

# HP GlancePlus

for the Linux operating system

## Release Notes

Software version: 4.70/September 2007

This document provides an overview of the changes made to HP GlancePlus (GlancePlus) version 4.70. It contains important information not included in other manuals and online help.

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### In This Version

This release of HP GlancePlus is supported on RedHat, SuSE, Debian, Asianux and Turbo distributions of Linux. See the "Installation Notes" section for more details.

- This release includes also enhancements and defect fixes. See the "Enhancements and Fixes" section for details.
- In this version the names HP OpenView GlancePlus is changed to HP GlancePlus and HP OpenView Operations is changed to HP Operations Manager.

	<ul style="list-style-type: none"><li>• The new product name change is applicable to version 4.70 and later. Any references to earlier versions of HP Performance Manager will still have the name as HP OpenView Performance Manager.</li><li>• Before using HP GlancePlus, you must review and accept the license terms and conditions spelled out in the readme file available in <code>&lt;directory&gt;/Linux/README</code>, where <code>&lt;directory&gt;</code> is your DVD-ROM.</li></ul>
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## Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, go to the following web site:

[http://ovweb.external.hp.com/lpe/doc\\_serv/](http://ovweb.external.hp.com/lpe/doc_serv/)

	<p>To view files in PDF format (*.pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site: <b><a href="http://www.adobe.com/">http://www.adobe.com/</a></b></p>
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## Installation Notes

For installation requirements and instructions, refer to "HP GlancePlus for Linux Installation and Configuration Guide", provided as part of the product in Adobe Acrobat (.pdf) format as gpinst.pdf in /opt/perf/paperdocs/gp/C/.

Before installing HP GlancePlus, make sure your system meets the following minimum hardware and software requirements. These requirements apply to both xglance (the Motif interface) and glance (the character mode interface), unless otherwise noted:

- Hardware Requirements
  - System with Intel Pentium equivalent architecture (x86)
  - System with AMD64 and EM64T architecture (x86\_64)
  - System with Itanium architecture (IA64)

- Software Requirements

Linux Distribution Compatibility:

- On 32-bit Intel Pentium (x86):
  - RedHat Enterprise Linux (ES/AS/WS) 3, 4 and 5
  - SuSE Enterprise Server 9.x and 10.x
  - Debian 3.0 r2/r3/r4, 3.1
  - Asianux 2.0 and 3.0
  - TurboLinux Server 8 and 10

On 64-bit systems (x86\_64):

- RedHat Enterprise Linux (ES/AS/WS) 3, 4 and 5
- SuSE Enterprise Server 9.x and 10.x
- Asianux 2.0 and 3.0



On RHEL5 and above, SLES10 and above and Asianux 3.0 and above HP GlancePlus 4.7 runs in 64bit mode.

On Itanium systems (IA64)

- RedHat Enterprise Linux (ES/AS/WS) 4 Update 4
- RedHat Enterprise Linux (ES/AS/WS) 5
- SuSE Enterprise Server 10.x



On RHEL5 and above, SLES10 and above HP GlancePlus 4.7 runs in 64bit mode.

- **NOTE FOR DEBIAN LINUX INSTALLATIONS:**

Instructions to load RedHat Package Manager (RPM) packages, if RPM is not installed on Debian Linux system:

If the directory `/usr/bin/rpm` do not exist on your system, you need to obtain a copy of RPM that works on your Debian Linux system. After installing RPM, use the following commands to install GlancePlus:

```
mkdir /var/lib/rpm
rpm --initdb --dbpath /var/lib/rpm
cd <Your-DVD-ROM-Directory>/Linux
./glance.install -f
```

The GlancePlus installation is dependent on libXm.so.3 library provided by the libmotif3 package. On Debian systems, libmotif3 is available in version 3.1 and later. If you are installing GlancePlus on Debian 3.0, you must download and install the backport of libmotif3 for Debain 3.0.

A "forced" install using the "-f" option is recommended as outlined in the RPM package installation instructions. Frequent checking of the Debian site for an updated status of this package is also recommended. The libmotif3 package is used by the xglance binary only.

On 64-bit systems (except RHEL5 and SLES 10.x on x86\_64 & IA64), you should have 32-bit versions of the Motif and other dependent libraries, to have GlancePlus installed and working. By default 64-bit systems get the 64-bit versions of the Motif and other dependent libraries.

- **Terminals**

glance: Any terminal supported by the curses library

xglance: X-terminal or X-workstation display or emulator. Not all mouse functions are supported by every X server emulator.

- **Requirements - Linux Packages:**

To install GlancePlus successfully, the following non-HP Software runtime libraries are required:

C++ runtime needed by multiple HP GlancePlus binaries.

For systems with kernel version 2.4:

```
/usr/lib/libstdc++-libc6.1-1.so.2
```

For systems with kernel version 2.6:

`/usr/lib/libstdc++.so.5`

For systems with kernel version 2.6 on IA64:

`/usr/lib/libstdc++.so.6`

X/Motif runtime library needed by xglance.

`/usr/X11R6/lib/libXm.so.3`

`/usr/X11R6/lib/libX11.so.6`

`/usr/X11R6/lib/libXext.so.6`

`/usr/X11R6/lib/libXp.so.6`

`/usr/X11R6/lib/libXt.so.6`

`/usr/X11R6/lib/libXmu.so.6`

`/usr/X11R6/lib/libSM.so.6`

`/usr/X11R6/lib/libICE.so.6`

Curses runtime library needed by glance:

`/usr/lib/libncurses.so.5`

Required RPMs on Linux x86\_64 (both RHEL5 and SLES10)

`openmotif-2.2.3-6.x86_64.rpm`

`openmotif-2.2.3-6.i386.rpm`

`libXp-1.0.0-2.2` (only for RHEL5)

Required RPMs on Linux IA64

`xorg-x11-libs-6.9.0-50.14` ( only for SLES10)

`openmotif-libs-2.2.4-21.2`(only for SLES10)

`libXp-1.0.0-8` (only for RHEL5)

`openmotif22-2.2.3-18` ( only for RHEL5 )

For RHEL4 U4 and above on IA64, you need following

Install complete "Extra CD" supplied with OS. This provides Emulation Layer required for PA.

Install complete "Portability Layer CD" supplied with OS.

To verify if these libraries are installed on your system, run the following commands.

**`rpm --query --whatprovides <library-name>`**

**`dpkg -s <library-name>`** ( for Debian systems)



These libraries can exist in one or more RPM packages available with the operating system media or can be downloaded from the Internet.

- **Disk Space:**

GlancePlus is installed in the `/opt/perf/` directory and some of its components create status files in the `/var/opt/perf/` directory. GlancePlus also creates one or more control files in the home directory of the user.

— HP GlancePlus approximately uses 20 MB space in the `/opt/` directory for first-time installation and uses a minimal space (status files) in the `/var/opt/perf/` directory.

- Runtime memory:
  - xglance: approximately 20 MB of virtual memory
  - glance : approximately 10 MB of virtual memory

	If you are installing or upgrading GlancePlus on a system, on which HP Performance Agent is already installed, you must upgrade HP Performance Agent to the same release version. The GlancePlus and HP Performance Agent versions must always be the same.
	There is no web fulfillment mechanism to convert the GlancePlus images to a licensed product. To obtain the production (non-trial) version of GlancePlus, you must purchase a License-to-Use product for every system on which GlancePlus images are installed, and at least one copy of the GlancePlus media product for your overall environment. The production software for GlancePlus must be installed from the media. It can be installed directly over the trial software (You need not remove the trial software).

## Enhancements and Fixes

The following items (identified by error tracking number) are fixed in this release:

QXCR1000410163:

**PROBLEM:** Glance gives error with startup options -bootup -aos.

---

**FIX:** All the tty related errors at the glance startup are fixed.

---

QXCR1000417849:

**PROBLEM:** Glance in advisor mode is dumping core when there are more than 100 applications defined in parm file.

---

**FIX:** This issue is fixed and now glance adviser works as expected for more than 100 applications.

---

QXCR1000026539:

**PROBLEM:** The metric GBL\_MEM\_PAGE\_REQUEST\_RATE is capped at 3276.7.

---

**FIX:** This issue associated with capping of metric GBL\_MEM\_PAGE\_REQUEST\_RATE has been resolved.

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## Known Problems, Limitations, and Workarounds

**PROBLEM:** On IA64 system, you see "unaligned access" messages.

---

**WORKAROUND:** Execute the following command, `sysctl -w kernel.ignore-unaligned-usertrap=1`.

---

QXCR1000367668:

**PROBLEM:** Issue with `THREAD_PAGEFAULT` metric in xglance tool.

---

**WORKAROUND:** In the thread metric selection window, do not select `THREAD_PAGEFAULT` and `THREAD_PAGEFAULT_RATE` as interesting metrics.

---

QXCR1000353884:

**PROBLEM:** After one of the VMs restarts, the GLOBAL metrics `GBL_MEM_SWAPIN_BYTE` and `GBL_MEM_SWAPOUT_BYTE` are zero and these metric values are huge for first interval after restarting VM. This is a problem with the VMWare command that provides the wrong values. We are working with VMWare to correct the issue.

---

**WORKAROUND:** NONE.

---

QXCR1000349933:

**PROBLEM:** On SLES9 upto kernel version 2.6.9 it is observed that for processes started after HP PA/GlancePlus is started, process starttime is ahead of current system time during first interval. This will affect calculation of metrics `PROC_CPU_TOTAL_UTIL`, `PROC_CPU_USER_MODE_UTIL` and `PROC_CPU_SYS_MODE_UTIL`.

---

**WORKAROUND:** Install kernel version 2.6.10 or above on SLES9.

---

QXCR1000046025 (Legacy ID R555019786):

**PROBLEM:** Some Linux kernels (2.4 versions), disk util, and queue metrics have a zero value or a larger value. Some Linux kernels do not support the instrumentation needed to create proper values for the following metrics:

- GBL\_DISK\_UTIL\_PEAK
- GBL\_DISK\_REQUEST\_QUEUE
- BYDSK\_UTIL
- BYDSK\_REQUEST\_QUEUE
- BYDSK\_CURR\_QUEUE\_LENGTH
- BYDSK\_AVG\_REQUEST\_QUEUE
- BYDSK\_QUEUE\_\*\_UTIL
- BYDSK\_AVG\_SERVICE\_TIME

These metrics have a value of zero or incorrect values.

---

**WORKAROUND:** NONE.

---

**PROBLEM:** On some systems with libXm.so.3 available, hyperhelp may not be able to resolve location of libXm.so.3 if library path is not available in ldconfig cache. ldd command shall be used on hyperhelp binary so as to know whether hyperhelp resolved path for all the libraries that's required.

**WORKAROUND:** Install the required openmotif rpm(mentioned above), or update the ldconfig cache(refer man pages of ldconfig).

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**PROBLEM:** Upgrade from Glance 4.6 to Glance 4.7 fails on SLES10 x64.

**WORKAROUND:** Use "ovpa.install -f" during upgrade

---

## Documentation Errata

None.

# Software Version Information and File Placement Plan

## Version Information:

Use the following command for a summary of version strings for the major executable components of HP GlancePlus for HP-UX:

```
/opt/perf/bin/perfstat -v
```

## File Placements:

The following is a list of directory locations for product files.

- **Release Notes:**  
/opt/perf/ReleaseNotes/
- **Executables including UI programs, daemons, and scripts:**  
/opt/perf/bin/
- **Examples (refer to the README file in the directory for more information):**  
/opt/perf/examples/arm
- **Man pages:**  
/opt/perf/man/
- **Printable documents:**  
/opt/perf/paperdocs/gp/C/  
/opt/perf/paperdocs/arm/C/
- **Default configuration and template files:**  
/opt/perf/newconfig/
- **Development includes files:**  
/opt/perf/include/
- **Library files:**  
/opt/perf/lib/  
/opt/perf/lib64/ (for x86\_64 and ipf64)
- **xglance online help files:**  
/opt/perf/hyperhelp
- **Application defaults file for xglance:**  
/opt/perf/hyperhelp/app-defaults
- **Temporary copy of application defaults file for xglance:**  
/opt/perf/newconfig/app-defaults/C
- **Production copy of application default file for xglance:**  
/var/opt/perf/app-defaults/C
- **Configuration startup files:**  
\$HOME



## Local Language Support

Localized HP GlancePlus is currently not available for this release.

## Support

You can visit the HP Software support web site at:

**[www.hp.com/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport)**

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

**[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)**

To register for an HP Passport ID, go to the following URL:

**<http://h20229.www2.hp.com/passport-registration.html>**

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