



Zenoss Service Impact Installation Guide for Resource Manager 5.0.x

Release 5.0.x

Zenoss, Inc.

www.zenoss.com

Zenoss Service Impact Installation Guide for Resource Manager 5.0.x

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Zenoss, Inc.
11305 Four Points Drive
Bldg 1 - Suite 300
Austin, Texas 78726

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Preface

Zenoss Service Impact Installation Guide for Resource Manager 5.0.x provides detailed instructions for installing and upgrading Zenoss Service Impact (Service Impact) with a Zenoss Resource Manager (Resource Manager) version 5.0.x deployment.

Audience

This guide is designed for system administrators with Resource Manager experience. In addition, administrators need working knowledge of Linux system administration, and their data center environment.

Related publications

Title	Description
<i>Zenoss Service Impact Installation Guide for Resource Manager 4.2</i>	Describes how to install Service Impact with a Resource Manager version 4.2 deployment.
<i>Zenoss Service Impact User Guide</i>	Provides an overview of Service Impact architecture and features, and information about using the system.
<i>Zenoss Service Impact Release Notes</i>	Describes known issues, fixed issues, and late-breaking information not already provided in the published documentation set.

Additional information and comments

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

Zenoss welcomes your comments and suggestions regarding our documentation. To share your comments, please send an email to docs@zenoss.com. In the email, include the document title and part number. The part number appears at the end of the list of trademarks, at the front of this guide.

Supported clients and browsers

The client operating systems and web browser combinations supported in this release.

- All browsers must have Adobe® Flash® Player 11 installed, or a more recent version.
- Compatibility mode is not supported in Internet Explorer.

Client OS	Supported Browsers
Windows 7 and 8.1	Internet Explorer 11 (enterprise mode is supported)
	Internet Explorer 10
	Firefox 30 and above
	Chrome 30 and above
Windows Server 2012 R2	Firefox 30
	Chrome 36
Macintosh OS/X 10.9	Firefox 30 and above
	Chrome 36 and above
Ubuntu 14.04 LTS	Firefox 30 and above
	Chrome 37 and above
Red Hat Enterprise Linux 6.5, CentOS 6.5	Firefox 30 and above
	Chrome 37 and above

Installing Service Impact

This chapter describes how to install and remove Service Impact in Resource Manager 5.x deployments.

Understanding Service Impact packaging, architecture, and deployment

Service Impact 5.0.x for Resource Manager 5.0.x is packaged as a Docker image and two ZenPacks:

- The Docker image is available on Docker Hub and includes two services, `Impact` and `zenimpactstate`. The installation procedure integrates the services into Control Center as child services of the `Zenoss.resmgr` application.
- The ZenPacks, `ZenPacks.zenoss.Impact` and `ZenPacks.zenoss.ImpactServer`, are available from the [Zenoss Support](#) site. The ZenPacks require a customized installation procedure, which is documented in this chapter.

The `Impact` service includes the Service Impact server and database, and the service is added to the **Infrastructure** hierarchy in Control Center. Its requirements are minimal, compared to the other services in that hierarchy. The resource pool you select for the **Infrastructure** hierarchy easily accommodates the `Impact` service.

The `zenimpactstate` service includes the `zenimpactstate` daemon. In Control Center, the service is added to the **Events** category of the **Zenoss** hierarchy.

Note Once Service Impact is installed, Resource Manager is dependent on Service Impact. If Service Impact services are unavailable, Resource Manager continues to monitor devices, but is unable to perform modeling, or properly install or remove ZenPacks.

Preparing to install or upgrade

To perform this procedure, you need:

- A fully-installed deployment of Resource Manager 5.0.x.
 - Permission to download the Service Impact image from Docker Hub. You may request permission by filing a ticket at the [Zenoss Support](#) site.
 - Permission to download the ZenPack files from the [Zenoss Enterprise Software Downloads](#) site. You may request permission by filing a ticket at the [Zenoss Support](#) site.
- 1 Log in to the Control Center master host as a user with `sudo` and `docker` privileges.
 - 2 Download the Service Impact image from Docker Hub.

Note If you are upgrading Service Impact, skip this step.

Replace *Version* with current version number:

```
sudo docker pull zenoss/impact_5.0:5.Version
```

The download typically takes 3-5 minutes.

- 3 Download the Service Impact ZenPacks from the [Zenoss Enterprise Software Downloads](#) site.

The ZenPacks are ZenPacks.zenoss.Impact and ZenPacks.zenoss.ImpactServer.

- 4 Copy the ZenPack egg files to a local directory on the Control Center master host.

- a Create a directory for the ZenPack egg files.

The directory must be local (not mounted) and must be readable, writable, and executable by all users.

The following command creates a directory in /tmp:

```
mkdir /tmp/impact-zenpacks
```

- b Transfer the files to the new directory.

The following example uses cp to copy the ZenPacks to the new directory:

```
cp ZenPacks.zenoss.Impact*.egg /tmp/impact-zenpacks
```

- c Change the file permissions.

The ZenPack egg files must have the same permissions as their parent directory.

```
chmod -R 777 /tmp/impact-zenpacks
```

Installing Service Impact

Before performing this procedure, complete the steps in [Preparing to install or upgrade](#) on page 6.

- 1 Log in to the Control Center browser interface.

The screenshot shows the Zenoss Control Center web interface. The top navigation bar includes the Control Center logo, menu items for Applications, Resource Pools, Hosts, Logs, and Backup / Restore, and user information for 'ccuser' with a Logout and About link. The main content area is titled 'Applications' and features a 'Services Map' and 'Application' button. Below this is a table with columns: Application, Description, Status, Deployment ID, Resource Pool, Virtual Host Names, and Actions. The table contains two rows: 'Internal Services' and 'Zenoss.resmgr (v5.0)'. The 'Zenoss.resmgr (v5.0)' row has a status of 'Test' and a 'Start' button. Below the Applications table is an 'Application Templates' section with a table containing one row for 'Zenoss.resmgr (v5.0)' with a 'Delete' button.

Application	Description	Status	Deployment ID	Resource Pool	Virtual Host Names	Actions
Internal Services	Internal Services	✓	Internal	N/A	N/A	N/A
Zenoss.resmgr (v5.0)	Zenoss Resource Manager	⊖	Test	default	https://zenoss5x.lp-10-111-23-88	▶ Start ■ Stop ⚙ Delete

Application Template	ID	Description	Actions
Zenoss.resmgr (v5.0)	b1c5f62555190568108cceff39621db5	Zenoss Resource Manager	⚙ Delete

- 2 In the **Applications** table, click the name of the application to modify.
The name to click is **Zenoss.resmgr**.
- 3 Scroll down to the **Services** table, and then click **Infrastructure** and **Zenoss**.

Services

Service	Instances healthy/total	Description	Actions
> Infrastructure			* ▶ Start ■ Stop ↺ Restart
> Zenoss			▶ Start ■ Stop ↺ Restart

- 4 Stop the services in the **Zenoss** hierarchy, and then verify that the services are stopped.

- a In the **Services** table, scroll down to **Zenoss**.
- b In the **Actions** column, click the **Stop** control of the **Zenoss** hierarchy.
- c In the **Service** column, click **Zenoss**, and then scroll down.

Stopped services have a grey circle icon in the **Instances** column.

- 5 Create a snapshot.
 - a Log in to the Control Center master host as a user with Control Center CLI privileges.
 - b Create a snapshot.

```
serviced service snapshot Zenoss.resmgr
```

The `serviced` command returns the ID of the new snapshot on completion.

- 6 Restart the **zeneventserver** and **Zope** services.

To restart the services with the CLI, enter the following command for each child service. Replace *Name* with the name of the service to start:

```
serviced service start Name
```

To restart the services with the browser interface, perform the following substeps:

- a Click the **Zenoss** service to expand its child services.
- b Scroll down to the **zeneventserver** service.
- c In the **Actions** column, click the **Start** control of the **zeneventserver** service.
- d Scroll down to the **Zope** service.
- e In the **Actions** column, click the **Start** control of the **Zope** service.

In the **Services** table, the Failing icon (a red circle with an exclamation point) in the **Status** column represents the cumulative result of one or more customized health checks. To view the status of individual health checks, move the pointer over the icon, which displays a pop-up.

When all of the health checks of the required services are passing, proceed to the next step.

- 7 Install the ZenPacks.zenoss.ImpactServer Zenpack.
 - a Change directory to the directory in which the Service Impact ZenPack egg files are located. For example, the `/tmp/impact-zenpacks` directory:

```
cd /tmp/impact-zenpacks
```

- b Install the ZenPack. Replace *Version* with the ZenPack version number:

```
serviced service run zope zenpack \  
install ZenPacks.zenoss.ImpactServer-Version.egg
```

The installation process displays several CRITICAL warning messages, which may be ignored.

- 8 Start the Impact service, and then verify it started.
 - a Start the Impact service.

```
serviced service start Impact
```


- b Verify the service is started.

```
serviced service status Impact
```

- 9 Install the ZenPacks.zenoss.Impact Zenpack, and then update the Service Impact server database.

- a Install the ZenPack.

Replace *Version* with the ZenPack version number:

```
serviced service run zope zenpack \
install ZenPacks.zenoss.Impact-Version.egg
```

- b Update the server database.

Replace *Version* with the ZenPack version number:

```
serviced service run zenimpactstate update
```

- 10 In the Control Center browser interface, start the **Zenoss** service.

Removing Service Impact

- 1 Log in to the Control Center browser interface.

The screenshot shows the Control Center web interface. At the top, there is a navigation bar with the Control Center logo and menu items: Applications, Resource Pools, Hosts, Logs, Backup / Restore. On the right, there is a user profile for 'ccuser' with a notification icon and links for Logout and About. Below the navigation bar, the 'Applications' section is displayed. It features a table with columns: Application, Description, Status, Deployment ID, Resource Pool, Virtual Host Names, and Actions. The table contains two rows: 'Internal Services' (status: running) and 'Zenoss.resmgr (v5.0)' (status: stopped). Below the table, there is an 'Application Templates' section with a table containing one row for 'Zenoss.resmgr (v5.0)'.

Application	Description	Status	Deployment ID	Resource Pool	Virtual Host Names	Actions
Internal Services	Internal Services	Running	Internal	N/A	N/A	N/A
Zenoss.resmgr (v5.0)	Zenoss Resource Manager	Stopped	Test	default	https://zenoss5x.lp-10-111-23-88	Start Stop Delete

Application Template	ID	Description	Actions
Zenoss.resmgr (v5.0)	b1c5f62555190568108cceff39621db5	Zenoss Resource Manager	Delete

- 2 In the **Applications** table, click the name of the application to modify.
The name to click is **Zenoss.resmgr**.
- 3 Scroll down to the **Services** table, and then click **Infrastructure** and **Zenoss**.

The screenshot shows the 'Services' section of the Control Center interface. It features a table with columns: Service, Instances (healthy/total), Description, and Actions. The table has two rows: 'Infrastructure' and 'Zenoss'. The 'Zenoss' row has a grey circle icon in the 'Instances' column, indicating that the services are stopped.

Service	Instances healthy/total	Description	Actions
> Infrastructure			* Start Stop Restart
> Zenoss			Start Stop Restart

- 4 Stop the services in the **Zenoss** hierarchy, and then verify that the services are stopped.
 - a In the **Services** table, scroll down to **Zenoss**.
 - b In the **Actions** column, click the **Stop** control of the **Zenoss** hierarchy.
 - c In the **Service** column, click **Zenoss**, and then scroll down.
Stopped services have a grey circle icon in the **Instances** column.
- 5 Create a snapshot.
 - a Log in to the Control Center master host as a user with Control Center CLI privileges.

- b Create a snapshot.

```
serviced service snapshot Zenoss.resmgr
```

The `serviced` command returns the ID of the new snapshot on completion.

- 6 Restart the **zeneventserver** and **Zope** services.

To restart the services with the CLI, enter the following command for each child service. Replace *Name* with the name of the service to start:

```
serviced service start Name
```

To restart the services with the browser interface, perform the following substeps:

- a Click the **Zenoss** service to expand its child services.
- b Scroll down to the **zeneventserver** service.
- c In the **Actions** column, click the **Start** control of the **zeneventserver** service.
- d Scroll down to the **Zope** service.
- e In the **Actions** column, click the **Start** control of the **Zope** service.

In the **Services** table, the Failing icon (a red circle with an exclamation point) in the **Status** column represents the cumulative result of one or more customized health checks. To view the status of individual health checks, move the pointer over the icon, which displays a pop-up.

When all of the health checks of the required services are passing, proceed to the next step.

- 7 Remove the ZenPacks.zenoss.Impact ZenPack, and then remove the zenimpactstate service.

- a Remove the ZenPack.

```
serviced service run zope zenpack uninstall ZenPacks.zenoss.Impact
```

- b Remove the zenimpactstate service.

```
serviced service remove zenimpactstate
```

- c In the Control Center browser interface, refresh the page.

The `zenimpactstate` service is removed.

- 8 Stop and remove the Impact service, and then remove the ZenPacks.zenoss.ImpactServer ZenPack.

- a Stop the Impact service.

```
serviced service stop Impact
```

- b Remove the Impact service.

```
serviced service remove Impact
```

- c Remove the ZenPack.

```
serviced service run zope zenpack uninstall \
  ZenPacks.zenoss.ImpactServer
```

- 9 In the Control Center browser interface, start the **Zenoss** service.

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Upgrading Service Impact

This chapter contains procedures for upgrading Service Impact. For any given upgrade, you only need to perform one of the procedures.

Upgrading both Service Impact ZenPacks

Before performing this procedure, complete the steps in [Preparing to install or upgrade](#) on page 6.

Perform this procedure to upgrade *both* ZenPacks.zenoss.Impact and ZenPacks.zenoss.ImpactServer.

- 1 Log in to the Control Center browser interface.

The screenshot shows the Zenoss Control Center interface. At the top, there is a navigation bar with the Control Center logo and menu items: Applications, Resource Pools, Hosts, Logs, Backup / Restore. On the right, it shows the user 'ccuser' with 2 notifications, and links for Logout and About.

Below the navigation bar, the 'Applications' section is displayed. It includes a 'Services Map' and 'Application' button. A table lists applications:

Application	Description	Status	Deployment ID	Resource Pool	Virtual Host Names	Actions
Internal Services	Internal Services	✓	Internal	N/A	N/A	N/A
Zenoss.resmgr (v5.0)	Zenoss Resource Manager	⊖	Test	default	https://zenoss5x.lp-10-111-23-88	▶ Start ■ Stop ⓧ Delete

Below the Applications table, the 'Application Templates' section is shown with an 'Application Template' button. A table lists application templates:

Application Template	ID	Description	Actions
Zenoss.resmgr (v5.0)	b1c5f62555190568108cceff39621db5	Zenoss Resource Manager	ⓧ Delete

- 2 In the **Applications** table, click the name of the application to modify.
The name to click is **Zenoss.resmgr**.
- 3 Scroll down to the **Services** table, and then click **Infrastructure** and **Zenoss**.

The screenshot shows the 'Services' section of the interface. It features a table with columns for Service, Instances (healthy/total), Description, and Actions.

Service	Instances healthy/total	Description	Actions
> Infrastructure			* ▶ Start ■ Stop ⌛ Restart
> Zenoss			▶ Start ■ Stop ⌛ Restart

- 4 Stop the services in the **Zenoss** hierarchy, and then verify that the services are stopped.
 - a In the **Services** table, scroll down to **Zenoss**.
 - b In the **Actions** column, click the **Stop** control of the **Zenoss** hierarchy.

- c In the **Service** column, click **Zenoss**, and then scroll down.
Stopped services have a grey circle icon in the **Instances** column.
- 5 Stop the Impact service, and then verify it stopped.
 - a Stop the Impact service.

```
serviced service stop Impact
```

- b Verify the service is stopped.

```
serviced service status Impact
```

- 6 Create a snapshot.
 - a Log in to the Control Center master host as a user with Control Center CLI privileges.
 - b Create a snapshot.

```
serviced service snapshot Zenoss.resmgr
```

The `serviced` command returns the ID of the new snapshot on completion.

- 7 Start the **zeneventserver** service.

To start the service with the CLI, enter the following command:

```
serviced service start zeneventserver
```

To start the services with the browser interface, perform the following substeps:

- a Click the **Zenoss** service to expand its child services.
- b Scroll down to the **zeneventserver** service.
- c In the **Actions** column, click the **Start** control of the **zeneventserver** service.

In the **Services** table, the Failing icon (a red circle with an exclamation point) in the **Status** column represents the cumulative result of one or more customized health checks. To view the status of individual health checks, move the pointer over the icon, which displays a pop-up.

When all of the health checks of the required services are passing, proceed to the next step.

- 8 Extract an upgrade script from the `ZenPacks.zenoss.ImpactServer` Zenpack, and then upgrade the Impact service.
 - a Change directory to the directory in which the Service Impact ZenPack egg files are located.
For example, the `/tmp/impact-zenpacks` directory:

```
cd /tmp/impact-zenpacks
```

- b Extract the upgrade script from the `ZenPacks.zenoss.ImpactServer` egg file.
Replace `Version` with the ZenPack version number:

```
unzip -p ZenPacks.zenoss.ImpactServer-Version.egg \
  ZenPacks/zenoss/ImpactServer/upgrade/upgrade.txt > upgrade.txt
```

- c Start the upgrade script.

```
serviced script run upgrade.txt --service Impact
```

Note The upgrade script displays several CRITICAL warning messages, which may be ignored.

- 9 Start the Impact service, and then verify it started.

- a Start the Impact service.

```
serviced service start Impact
```

The upgrade requires a new Docker image, and downloading the image from Docker Hub takes about 3-5 minutes. So, this startup of the Impact service takes longer than normal.

- b Verify the service is started.

```
serviced service status Impact
```

- 10 Install the ZenPacks.zenoss.Impact Zenpack

- a Install the ZenPack.

Replace *Version* with the ZenPack version number:

```
serviced service run zope zenpack \
  install ZenPacks.zenoss.Impact-Version.egg
```

- 11 Stop the **zeneventserver** service.

To stop the service with the CLI, enter the following command:

```
serviced service stop zeneventserver
```

To stop the services with the browser interface, perform the following substeps:

- a Click the **Zenoss** service to expand its child services.
- b Scroll down to the **zeneventserver** service.
- c In the **Actions** column, click the **Stop** control of the **zeneventserver** service.

- 12 In the Control Center browser interface, start the **Zenoss** service.

Upgrading only ZenPacks.zenoss.ImpactServer

Before performing this procedure, complete the steps in [Preparing to install or upgrade](#) on page 6.

Perform this procedure to upgrade only the ZenPacks.zenoss.ImpactServer ZenPack.

- 1 Log in to the Control Center browser interface.

The screenshot shows the Zenoss Control Center interface. At the top, there is a navigation bar with the Control Center logo and menu items: Applications, Resource Pools, Hosts, Logs, Backup / Restore. On the right, there is a user profile for 'ccuser' with a notification icon and links for Logout and About. Below the navigation bar, the 'Applications' section is active, displaying a table with columns: Application, Description, Status, Deployment ID, Resource Pool, Virtual Host Names, and Actions. The table contains two rows: 'Internal Services' and 'Zenoss.resmgr (v5.0)'. The 'Zenoss.resmgr (v5.0)' row has a status of 'Test' and a 'Start' button in the Actions column. Below the Applications table, there is an 'Application Templates' section with a table containing one row for 'Zenoss.resmgr (v5.0)' with a 'Delete' button in the Actions column.

Application	Description	Status	Deployment ID	Resource Pool	Virtual Host Names	Actions
Internal Services	Internal Services	✓	Internal	N/A	N/A	N/A
Zenoss.resmgr (v5.0)	Zenoss Resource Manager	⊖	Test	default	https://zenoss5x.lp-10-111-23-88	▶ Start ⊞ Stop 🗑 Delete

Application Template	ID	Description	Actions
Zenoss.resmgr (v5.0)	b1c5f62555190568108cceff39621db5	Zenoss Resource Manager	🗑 Delete

- 2 In the **Applications** table, click the name of the application to modify.
The name to click is **Zenoss.resmgr**.
- 3 Scroll down to the **Services** table, and then click **Infrastructure** and **Zenoss**.

Services

Service	Instances healthy/total	Description	Actions
> Infrastructure			* ▶ Start ■ Stop ↺ Restart
> Zenoss			▶ Start ■ Stop ↺ Restart

- 4 Stop the services in the **Zenoss** hierarchy, and then verify that the services are stopped.
 - a In the **Services** table, scroll down to **Zenoss**.
 - b In the **Actions** column, click the **Stop** control of the **Zenoss** hierarchy.
 - c In the **Service** column, click **Zenoss**, and then scroll down.
Stopped services have a grey circle icon in the **Instances** column.
- 5 Stop the Impact service, and then verify it stopped.
 - a Stop the Impact service.

```
serviced service stop Impact
```

- b Verify the service is stopped.

```
serviced service status Impact
```

- 6 Create a snapshot.
 - a Log in to the Control Center master host as a user with Control Center CLI privileges.
 - b Create a snapshot.

```
serviced service snapshot Zenoss.resmgr
```

The `serviced` command returns the ID of the new snapshot on completion.

- 7 Start the **zeneventserver** service.
To start the service with the CLI, enter the following command:

```
serviced service start zeneventserver
```

To start the services with the browser interface, perform the following substeps:

- a Click the **Zenoss** service to expand its child services.
 - b Scroll down to the **zeneventserver** service.
 - c In the **Actions** column, click the **Start** control of the **zeneventserver** service.
- In the **Services** table, the Failing icon (a red circle with an exclamation point) in the **Status** column represents the cumulative result of one or more customized health checks. To view the status of individual health checks, move the pointer over the icon, which displays a pop-up.
- When all of the health checks of the required services are passing, proceed to the next step.

- 8 Extract an upgrade script from the `ZenPacks.zenoss.ImpactServer` Zenpack, and then upgrade the Impact service.
 - a Change directory to the directory in which the Service Impact ZenPack egg files are located.
For example, the `/tmp/impact-zenpacks` directory:

```
cd /tmp/impact-zenpacks
```

- b Extract the upgrade script from the `ZenPacks.zenoss.ImpactServer` egg file.
Replace `Version` with the ZenPack version number:

```
unzip -p ZenPacks.zenoss.ImpactServer-Version.egg \
  ZenPacks/zenoss/ImpactServer/upgrade/upgrade.txt > upgrade.txt
```

- c Start the upgrade script.

```
serviced script run upgrade.txt --service Impact
```

Note The upgrade script displays several CRITICAL warning messages, which may be ignored.

- 9 Start the Impact service, and then verify it started.

- a Start the Impact service.

```
serviced service start Impact
```

The upgrade requires a new Docker image, and downloading the image from Docker Hub takes about 3-5 minutes. So, this startup of the Impact service takes longer than normal.

- b Verify the service is started.

```
serviced service status Impact
```

- 10 Stop the **zeneventserver** service.

To stop the service with the CLI, enter the following command:

```
serviced service stop zeneventserver
```

To stop the services with the browser interface, perform the following substeps:

- a Click the **Zenoss** service to expand its child services.
- b Scroll down to the **zeneventserver** service.
- c In the **Actions** column, click the **Stop** control of the **zeneventserver** service.

- 11 In the Control Center browser interface, start the **Zenoss** service.

Upgrading only ZenPacks.zenoss.Impact

Before performing this procedure, complete the steps in *Preparing to install or upgrade* on page 6.

This procedure describes how to upgrade only the ZenPacks.zenoss.Impact ZenPack.

- 1 Log in to the Control Center browser interface.

The screenshot shows the Zenoss Control Center interface. At the top, there is a navigation bar with the Control Center logo and menu items: Applications, Resource Pools, Hosts, Logs, Backup / Restore. On the right, there is a user profile for 'ccuser' with a notification icon for 2, and links for Logout and About.

Below the navigation bar, the 'Applications' section is displayed. It includes a 'Services Map' and 'Application' button. The main table has the following data:

Application	Description	Status	Deployment ID	Resource Pool	Virtual Host Names	Actions
Internal Services	Internal Services	Running (blue checkmark)	Internal	N/A	N/A	N/A
Zenoss.resmgr (v5.0)	Zenoss Resource Manager	Stopped (grey minus)	Test	default	https://zenoss5x.lp-10-111-23-88	Start Stop Delete

Below the Applications table, the 'Application Templates' section is displayed, including an 'Application Template' button. The table has the following data:

Application Template	ID	Description	Actions
Zenoss.resmgr (v5.0)	b1c5f62555190568108cceff39621db5	Zenoss Resource Manager	Delete

- 2 In the **Applications** table, click the name of the application to modify.
The name to click is **Zenoss.resmgr**.
- 3 Scroll down to the **Services** table, and then click **Infrastructure** and **Zenoss**.

Services

Service	Instances healthy/total	Description	Actions
> Infrastructure			* ▶ Start ■ Stop ↺ Restart
> Zenoss			▶ Start ■ Stop ↺ Restart

- 4 Stop the services in the **Zenoss** hierarchy, and then verify that the services are stopped.
 - a In the **Services** table, scroll down to **Zenoss**.
 - b In the **Actions** column, click the **Stop** control of the **Zenoss** hierarchy.
 - c In the **Service** column, click **Zenoss**, and then scroll down.
Stopped services have a grey circle icon in the **Instances** column.
- 5 Create a snapshot.
 - a Log in to the Control Center master host as a user with Control Center CLI privileges.
 - b Create a snapshot.

```
serviced service snapshot Zenoss.resmgr
```

The `serviced` command returns the ID of the new snapshot on completion.

- 6 Start the **zeneventserver** service.

To start the service with the CLI, enter the following command:

```
serviced service start zeneventserver
```

To start the services with the browser interface, perform the following substeps:

- a Click the **Zenoss** service to expand its child services.
- b Scroll down to the **zeneventserver** service.
- c In the **Actions** column, click the **Start** control of the **zeneventserver** service.

In the **Services** table, the Failing icon (a red circle with an exclamation point) in the **Status** column represents the cumulative result of one or more customized health checks. To view the status of individual health checks, move the pointer over the icon, which displays a pop-up.

When all of the health checks of the required services are passing, proceed to the next step.

- 7 Install the ZenPacks.zenoss.Impact Zenpack
 - a Install the ZenPack.
Replace *Version* with the ZenPack version number:

```
serviced service run zope zenpack \  
install ZenPacks.zenoss.Impact-Version.egg
```

- 8 Stop the **zeneventserver** service.

To stop the service with the CLI, enter the following command:

```
serviced service stop zeneventserver
```

To stop the services with the browser interface, perform the following substeps:

- a Click the **Zenoss** service to expand its child services.
- b Scroll down to the **zeneventserver** service.
- c In the **Actions** column, click the **Stop** control of the **zeneventserver** service.

- 9 In the Control Center browser interface, start the **Zenoss** service.