



# **Zenoss Service Impact Installation Guide for Resource Manager 5.0.x**

Release 5.0.x

Zenoss, Inc.

[www.zenoss.com](http://www.zenoss.com)

# Zenoss Service Impact Installation Guide for Resource Manager 5.0.x

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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 Zenoss Resource Manager (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 Users 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](mailto: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

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This chapter contains information that helps you prepare for the installation of Service Impact, perform the required prerequisite tasks, and install or remove Service Impact.

## Requirements and recommendations

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### Service Impact packaging

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

- The Docker image is available on Docker Hub and includes two services, `Impact` and `zenimpactstate`. The installation procedure integrates the services into Resource Manager 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, documented later in this guide.

### System requirements

The `Impact` service includes the Service Impact server and database, and requires a resource pool that contains hosts with the following minimum features:

- 8 CPU cores (64-bit only; real or virtual)
- 4 GB RAM (`Impact` service) plus OS requirements
- 1 network interface controller (must support TCP/IP)
- 1 GB storage for Service Impact server (local recommended)
- 20 GB storage for database files (SAN storage supported)

In addition, resource pool hosts for the `Impact` service must meet the operating system requirements of Control Center. For more information, refer to the *Zenoss Resource Manager Installation Guide*.

### Deployment strategies

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**Note** The `Impact` service does not require a dedicated resource pool. You may deploy it in any resource pool in which all pool hosts meet the minimum requirements; for example, the default resource pool.

---

The `zenimpactstate` service includes the `zenimpactstate` daemon. Like collector services, `zenimpactstate` is a stateless service. Zenoss recommends deploying the service in the same resource pool as

the MariaDB service (for Resource Manager 5.0.0) or the `mariadb-events` and `mariadb-model` services (Resource Manager 5.0.1 and later).

---

**Note** Once Service Impact is installed, Resource Manager is dependent on Service Impact. If Service Impact is unavailable, Resource Manager will continue monitoring; however, it will be unable to perform modeling or properly install or remove ZenPacks..

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## Installation process

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The following list provides a brief, high-level overview of the installation process for Service Impact:

- 1 Determine your Service Impact deployment strategy.
- 2 Download the Service Impact ZenPacks from Zenoss Support.
- 3 Pull the Service Impact image from Docker Hub.
- 4 Stop Resource Manager and take a snapshot.
- 5 Restart the required services.
- 6 Install ZenPack.zenoss.ImpactServer on the Service Impact master host.
- 7 Start Service Impact.
- 8 Install ZenPack.zenoss.Impact.
- 9 Update the Service Impact server database.
- 10 Restart Resource Manager.

To complete the installation process, follow the steps outlined in the following sections of this guide. For upgrade information, see [Upgrading Service Impact](#) on page 12.

## Preparing to install or upgrade

---

This procedure provides information and instructions on how to prepare for installing or upgrading Service Impact.

This procedure requires:

- A fully-installed deployment of Resource Manager 5.0.x
  - A Docker Hub account to download the Service Impact image
  - A user account for the Zenoss Enterprise Software Downloads website
- 1 Log in to the Control Center master host as a user with `sudo` privileges.
  - 2 Download the Service Impact image from Docker Hub replacing `Version` with current version number.

---

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

---

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

The download typically takes 3-5 minutes.

- 3 Log in to the Zenoss Enterprise File Download website at <https://zenoss.leapfile.net> and download the following ZenPacks. If you do not have a user account, request one from the website or contact your Zenoss Support representative.
  - ZenPacks.zenoss.Impact
  - ZenPacks.zenoss.ImpactServer
- 4 Copy the ZenPack egg files to a local directory on the Resource Manager 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** Use the file transfer command or another utility to copy the files.

The following example uses `cp` to copy `ZenPacks.zenoss.Impact` to the new directory:

```
cp ZenPacks.zenoss.Impact-Version.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

Prerequisites for this procedure:

- Download the Service Impact image from Docker Hub.
- Download the ZenPacks from the Zenoss Enterprise Software Downloads website.
- Change the ZenPack permissions.

To perform the prerequisite steps, see [Preparing to install or upgrade](#) on page 7.

- 1 Log in to the Control Center browser interface.

The screenshot shows the Zenoss Control Center interface. The top navigation bar includes 'Control Center' and tabs for 'Applications', 'Resource Pools', 'Hosts', 'Logs', and 'Backup / Restore'. The user is logged in as 'ccuser'. The main content area is titled 'Applications' and contains a table with the following data:

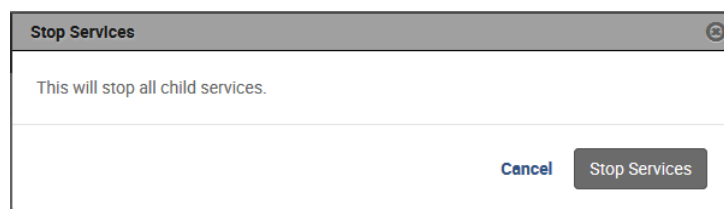
Application	Description	Status	Deployment ID	Resource Pool	Virtual Host Names	Actions
Internal Services	Internal Services	✓	Internal	N/A	N/A	N/A
Zenoss.resmgr (v5.0.0)	Zenoss Resource Manager	✓	Test	default	https://zenoss5.ip-10-111-23-29	▶ Start ■ Stop ↻ Delete

Below the Applications table is the 'Application Templates' section, which contains a table with the following data:

Application Template	ID	Description	Actions
Zenoss.resmgr (v5.0.0)	2f55f21cb21f3eb591b6a8b74b8daf42	Zenoss Resource Manager	↻ Delete

- 2 Stop Resource Manager.

- a In the **Actions** column of the **Applications** table, click **Stop**.



- b In the **Stop Services** dialog, click **Stop Services**.

- 3 Display the child services of Resource Manager.



In the **Application** column of the **Applications** table, click Resource Manager, and then scroll down to the **Services** table. Stopped services have a grey circle icon in the **Status** column.

- 4 From the **Services** table, click **Start** to restart the following individual services.
  - The modelling and event database service or services:
    - Resource Manager 5.0.0: MariaDB
    - Resource Manager 5.0.1 or later: mariadb-events and mariadb-model
  - RabbitMQ
  - redis
  - zencatalogservice
  - zeneventserver

---

**Note** 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 upgrading Service Impact the Zeneventserver health checks for memcached\_answering will show as failing. This should be ignored. All other health checks for Zeneventserver should be passing.

---

To start these services from the CLI, replace *Name* with the service name:

```
serviced service start Name
```

- 5 Install ZenPacks.zenoss.ImpactServer, and then start the Impact service. If you have not downloaded or prepared the ZenPacks for installation, see [Preparing to install or upgrade](#) on page 7.

- a Change directory to the directory where you stored the downloaded Service Impact ZenPack files.

For example, the /tmp/impact-zenpacks directory.

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

- b Install the ZenPack, replacing *Version* with the current version.

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

---

**Note** The update script displays several CRITICAL warning messages. You can safely ignore these messages.

---

- c Start the Impact service.

```
serviced service start Impact
```

- d Verify the service is started.

```
serviced service status Impact
```

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

- a Install the ZenPack, replacing *Version* with the current version.

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

- b Update the database.

```
serviced service run zenimpactstate update
```

- 7 In the Control Center user interface, refresh the page, and then restart the Resource Manager application.
- 8 Log in to Resource Manager and navigate to **Services** to confirm that the services successfully appear.

## Uninstalling Service Impact

This procedure describes how to remove Service Impact.

- 1 Log in to the Control Center browser interface.

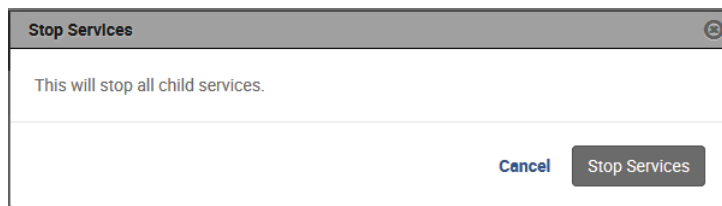
The screenshot shows the Control Center web interface. The top navigation bar includes 'Applications', 'Resource Pools', 'Hosts', 'Logs', and 'Backup / Restore'. The main content area displays the 'Applications' table and the 'Application Templates' table.

Application	Description	Status	Deployment ID	Resource Pool	Virtual Host Names	Actions
Internal Services	Internal Services	✓	Internal	N/A	N/A	N/A
Zenoss.resmgr (v5.0.0)	Zenoss Resource Manager	✓	Test	default	https://zenoss5.jp-10-111-23-29	▶ Start ■ Stop ⚙ Delete

Application Template	ID	Description	Actions
Zenoss.resmgr (v5.0.0)	2f55f21cb21f3eb591b6a8b74b8daf42	Zenoss Resource Manager	⚙ Delete

- 2 Stop Resource Manager.
  - a In the **Actions** column of the **Applications** table, click **Stop**.



- b In the **Stop Services** dialog, click **Stop Services**.
- 3 Display the child services of Resource Manager.
 

In the **Application** column of the **Applications** table, click Resource Manager, and then scroll down to the **Services** table. Stopped services have a grey circle icon in the **Status** column.
- 4 Create a snapshot of Resource Manager.
  - a Log in to the Control Center master host as a user with `serviced` CLI privileges.
  - b Create the snapshot:

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

`serviced` displays the ID of the new snapshot upon completion.

- 5 From the **Services** table, click **Start** to restart the following individual services.
  - The modelling and event database service or services:
    - Resource Manager 5.0.0: MariaDB
    - Resource Manager 5.0.1 or later: mariadb-events and mariadb-model

- RabbitMQ
- redis
- zencatalogservice
- zeneventserver

---

**Note** 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 upgrading Service Impact the Zeneventserver health checks for memcached\_answering will show as failing. This should be ignored. All other health checks for Zeneventserver should be passing.

---

To start these services from the CLI, replace *Name* with the service name:

```
serviced service start Name
```

- 6 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.

- 7 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
```

- 8 In the Control Center user interface, refresh the page, and then start the Resource Manager application.

## 2

## Upgrading Service Impact

---

This chapter contains procedures for upgrading Service Impact.

### Upgrade process

---

The following list provides a brief, high-level overview of the upgrade process for Service Impact:

- 1 Download the Service Impact ZenPacks from the Zenoss Enterprise Software Downloads website.
- 2 Set the ZenPack permissions.
- 3 Stop Resource Manager.
- 4 Restart the required services.
- 5 Install ZenPack.zenoss.ImpactServer on the Resource Manager host.
- 6 Run the upgrade script to pull the new Service Impact image from Docker Hub and install it.
- 7 Install ZenPack.zenoss.Impact on the Resource Manager host.
- 8 Restart Service Impact.
- 9 Restart Resource Manager.

To complete the upgrade process, follow the steps outlined in the following sections of this guide.

### Upgrading Service Impact and the Service Impact ZenPacks

---

This procedure describes how to upgrade *both* ZenPacks.zenoss.Impact and ZenPacks.zenoss.ImpactServer.

---

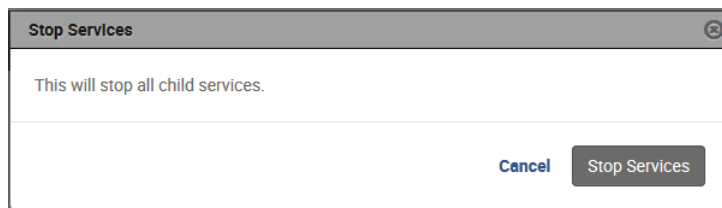
**Note** Before you perform this procedure, complete all steps in [Preparing to install or upgrade](#) on page 7.

---

- 1 Log in to the Control Center browser interface.

The screenshot shows the Control Center interface. At the top, there's a navigation bar with 'Applications' selected. Below it, there are two tables. The first table, 'Applications', has columns for Application, Description, Status, Deployment ID, Resource Pool, Virtual Host Names, and Actions. It lists 'Internal Services' and 'Zenoss.resmgr (v5.0.0)'. The second table, 'Application Templates', has columns for Application Template, ID, Description, and Actions. It lists 'Zenoss.resmgr (v5.0.0)'.

- 2 Stop Resource Manager.
  - a In the **Actions** column of the **Applications** table, click **Stop**.



- b In the **Stop Services** dialog, click **Stop Services**.
- 3 Display the child services of Resource Manager.  
In the **Application** column of the **Applications** table, click Resource Manager, and then scroll down to the **Services** table. Stopped services have a grey circle icon in the **Status** column.
- 4 Create a snapshot of Resource Manager.
  - a Log in to the Control Center master host as a user with `serviced` CLI privileges.
  - b Create the snapshot:

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

`serviced` displays the ID of the new snapshot upon completion.

- 5 From the **Services** table, click **Start** to restart the following individual services.
  - The modelling and event database service or services:
    - Resource Manager 5.0.0: `MariaDB`
    - Resource Manager 5.0.1 or later: `mariadb-events` and `mariadb-model`
  - `RabbitMQ`
  - `redis`
  - `zencatalogservice`
  - `zeneventserver`

---

**Note** 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 upgrading Service Impact the `Zeneventserver` health checks for `memcached_answering` will show as failing. This should be ignored. All other health checks for `Zeneventserver` should be passing.

---

To start these services from the CLI, replace *Name* with the service name:

```
serviced service start Name
```

- 6 Change directory to the directory that contains the new ZenPacks.  
For example:

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

- 7 Use the following commands to install the new version of ZenPacks.zenoss.ImpactServer and upgrade Service Impact.
  - a Extract the upgrade script from the ZenPacks.zenoss.ImpactServer .egg file, replacing *Version* with the current version:

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

- b Run the upgrade script to pull the Service Impact image from Docker Hub and install it.

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

---

**Note** The update script displays several CRITICAL warnings. You can safely ignore these messages.

---

Pulling the image from Docker Hub takes about 3-5 minutes, which may cause the Impact server installation to take longer than normal.

- c Start Service Impact:

```
serviced service start Impact
```

- 8 Verify the service is started.

```
serviced service status Impact
```

The STATUS column displays Running.

- 9 Install the new version of the ZenPacks.zenoss.Impact, replacing *Version* with the current version.

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

- 10 In the Control Center user interface, refresh the page, and then restart the Resource Manager application.
- 11 Log in to Resource Manager and navigate to **Services** to confirm that the services appear.

## Upgrading only ZenPacks.zenoss.ImpactServer

---

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

---

**Note** Before you perform this procedure, complete all steps in [Preparing to install or upgrade](#) on page 7.

---

- 1 Log in to the Control Center browser interface.

Control Center Applications

Applications

Services Map Application

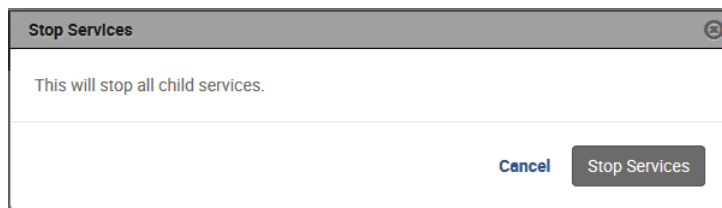
Application	Description	Status	Deployment ID	Resource Pool	Virtual Host Names	Actions
Internal Services	Internal Services	✓	Internal	N/A	N/A	N/A
Zenoss.resmgr (v5.0.0)	Zenoss Resource Manager	✓	Test	default	https://zenoss5.jp-10-111-23-29	▶ Start ■ Stop ⚙ Delete

Application Templates

Application Template	ID	Description	Actions
Zenoss.resmgr (v5.0.0)	2f55f21cb21f3eb591b6a8b74b8daf42	Zenoss Resource Manager	⚙ Delete

## 2 Stop Resource Manager.

- a In the **Actions** column of the **Applications** table, click **Stop**.



- b In the **Stop Services** dialog, click **Stop Services**.

## 3 Display the child services of Resource Manager.

In the **Application** column of the **Applications** table, click Resource Manager, and then scroll down to the **Services** table. Stopped services have a grey circle icon in the **Status** column.

## 4 From the **Services** table, click **Start** to restart the following individual services.

- The modelling and event database service or services:
  - Resource Manager 5.0.0: MariaDB
  - Resource Manager 5.0.1 or later: mariadb-events and mariadb-model
- RabbitMQ
- redis
- zencatalogservice
- zeneventserver

---

**Note** 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 upgrading Service Impact the Zeneventserver health checks for memcached\_answering will show as failing. This should be ignored. All other health checks for Zeneventserver should be passing.

---

To start these services from the CLI, replace *Name* with the service name:

```
serviced service start Name
```

## 5 Navigate to the directory that contains the ZenPacks.zenoss.ImpactServer ZenPack.

For example:

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

- 6 Install the new version of the ZenPacks.zenoss.ImpactServer ZenPack, replacing *Version* with the current version number.

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

**Note** The update script displays several CRITICAL warnings. You can safely ignore these messages.

- 7 Start the Impact service.

```
serviced service start Impact
```

The upgrade relies on a new image, and pulling the image from Docker Hub takes about 3-5 minutes. So, this start-up of the Impact service takes longer than normal.

- 8 Verify the service is started.

```
serviced service status Impact
```

The STATUS column displays RUNNING when the Impact service is started.

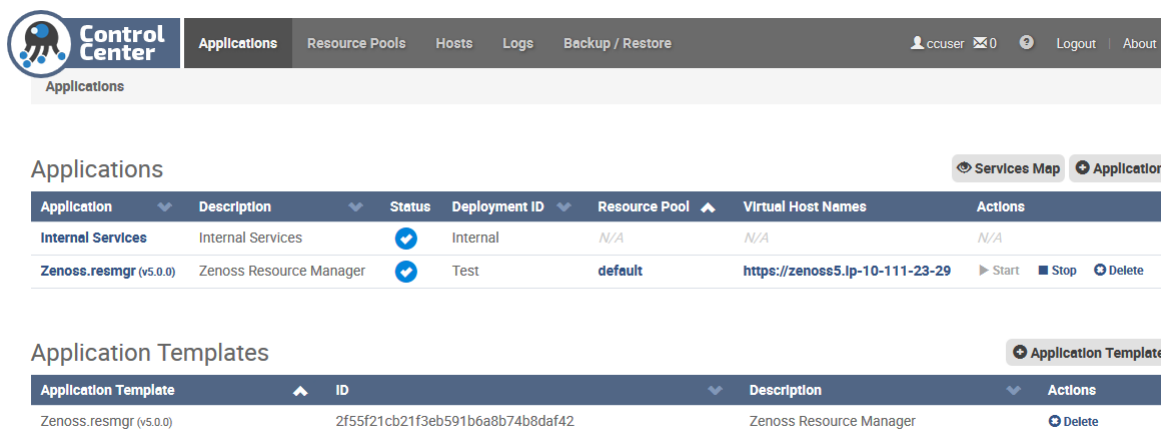
- 9 In the Control Center user interface, refresh the page, and then restart the Resource Manager application.

## Upgrading only ZenPacks.zenoss.Impact

This procedure describes how to upgrade ZenPacks.zenoss.Impact.

**Note** Before you perform this procedure, complete all steps in [Preparing to install or upgrade](#) on page 7.

- 1 Log in to the Control Center browser interface.



The screenshot shows the Zenoss Control Center interface. The top navigation bar includes 'Control Center' logo, 'Applications', 'Resource Pools', 'Hosts', 'Logs', and 'Backup / Restore'. The user is logged in as 'ccuser'. The main content area displays the 'Applications' table with the following data:

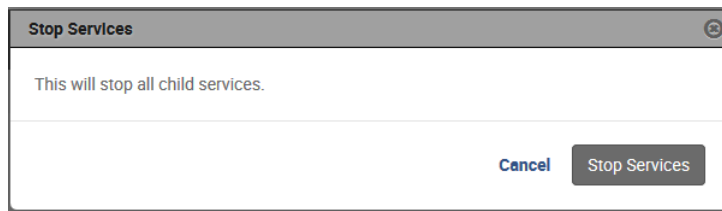
Application	Description	Status	Deployment ID	Resource Pool	Virtual Host Names	Actions
Internal Services	Internal Services	✓	Internal	N/A	N/A	N/A
Zenoss.resmgr (v5.0.0)	Zenoss Resource Manager	✓	Test	default	https://zenoss5.jp-10-111-23-29	▶ Start ■ Stop ⓧ Delete

Below the Applications table is the 'Application Templates' section, which contains one entry:

Application Template	ID	Description	Actions
Zenoss.resmgr (v5.0.0)	2f55f21cb21f3eb591b6a8b74b8daf42	Zenoss Resource Manager	ⓧ Delete

- 2 Stop Resource Manager.
  - a In the **Actions** column of the **Applications** table, click **Stop**.





- b In the **Stop Services** dialog, click **Stop Services**.
- 3 Display the child services of Resource Manager.
 

In the **Application** column of the **Applications** table, click Resource Manager, and then scroll down to the **Services** table. Stopped services have a grey circle icon in the **Status** column.
- 4 Create a snapshot of Resource Manager.
  - a Log in to the Control Center master host as a user with `serviced` CLI privileges.
  - b Create the snapshot:

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

`serviced` displays the ID of the new snapshot upon completion.

- 5 From the **Services** table, click **Start** to restart the following individual services.
  - The modelling and event database service or services:
    - Resource Manager 5.0.0: MariaDB
    - Resource Manager 5.0.1 or later: mariadb-events and mariadb-model
  - RabbitMQ
  - redis
  - zencatalogservice
  - zeneventserver

---

**Note** 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 upgrading Service Impact the Zeneventserver health checks for `memcached_answering` will show as failing. This should be ignored. All other health checks for Zeneventserver should be passing.

---

To start these services from the CLI, replace *Name* with the service name:

```
serviced service start Name
```

- 6 Navigate to the directory that contains the ZenPacks.zenoss.Impact ZenPack.
 

For example:

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

- 7 Install the new version of the ZenPacks.zenoss.Impact ZenPack, replacing *Version* with the current version number.

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

---

**Note** The update script displays several CRITICAL warnings. You can safely ignore these messages.

---

- 8 In the Control Center user interface, refresh the page, and then restart the Resource Manager application.