server hardware requirements for PCM 3.xx to be your existing server meets them. ProCurve recommends uninstalling the PCM 1.x application and restarting the server before installing PCM 3.xx.

---

PCM 2.x Configuration Migration

To migrate a PCM 2.x Server, you must install the trial version of PCM 3.xx on the server currently running PCM 2.x. The installer recognizes the existing PCM 2.x application and plug-ins and migrates the PCM 2.x data to PCM 3.xx, as described in this chapter.

After installing the trial version of PCM 3.xx, you must then register your PCM 3.xx upgrade licenses.

To review the screen-by-screen process, see "PCM 2.x Migration to PCM 3.xx" on page A-2.

Global Preferences

PCM 3.xx migrates policies, alerts, data, and configurations from PCM 2.x. The exceptions are described below.
Migrating Your Current Configuration
PCM 2.x Configuration Migration

Discovery Settings

**Not Migrated:** In PCM 3.xx, all discovery preferences have moved from *Tools > Preferences* to *Agent Manager*, which is accessed by clicking the Agent Manager button on the global toolbar. The Discovery screen is now a sub-tab on an Agent screen.

In PCM 3.xx, discovery preferences are configured per Agent. You enter your preferences when you create an Agent. Agent Manager allows you to perform the following tasks for each Agent:

- Assign Agent to appropriate Agent Group
- Specify a seed device address
- Set device access parameters as required
- Activate Agent
- Move discovered networks to managed subnets as required

When PCM 3.xx migrates PCM 2.x data, it requests that you specify a seed device address or default device access parameters. If none are entered, PCM 2.x global values are migrated to the local Agent’s settings.

Discovery schedules are not migrated. They are now configured for each Agent on the **Discovery > Status** tab.
Migrating Your Current Configuration
PCM 2.x Configuration Migration

Network Maps

**Not Migrated**: Network Maps from PCM 2.x are not migrated to PCM 3.xx. PCM 3.xx creates network maps by Agent and Agent Group. As a part of planning the Agents and Agent Groups you need, keep in mind the network maps that you require. See “Planning for Agents and Agent Groups” on page 4-3 for more information.

Background images used in PCM 2.x are not migrated to PCM 3.xx.

Policy Manager and Alerts

**Not Migrated**: Scheduled CLI policies created using the Configuration Manager CLI wizard are not migrated. Also, any Policy Manager and Alert policies created prior to PCM 2.2 are not migrated.

**Note**: The installation of PCM 3.xx on an existing PCM 2.x Server may generate text files related to items that are not migrated. This information has no use in PCM 3.xx and the files may be deleted. The files are located at:

```
<install directory>\server\pre-<productname>_<major version#>_<minor version#>_<object name>_summary.txt
```

When using the default installation choices, the files can be found at:

```
Program Files\Hewlett-Packard\PNM\server\pre-PCM_3_0_traffic_policies_summary.txt
```

Also, if you were using NIM 1.0 when you installed PCM 3.xx on a server, the file would be found at:

```
Program Files\Hewlett-Packard\PNM\server\pre-NIM_2_0_security_policies_summary.txt
```

Traffic Policies

**Not Migrated**: In PCM 3.xx individual Agents are responsible for collecting traffic samples, not the Server. This is true even if the Server supports only the local Agent.

User Defined Devices, CIP Files

**Not migrated**: Configurable Integration Platform (CIP) files with scripts do not appear in the PCM 3.xx CIP Wizard.
Custom Groups

**Migrated:** Existing PCM 2.3 Custom Groups are migrated to PCM 3.xx. In the navigation tree, Custom Groups appear at the top of the tree, outside the hierarchy of Agent Groups and Agents, as Custom Groups can contain devices from more than one Agent Group or Agent. Should the devices in the migrated Custom Groups eventually be moved into different Agent Groups, the Custom Group membership is maintained, as PCM 3.xx Custom Groups can span Agent Groups.

User Profiles

**Migrated:** PCM 2.x system-defined Administrator, Operator, and View-only user profiles are migrated.

**Not migrated:** There is no PCM 3.xx equivalent of the “No Access” user profile.

PCM Plug-In Modules

Not all previous versions of PCM plug-ins are compatible with PCM 3.xx. The following PCM plug-ins are migrated automatically when installing PCM 3.xx on a server already running PCM 2.x:

- IDM v2.0 and higher
- NIM v1.0 and higher
- PMM v2.0 and higher

When installing PCM 3.xx on a new system, you can select which plug-ins get installed. When upgrading an eligible plug-in the installer reviews your PCM 2.x installation and selects the plug-ins it finds.

The migration of each plug-in is described below.

**IDM 2.0 (and higher)**

**Migrated:** All policies, alerts, device data, and user data.

**CAUTION:** When upgrading IDM, the IDM Agent must also be installed or upgraded. Earlier versions of the IDM Agent are not compatible with PCM 3.xx.
PMM 2.0 (and higher)

**Not migrated:** When migrating from PMM 2.0 to PMM 3.0, all policies, data, and configurations are migrated, except:

- Charts information
- Statistics reports
  - Wireless Associated Station List
  - Wireless Bandwidth Table
  - Wireless Rx/Tx Errors
  - Wireless Station Connection History
- PMM Preferences

NIM 1.0 (and higher)

**Migrated:** All data and configurations are migrated.

The following NIM 1.0 policies are moved to new locations:

- ProCurve alerts are migrated to NIM 2.0 ProCurve NBAD category
- ProCurve virus throttle alerts are migrated to NIM 2.0 ProCurve Wired category
- TCP/UDP fan-out alerts are migrated to new NIM 2.0 ProCurve NBAD TCP sweep type

**Not migrated:** The following NIM 1.0 information is not migrated to NIM 2.0:

- All external alerts
- Average packet deviation (NIM 2.0 does not support this threat)
- Default alerts (NIM 2.0 uses a new set of default policies)
- Security default policy (NIM 2.0 uses a new set of default policies)
Migrating Your Current Configuration
Create a Backup

Create a Backup

An upgrade from PCM 2.x to PCM 3.xx is permanent - you cannot revert back to the previous PCM 2.x application. With a backup of your PCM 2.x application you can restore it to operation. The backup and restore processes are described below.

Backup

The following procedure uses some system commands, for example, Windows Administrative tools, to create a complete backup of your PCM 2.x version.

1. Stop all PCM services.
   - HP ProCurve Datastore
   - HP ProCurve Network Manager Agent
   - HP ProCurve Network Manager Server

2. Create a Zip file or copy the entire `<install_dir>/pnm` folder.

   ProCurve recommends that you note the approximate time on the server that the backup was created, should you need to restore the system. Restoring to the server with a time earlier than when the backup was done is detected as tampering and invalidates the licenses.

3. Start services.

Restore to the Same Server

Restoring to the same server where the backup was made avoids possible issues with PCM licensing. The IP address must be the same as the IP address in use when the backup was made.

1. Stop all PCM services.
   - HP ProCurve Datastore
   - HP ProCurve Network Manager Agent
   - HP ProCurve Network Manager Server

2. Replace the entire `<install_dir>/pnm` folder with the folder from the backup.

3. Start all PCM services.

4. Reinstall all Agents and Clients.
Moving to a New Server

The first two steps in the process below must be done before installing the backup. If these are not completed before the installation of the backup the restored system will not operate.

In addition, you must install on the new server the exact version and options of PCM and plug-ins as used on the old server when the backup was made. For example, if you backup a system that contains PCM 2.3 with Auto Update 3 and IDM 2.25 Auto Update 1 then you need to restore the backup on a system which also contains PCM 2.3 with Auto Update 3 and IDM 2.25 Auto Update 1.

Lastly, be sure the install folder on the new server matches that of the old server.

1. Set the IP address of the new server to that of old server. If you cannot decommission the old server, stop the PCM services and change it's IP address.

2. Make sure that the time on the new server matches or is later than the time on the old server when the backup was made. If the time on the new server is earlier than the time on the old server, the licensing engine detects this as tampering and invalidates the licenses.

Install on the new server the exact version and options of PCM and plug-ins as used on the old server.

3. Stop all PCM services.
   - HP ProCurve Datastore
   - HP ProCurve Network Manager Agent
   - HP ProCurve Network Manager Server

4. Replace the entire `<install_dir>/pnm` folder with the folder from the backup.

5. Start all PCM services.

6. Reinstall all Agents and clients.
An Example Migration

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Overview

In this chapter, a fictitious network is migrated to PCM 3.xx from another network management product. The information and recommendations presented in the previous two chapters are applied to deliver an efficient, centrally-managed network management solution for a global network.

This example features a deployment that includes three customer locations spread across the globe, connected by WAN links. The network set up at each site is illustrated below.

Earlier versions of PCM may have been inadequate to address some of this customer's needs; however, PCM 3.xx's distributed architecture enables it to support this environment. Some planning is required to consider deployment options and recommend the best solutions to several challenges.

For example, the server and remote Agent computers will need to be adequately provisioned. It will be important to place Agents in locations where they will have free access to the devices they must manage, and to group the Agents appropriately, so that each group's network map and device list will contain the elements that belong together logically. We also will discuss a strategy for adding user roles for regional administration while continuing to support central administration over the entire intranet.
Planning for Agents and Agent Groups

Before making decisions on required hardware and PCM licensing, the planning process should determine the number of Agents this deployment requires. A more detailed network layout appears below.

Each of the two remote locations in this example is separated from the home office in Manhattan by a firewall that prevents most outside devices from initiating sessions with devices inside the firewall. This will require the placement of a remote Agent at the location. Additionally, all of the devices in the Accounting department at the home office are behind a firewall. Other devices in the Manhattan office, including the PCM Server and other data center devices, are outside the firewall. This factor requires the placement of at least two Agents at the home office location.

Each of the four Agents are able to support up to 350 devices; however, the actual number of devices in the network may be less than 1,400. In this deployment example, the number of Agents is driven more by the location of devices and their relationship to firewalls than by the actual number of devices to be managed.

Agent Groups

In addition to planning for the number of Agents, you must decide whether you want PCM to display one map for each Agent or to integrate devices from multiple Agents into a single network map. For each desired network map and device list, you should create an Agent Group. In this example, we plan to create an Agent Group for each location. Both Agents at the Manhattan location will belong to the same Agent group.
Local Agent

The PCM Server in this scenario will be located at the home office in Manhattan, outside the firewall that separates the Accounting department from other devices at this location. As a general rule, a PCM 3.xx Server that needs to accept data from four or more remote Agents should not also support the local Agent. The devices in the data center and other areas outside the Accounting department firewall could be managed either by the local Agent or a remote Agent. In this example, we have chosen to deploy all of the Agents as remote Agents, so we will need to disable the local Agent.

Hardware Requirements

The PCM 3.xx Server in this environment will need to support four remote Agents. This will require a system with at least 6 GB memory and four CPUs. The server should have a gigabit NIC to enable it to keep up with data coming in from the remote Agents, and enough disk space to store the database, at least 120 GB in size.

Each of the remote Agents should be sized appropriately as well. The amount of disk space, CPUs, and memory shown below are based on recommended values for the PCM 3.xx Server and its Agents, rather than minimum values. See the HP ProCurve Network Management Installation and Getting Started Guide Version 3.xx for more information on hardware requirements.

PCM 3.xx Server

- Windows 2003 Server Enterprise Edition
- 1 Gbps network adapter
- 4 CPUs and 6 GB memory
- 120 GB available disk space

Four Remote Agents

- Windows 2003 Professional or Server
- 100 Mbps network adapter
- 2 CPUs and 3 GB memory
- 80 GB available disk space
PCM License Requirements

PCM 3.xx licensing includes two components: the device count and the Agent count. A PCM 3.xx installation includes a 60-day trial license that includes support for a single Agent, which, by default, is the local Agent. The distributed nature of this example customer's environment requires the installation of four remote Agents, each of which can support up to 350 devices, for a total of 1,400 devices.

This customer must purchase and install the license(s) before they can begin configuring the Agents. Unlicensed Agents cannot discover networks or manage devices.

If the actual number of managed devices is significantly lower than the maximum number of devices enabled by four remote Agents (4 x 350 = 1,400 devices), this customer might benefit from purchasing a 50-device base license at US list price and up to 7 +100 incremental licenses before it equals the cost of an unlimited license.

The customer must purchase the license(s) and, using a procedure similar to earlier PCM versions, provide the Registration ID and Installation ID at the My ProCurve portal, then add the licenses using PCM 3.xx’s Preferences > Registration and Licensing > License page.
Install PCM 3.xx Server software

Local Agent Seed Device IP Address

A deployment in which the local Agent will be deactivated requires some consideration of the local Agent's seed device. If you plan to deactivate the local Agent, you should take steps to prevent it from discovering networks that you intend to assign to remote Agents. However, the PCM installation process requires that you provide a seed device IP address or DNS Name for the local Agent, even if you plan to deactivate it after installation.

If you provide the IP address of a seed device that you intend to later associate with one of the remote Agents, the local Agent will begin discovering networks immediately after installation completes (the local Agent is automatically installed and activated). The Agent Manager allows you to provide the same seed device IP address to more than one Agent; however, any networks that have been discovered by one Agent may not also be discovered by another Agent. Put another way, if the networks you intend to manage using a remote Agent are already discovered by the local Agent, the remote Agent cannot discover them. You would need to change the local Agent's seed device IP address (or DNS name), and move the subnets to the management of the remote Agent, using the Agent Manager.

To avoid the steps needed to transfer discovered devices from the local Agent, you can provide an unreachable IP address during PCM 3.xx installation as the local Agent’s seed device. When the local Agent service starts it will not discover any networks and consequently, no devices. This allows the administrator to move directly to remote Agent installation, configuration, and activation.
Agent Configuration

The values on the Server Setup page affect the PCM server's interaction with all of its remote Agents.

If you need to change these values, open the Agent Manager by clicking the appropriate icon in the global toolbar and click the Server Setup tab. Keep in mind that an Agent and the Server must agree on port and encryption type, and must use the same authentication password. When installed, the passwords are masked by asterisks at default values; however, you can see the passwords if you place a check in the Reveal Passwords box.

You should view these parameters before installing the remote Agent software. If you accepted default values during PCM Server installation but intend to use non-default values for password, port, or encryption type on the remote Agents, you should change these values before installing the remote Agent software. Otherwise, you must enter the correct values for each agent individually.

In this example, the remote Agents will initiate connections to the PCM Server, so it is recommended Allow new Agents to connect be checked.
An Example Migration
Install PCM 3.xx Server software

There are several steps involved in adding a remote Agent. Some of these steps are the same whether the Agent will initiate a connection to the PCM Server (a requirement for Agents in this example due to the existence of firewalls) or whether the Server will initiate a connection with the Agent.

Other steps involved in preparing the PCM server for remote Agent support are different between Server-initiated and Agent-initiated communication. See the *HP ProCurve Manager Network Administrator’s Guide Version 3.xx* for more information on installing a remote Agent.

After installing the ProCurve Management Agent software on the computers you have chosen to act as the remote Agents, return to the ProCurve Manager Client interface to define Agent groups and activate the remote Agents (see "Define Agent Groups" on page 4-8). You may also need to modify parameters that will govern each Agent's discovery activities, and provide the SNMP and CLI credentials it will use for communication with its managed devices.

Define Agent Groups

Before the remote Agents can be activated and begin collecting network and device information, you must create one or more groups that will act as containers for them. The number of Agent Groups should be decided in the planning phase. In this example, we have chosen to create one Agent Group per location so that all devices at that location appear in the same network map and device list.
To create an Agent Group, select the Agent Groups node in the PCM navigation tree. Click the Agent Groups tab, click the “Add an Agent group” icon, give the group a name, and click OK.

Additional description for the Agent Group is optional. The Agent Group’s name and description can be modified at any time after it has been created.

After you have created the groups, the icon that represents the Default Agent Group is red. When remote Agents initiate a connection with the PCM Server, they are temporarily associated with the Default Agent Group. None of the remote Agents have been activated. Consequently, the icon that represents the Default Agent Group shows red to indicate that there is a problem with that Agent group.

After Agent software has been installed on the remote Agent platforms, they immediately begin to initiate connections with the PCM Server, and you can see them in a list of Agents. Select the Agent Groups node in the navigation tree and click the Agents tab. The yellow triangle exclamation point icon, combined with the contents of the “Status” column indicate that these Agents need to be activated. Because the Agents have not been activated, this screen
An Example Migration
Install PCM 3.xx Server software

does not show values for latency or CPU utilization. Note the Agents’ association with the Default Agent Group.

The Agents in this example have already begun to initiate connections with the PCM Server; however, several tasks must be performed before they are ready to begin discovering networks (subnets) and devices.

The sequence of the listed tasks is significant. For example, Activation will not be successful if you have not specified a seed device; you will receive an error message if you attempt to do this.

**CAUTION:**

The Agent Manager will allow you to activate an Agent before you have given it the appropriate, planned Agent Group assignment; however, *the Agent’s group membership cannot be modified after it has been activated*. An improper Agent Group assignment would require deactivation and deletion of the Agent before it can be reconnected to the Server and assigned to the correct Agent Group.

PCM 3.xx default device access settings are described in the section "Rules for Configuring Device Access with PCM" in the "Managing Network Devices" chapter of the *HP ProCurve Manager 3.0 Network Administrator’s Guide Version 3.0*. The default device access settings can be changed for each Agent using the Agent Manager (*Agents tab > PCM tab > Device Access*). Modifications may be made before or after activation. Activation is a prerequisite to defining managed subnets.

**Note:**

A PCM Server that must manage four or more remote Agents should not also support the local Agent. The PCM server could support three remote Agents along with the local Agent in this environment; however, we have chosen to use all remote Agents.

If the local Agent is not being used, it should be deactivated to return system resources to the server.
An Example Migration
Install PCM 3.xx Server software

All four of the remote Agents need to be activated. As was mentioned earlier, you can't activate an Agent until you have set a seed device. Also, activation will not be successful if there are unapplied changes on any of the Agent's pages. You need to apply or cancel any changes before the Agent Manager will process your activation request.

After the Agents have been activated, confirm that all Agents have successfully established a connection with the PCM Server. After you have verified that each Agent has responsibility for the correct set of managed subnets, you should verify that the maps for each Agent and Agent Group include the complete set of devices for that location.

In this example, the Bangalore Agent Group contains four devices. Because this Agent Group has a single Agent, the Bangalore Agent Group network map is the same as the Bangalore Agent map.

If devices are missing you can run a manual discovery, or use the Find Node feature to add them.

If subnets are missing, use the Agent Manager (Agents tab > PCM tab > Discovery tab > Managed Subnet) to configure them.
User Profiles and User Accounts

PCM 2.3 supported user profiles and the association of user accounts with these profiles. PCM 3.xx enables granular modifications to user profiles on two levels. At the first level, a check box enables or disables nearly every operation possible within PCM and its plug-ins. User profiles can be assigned any subset of PCM, IDM, NIM, or MM tasks. Secondly, profiles also can be associated with all devices managed by a given Agent, the devices managed by all of the Agents in a given Agent group, Custom groups, or individual devices.

To enable regional administrators, we start with the operator profile, which is different from the administrator profile only with regard to user management. Specifically, the administrator profile can manage users and operators cannot. In our example, we will further modify the cloned operator profiles to remove capabilities that have a global effect. For example, the regional operators will not have control over platform licensing or backup.

Changes you make to user profiles are effective immediately. If changes are made to a profile, any users associated with that profile are affected immediately.

We will create one profile for each region because a user's association with an Agent or Agent Group is based on their user profile.

In this example we have chosen to name the profiles after the address range that will be assigned to each profile (e.g. 10.1.0.0/16). Later, a profile will be associated with devices in an Agent Group, to limit users' network visibility.
We also have chosen to remove platform capabilities from the regional operator accounts. This is primarily to prevent regional users from making changes that could affect devices in other groups, such as platform licensing and modifying global preferences.

**Note:** Once a regional operator profile has been created, it may be cloned and renamed for use in other regions.

Having created a regional operator profile, we may now assign an Agent Group, an Agent, or specific devices to the profile. In this example we have chosen to associate all of the devices in the Bangalore Agent Group with the
user profile named “10_2_Operator.” Right click on the appropriate Agent Group node, click “Add device(s) to user profile” and select the user profile that should be associated with devices in this Agent Group.

To assign individual devices to a user profile, navigate to the Devices node under the appropriate Agent Group, select one or more devices from the Devices List and click the User Profile icon. Click “Add device(s) to user profile” and select the appropriate user profile from the list of available profiles.

Once a profile has been created, you can create user accounts based on the profile.
An Example Migration
Install PCM 3.xx Server software

Here is an example of what the profile we just created for regional operators looks like in action. In this example, the Manhattan operator has logged on to PCM. Although all four Agent group nodes are visible, expansion triangles are only present for nodes under the Manhattan Agent Group. The absence of expansion triangles next to the Devices, End-nodes, Unknown Devices, and User-defined Devices nodes under other Agent Groups indicates that no details are available for those nodes. However, the Manhattan operator can see the names of the Agents in other Agent Groups.
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After Migrating

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After Migrating
Solutions to Potential Problems

Solutions to Potential Problems

In this section we cover issues that customers have encountered and provide you the solution to them.

The PCM 3.xx Remote Client Fails

If you are installing the PCM 3.xx Client on a PC that previously hosted a PCM 2.x Client, follow these steps:

1. Uninstall the PCM 2.x Client software from the PC.
2. Delete the PNM folder found at Program Files > Hewlett-Packard> PNM.
3. Restart the PC.
4. Install the PCM 3.xx Client.


After Installing PCM 3.10, MyUnlimited Device License Shows 10 Agents Available, not 25, in Agent Manager

If you install the PCM 3.10 (or later) software on a server that previously hosted a PCM 3.0 Server with an unlimited device license, you must uninstall the unlimited device license and receive an Uninstall Key from the My ProCurve portal (My ProCurve>My Licenses>Uninstall Licenses (left Nav pane)). Then, on the My ProCurve portal, use the Uninstall Key to generate a new Registration ID and install it on your PCM 3.10 (or later) Server. Agent Manager now shows 100 Agents available (the unlimited Agent value).

Note: PCM 3.10 supports a maximum of 25 Agents (total of local and remote Agents). While the unlimited device license results in 100 Agents being displayed as available, only 25 Agents may be used.
Troubleshooting

The *HP ProCurve Manager 3.0 Network Administrator's Guide Version 3.0* provides a wealth of troubleshooting information for problems you may encounter when installing and using PCM 3.xx and its plug-in modules. Troubleshooting information includes the following:

- Agents
- Discovery
- LLDP
- Device communication problems
- Device logs
- Traffic monitor
- CIP
Migrating From PCM 2.x

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PCM 2.x Migration to PCM 3.xx

To migrate from PCM 2.x (2.x refers to PCM 2.0, 2.1, 2.2, and 2.3) to PCM 3.xx, you must run the installer for the trial version of PCM 3.xx on the same server running PCM 2.x. The installer will go through a series of steps and migrate the PCM 2.x installation to PCM 3.xx. These steps are explained below.

Steps that are purely informational and require you to select Next or Continue may be omitted in the following explanation.

Note: The following example migration shows a PCM 2.3 system migrating to PCM 3.0. The same steps apply when migrating any version of PCM 2.x to PCM 3.xx. The content of some screens will vary, depending on your configuration and version of PCM 2.x and PCM 3.xx

Step 1: Introduction

This gives you an introduction to the HP ProCurve Manager 3.xx installer. See the figure below.
Step 2: License Agreement

You must review the license agreement and accept it to continue with the migration and installation.
Step 3: Readme

This step provides you important information about the migration to and installation of PCM 3.0. If you have not read "Migrating Your Current Configuration" on page 3-1 we recommend that you read through the text on this page.
Step 4: Current Configuration Detection

If a PCM 2.x configuration is detected on the server, you are informed, as shown in the screen below. To continue, click **Next**.
Migrating From PCM 2.x
PCM 2.x Migration to PCM 3.xx

Step 5: Choose Install Set

You next select the PCM plug-in modules you wish to install. The installer automatically selects the plug-ins that were found in the 2.x version of PCM on your server. Confirm that all installed PCM 2.x plug-ins are selected. If an installed plug-in is not selected automatically, check its box manually.

Depending on the items to be installed, you may be presented "Important Information" screens to review. We recommend you read these screens and check with the HP ProCurve Manager 3.0 Network Administrator's Guide Version 3.0 if you would like more information.

Step 6: Choose Install Folder

You do not specify an install folder; the installation of PCM 3.0 is done using the same path that was used for PCM 2.x.
Step 7: Pre-Installation Summary

A summary of the installation is displayed, including the installation folder, product components (PCM plug-in modules selected), and the disk space required and available.

In this step, the PCM database service is checked.
After the check is complete, the database service is stopped so that the installation step can begin. A confirmation prompt appears for confirmation of the installation.

When the confirmation prompt appears, click **Continue** to confirm that you want to proceed with the installation.
Step 8: Installing

The PCM 3.0 installation takes place. The database system files are upgraded to PCM 3.0. Several screens are presented as this takes place.
Step 9: Data Migration

After the database installation, the actual data migration takes place. The figure below shows the data migration step. A step-by-step migration takes place and several intermediate steps are displayed. No user action is required.
A successful database installation and data migration are indicated by the following screen.

Successfully completed overall migration path from '2.3' to '3.0'.

100%
Step 10: Configure User Settings

Click **Next** to continue the install process. This step includes the changing of User settings. By default, the settings of the previous version of PCM are displayed here.
Step 11: Install Complete

Once the **Install Complete** step is reached, the migration is complete and PCM 3.0 is installed on the system, after the system is restarted.

The Agent service is initiated when you click Done.

The system is automatically restarted. You may now launch PCM 3.0.
Next Steps Following Migration

Install Auto Updates

To ensure that you have the latest software updates and supported devices, check for and install PCM 3.xx updates. For information on manually checking for auto updates see "Using the Automatic Update Wizard" in chapter 2 of the *HP ProCurve Manager Network Administrator's Guide Version 3.xx*.

**Note:**
If you require a proxy to access the PCM Automatic Updates site, please confirm your settings at Tools > Preference > Network Settings before you check for updates.

Upgrade and Install Licenses

The upgrade process described in the previous pages provides a customer with a 60-day trial license that includes support for a single agent, the local Agent. If you require more than just the local Agent, you need to purchase an upgrade base license (JJ9173A) and additional 100-device incremental licenses (J9175A) for your PCM 3.0 installation to enable additional remote Agents to be used. Installing a base license ends the 60-day trial period.

Review the "PCM License Requirements" on page 4-5 of the example migration for more information.

For instructions on installing PCM 3.xx licenses see "Licensing ProCurve Manager Plus Software" in the *HP ProCurve Network Management Installation and Getting Started Guide Version 3.xx*.

Install Remote Agents

You will need to download the remote Agent software from the PCM 3.xx Server to the computer you have chosen to act as the remote Agent, install the Agent software on the computer, and then return to the PCM Agent Manager interface to finish configuring the server to interact with the remote Agent.

See the *HP ProCurve Manager Network Administrator's Guide Version 3.xx* for instructions on installing and configuring a remote Agent. When configuring a remote Agent be sure to modify its characteristics to meet your requirements:

- Reassign subnets to the new Agent
Migrating From PCM 2.x
Next Steps Following Migration

- Update the Agent’s discovery schedule
- Override global SNMP and CLI credentials for devices this Agent will manage, if required

Once an Agent is connected with the server and configured, the Agent Manager is used to activate it.

Configure User Profiles and User Accounts

PCM 3.xx provides even more granularity in what a user is allowed view and manage. For more information, see “User Profiles and User Accounts” on page 4-12.

Install Remote Clients

PCM 3.0 supports up to 10 Clients. For information on installing remote Clients see the HP ProCurve Manager Network Administrator’s Guide Version 3.xx.
Transferring a PCM+ 3.xx License to Another Server

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Transferring a PCM+ 3.xx License to Another Server

Overview

This document describes the steps necessary for a user to transfer a PCM+ 3.xx license(s) from old server hardware to new server hardware. Both servers are operational.

The Process

Deactivate the current license

1. From the old PCM server which contains the current license to be transferred; Go to Tools > Preferences > Licensing.

2. Within the Active Licenses tab, highlight the ProCurve Manager Plus 3.xx license you wish to transfer and record the Serial Number assigned to this license. The serial number will be required on the my.procurve portal when transferring the license.
3. Click the Deactivate button. Click the Yes button to confirm the deactivation and removal of the license.

A cautionary message will be displayed.

4. Click the OK button to continue.

Record the Uninstall key
1. Click on the Deactivated License tab.
2. Scroll through the list and locate the license for transfer.
Transferring a PCM+ 3.xx License to Another Server

The Process

3. Record the "uninstall key" information. The uninstall key information is required on the my.procurve portal.

Uninstall PCM 3.xx from the Old Server

1. Go to the Start button > Control Panel > Add Remove Programs.
2. Locate and uninstall HP ProCurve Manager Plus 3.xx.
3. Reboot the server after the software has been uninstalled.
4. Remove all remaining traces of PCM+ 3.xx.
   - "Delete the PNM folder from C:\Program Files\Hewlett-Packard\PNM.
   - "Delete any icons from the desktop for PCM+ 3.xx.

Install PCM+ 3.xx on the New Server

If needed, a copy of the PCM software can be found on the HP ProCurve Web site.

Go to www.hp.com/go/procurve/software to download and install PCM+ 3.xx.
Transferring a PCM+ 3.xx License to Another Server

The Process

Record the new server hardware Install ID

Go to **Tools > Preferences > Licensing** and record the new server hardware installation identifier. The Install ID is required on the my.procurve portal.

---

Transfer License from old server to new server

1. **14)Login to your account on [www.my.procurve.com](http://www.my.procurve.com)**
2. **Go to My Licenses tab > Management Software License > select Transfer Licenses.**
Transferring a PCM+ 3.xx License to Another Server

The Process

3. On the Transfer license page, check the box next to the PCM+ 3.xx license (and plug-in licenses) to be transferred and click Continue.

4. In the Uninstall Key field, enter the uninstall key you previously recorded in step 9, when the license was deactivated on the old server. Make sure the license Serial Number displayed on this page matches the license serial number you recorded in step 2.

5. In the "To Target" field, enter the new installation identifier you recorded in step 13 from the new server hardware.
6. Click on Transfer licenses button.

A confirmation page will display the newly transferred license information.
Transferring a PCM+ 3.xx License to Another Server

The Process

Add the transferred license to the new server

1. Go to Tools > Preferences > Licensing
2. Paste the license key into the "Add License" field
3. Click the Add button

![Licensing Administration window]

A pop up message will display confirmation of the license being installed successfully.

![Add License window]

The license has been successfully transferred from the old PCM server to the new PCM server. This task is now complete.
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