

ProTune[®]
Installation Guide
Version 1.0



MERCURY INTERACTIVE

ProTune Installation Guide, Version 1.0

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Table of Contents

Before You Install	v
Checking Your ProTune Package	v
Registering Your Copy of ProTune.....	vi
Terminology	vii
Typographical Conventions.....	viii
Chapter 1: Introducing the ProTune Installation	1
System Requirements	1
Chapter 2: Installing ProTune on Your Computer	3
Installation	3
Completing the ProTune Installation Process	11
Custom Installation Options.....	12
Chapter 3: Adding ProTune Components	15
Chapter 4: Viewing and Modifying a License	19
Viewing License Information.....	19
Modifying a License	21
Troubleshooting	21
Index	23

Before You Install

Welcome to ProTune, Mercury Interactive's tool for Tuning in Production testing. This guide describes everything you need to know to install ProTune. It describes the ProTune package contents, the required system configuration, registration and backup procedures, and how to run the setup programs.

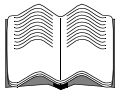
Before you begin to install ProTune, review the following pre-installation procedures.

Checking Your ProTune Package

Make sure that your ProTune package contains the items described below. If any items are missing or damaged, contact Mercury Interactive or your local distributor.

Compact Disk

Your ProTune package includes one compact disk that contains the ProTune program and associated files.



Documentation

ProTune is supplied with a set of documentation that describes how to:

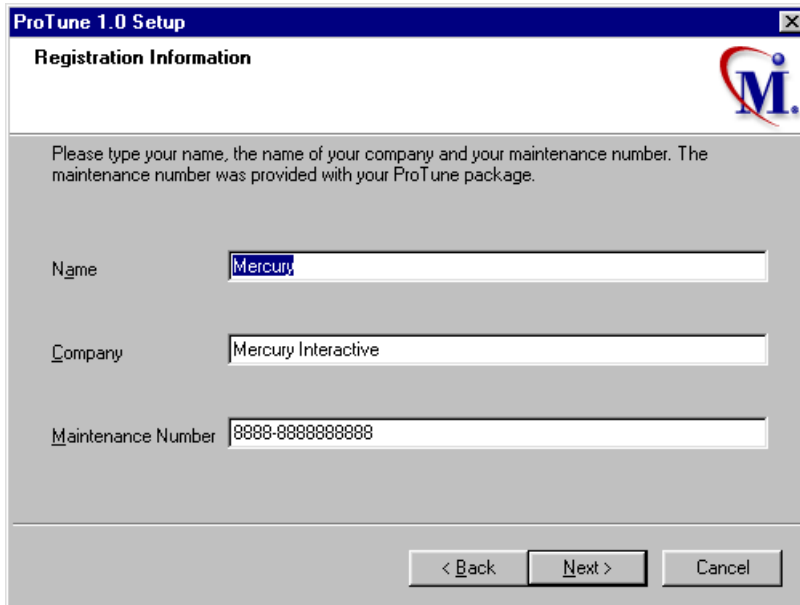
- install ProTune
- create virtual user scripts
- use the ProTune Console
- analyze the results

Registering Your Copy of ProTune

Register your copy of ProTune to become a licensed user with all rights and privileges. Registered users have access to technical support and information on all Mercury Interactive products. You will also be eligible for updates and upgrades.

To register your copy of ProTune, fill out the Mercury Interactive Software Registration card.

- ▶ If you are in the USA, fill out the USA Owners portion of the card. Send the card to the Sunnyvale, California address printed on the card. No postage is necessary.
- ▶ If you are outside the United States, fill out the Non-USA portion of the registration card and send it to the appropriate international address. Affix postage to the card before mailing.
- ▶ Remember to notify Mercury Interactive or your local representative if you move to a new address, so that you can continue to receive product information and updates.



The screenshot shows a Windows-style dialog box titled "ProTune 1.0 Setup" with a sub-header "Registration Information" and the Mercury Interactive logo. The dialog contains a text prompt: "Please type your name, the name of your company and your maintenance number. The maintenance number was provided with your ProTune package." Below this are three input fields: "Name" with the value "Mercury", "Company" with the value "Mercury Interactive", and "Maintenance Number" with the value "8888-8888888888". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

Note: You can also register your copy of ProTune on Mercury Interactive's Customer Support site: <http://support.mercuryinteractive.com>.

Terminology

Vuser	A virtual user—a ProTune-created user that emulates a human user.
Load Generator machine	The workstation used to host the ProTune Vusers.
Console machine	The machine used to host the ProTune Console.
Vuser Group	A collection of Vusers with common characteristics, such as the machine on which they run, or the client that they use.

Typographical Conventions

This book uses the following typographical conventions:

1, 2, 3	Bold numbers indicate steps in a procedure.
►	Bullets indicate options and features.
>	The greater than sign separates menu levels (for example, File > Open).
Stone Sans	The Stone Sans font indicates names of interface elements on which you perform actions (for example, “Click the Run button.”).
Bold	Bold text indicates method or function names
<i>Italics</i>	<i>Italic</i> text indicates method or function arguments, file names or paths, and book titles.
Helvetica	The Helvetica font is used for examples and text that is to be typed literally.
<>	Angle brackets enclose a part of a file path or URL address that may vary from user to user (for example, <i><Product installation folder>\bin</i>).
[]	Square brackets enclose optional arguments.
{ }	Curly brackets indicate that one of the enclosed values must be assigned to the current argument.
...	In a line of syntax, an ellipsis indicates that more items of the same format may be included.

1

Introducing the ProTune Installation

Your ProTune compact disk includes a setup program that guides you through the process of installing ProTune's components.

You can install the ProTune Console, the virtual user components, or both.

System Requirements

In order to successfully run ProTune, you need the following minimum system configuration.

Requirement	Console with Monitors	Virtual Vuser Generator	Virtual Users	Analysis Module
Computer/ Processor	Pentium 300 MHZ or higher	Pentium 300 MHZ or higher	Pentium 500 MHZ dual CPU or higher	Pentium 300 MHZ or higher
Operating System	Windows NT® service pack 3 or higher Windows 2000	Windows NT® service pack 3 or higher Windows 2000	Windows NT® service pack 3 or higher Windows 2000	Windows 2000
Memory	128 MB or more	128 MB or more	At least 1 MB RAM for non-multithreaded Vuser or at least 400 KB multi-threaded Vuser	128 MB or more
Swap Space	Two times the total physical memory	Two times the total physical memory	Two times the total physical memory	Two times the total physical memory

ProTune Installation Guide

Requirement	Console with Monitors	Virtual Vuser Generator	Virtual Users	Analysis Module
Free Hard Disk Space	200 MB	200 MB	Minimum 500 MB	500 MB
Browser	IE 4.x or higher Netscape Navigator 4.x or higher	IE 4.x or higher Netscape Navigator 4.x or higher	N/A	IE 4.x or higher Netscape Navigator 4.x or higher

Note: Refer to <http://www.mercuryinteractive.com/products/ProTune/technical/> for the most updated installation requirements.

2

Installing ProTune on Your Computer

You can install the Console, virtual user components, or both. In addition, you can choose to install the full ProTune configuration, a load generator configuration, or a custom configuration. Choosing custom configuration lets you specify which ProTune components to install.

Installation

Note: You must log on as an NT Administrator when performing an installation on Windows NT 4.0 or higher.

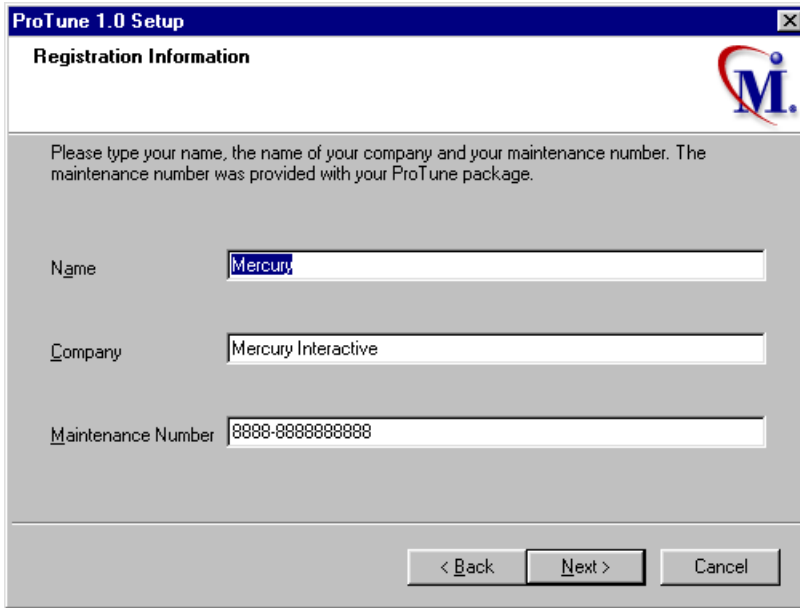
To install ProTune on your computer:

- 1** Insert the ProTune CD-ROM into a CD-ROM drive. If you are installing from a network drive, connect to that CD-ROM drive.
- 2** Click **Start**, and select **Run**.
- 3** Type the location that you are installing from, followed by *setup.exe*. For example, if your CD-ROM drive letter is M, type:

```
m:\win32\setup.exe
```

- 4** Click **OK**. The Installshield Wizard begins and displays the software licensing agreement.

- 5 Read the agreement and click **Yes** to accept it and to display the Registration Information dialog box.



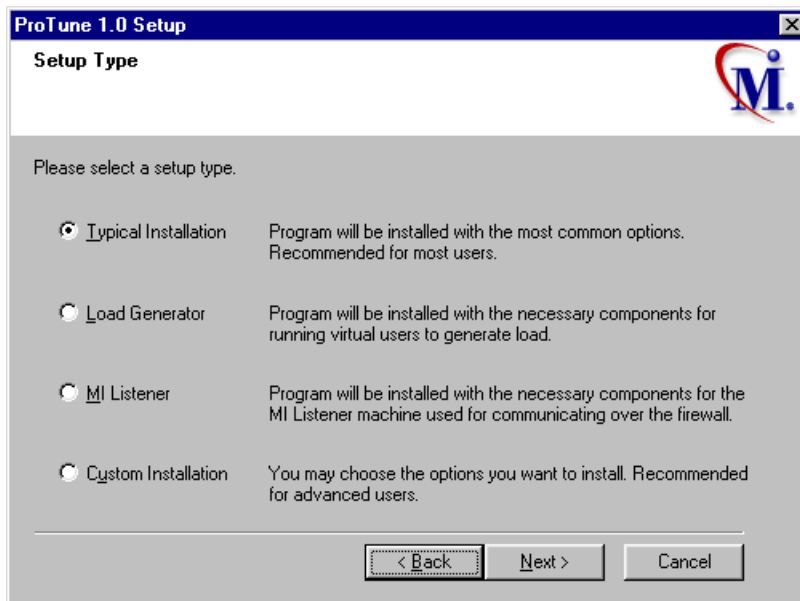
The screenshot shows a Windows-style dialog box titled "ProTune 1.0 Setup" with a close button (X) in the top right corner. The main heading is "Registration Information" and there is a logo on the right side consisting of a stylized "M" with a red swoosh and a blue dot above it. Below the heading, there is a paragraph of text: "Please type your name, the name of your company and your maintenance number. The maintenance number was provided with your ProTune package." There are three text input fields: "Name" containing "Mercury", "Company" containing "Mercury Interactive", and "Maintenance Number" containing "8888-8888888888". At the bottom of the dialog box, there are three buttons: "< Back", "Next >", and "Cancel".

- 6 In the Registration Information dialog box, type your name, the name of your company, and your ProTune maintenance number. You can find the maintenance number in the maintenance pack shipped with ProTune. Click **Next**.
- 7 Your registration information appears in a read-only dialog box. Check that the information is correct.

Click **No** to return to the previous dialog box and modify the registration information as necessary.

Click **Yes** to confirm that the details are correct and continue with the installation process.

- 8 The Setup Type dialog box displays four setup options.



- 9 Select the type of installation that you want: Full, Load Generator, MI Listener, or Custom.

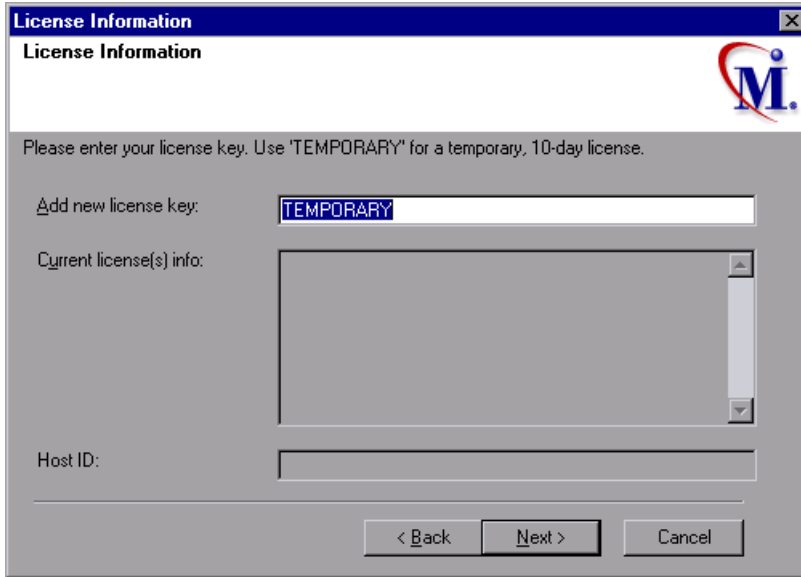
Typical Installation installs all commonly-used ProTune components, including the ProTune Console, Virtual User (including GUI) components, and online documentation. Use this option for the main tuning machine.

Load Generator installs only the components needed for running virtual users to generate load. Use this option for machines that are used only to generate load and not to control Vusers.

MI Listener installs the components needed on the MI Listener machine used in running Vusers over a firewall and monitoring over a firewall. For more information about working with firewalls, refer to the *ProTune Console User's Guide*.

Custom Installation lets you install all the ProTune components, or select the components that you want to install. For details, see "Custom Installation Options," on page 12.

10 Click **Next** to display the License Information

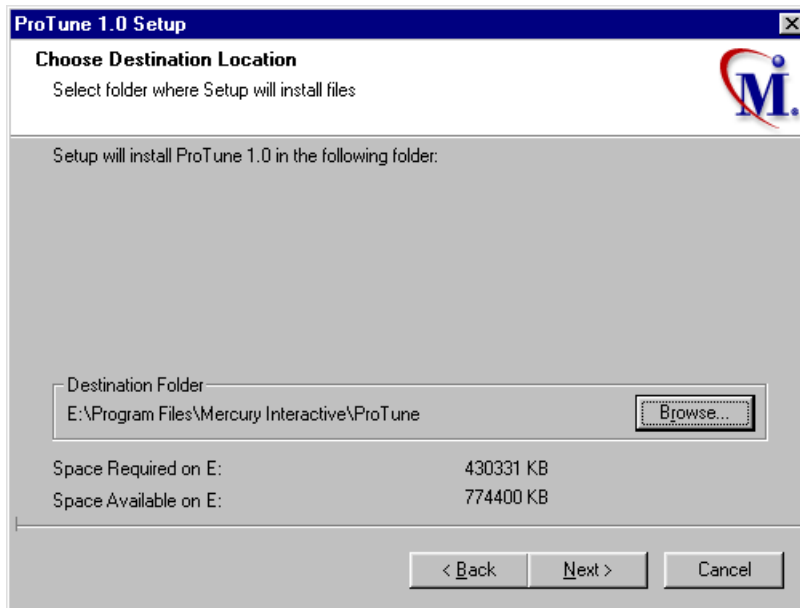


11 Enter the ProTune license code from your license agreement. If you are evaluating ProTune or waiting for a permanent license key, enter the license key 'TEMPORARY'. This will let you run up to 25 virtual users for a period of 10 days.

Click **Next**.

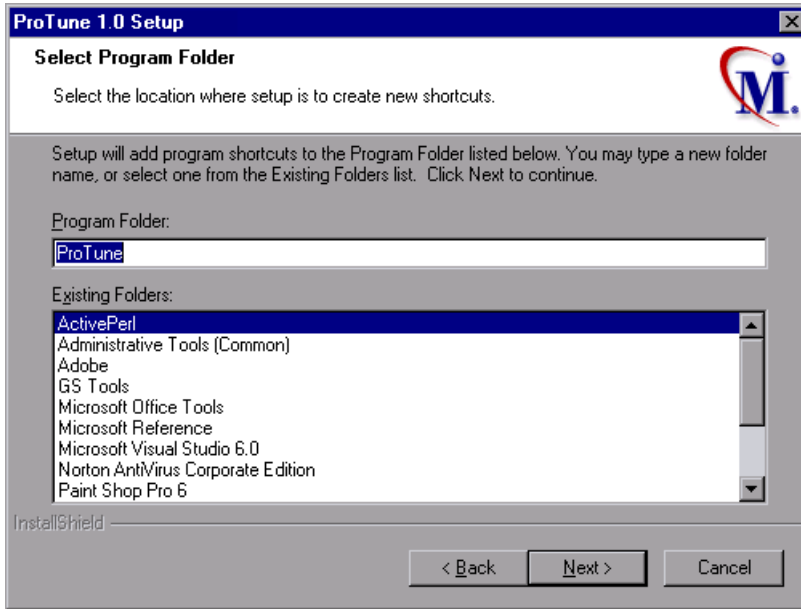
If you have a temporary license, ProTune issues a reminder indicating that you have 10 days to evaluate the product. Click **OK**.

- 12** In the Choose Destination Location dialog box, choose the location where you want to install ProTune. To select a different location, click **Browse**, choose a folder, and click **OK**.



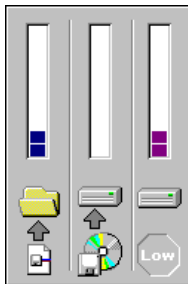
Click **Next**.

- 13** In the Select Program Folder dialog box, specify a program folder, or accept the default folder, *ProTune*.



Click **Next**.

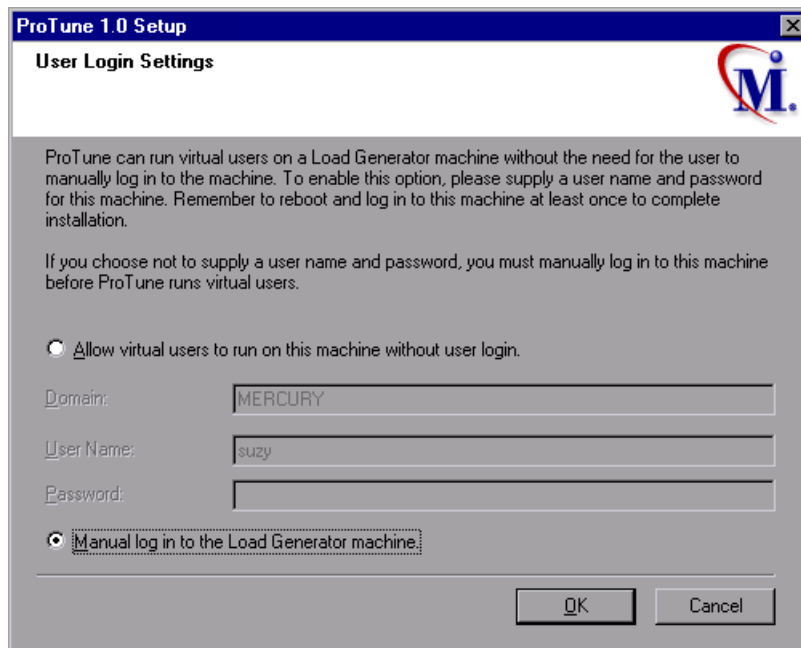
- 14** The installation settings that you selected are displayed in a read-only window. To select different installation settings, click **Back**. To begin installation, click **Next**. The installation process begins.



- 15** If you installed ProTune's online documentation, a message tells you to run the Acrobat Reader setup after the ProTune setup is complete. You use the Acrobat Reader to view the ProTune online documentation. To install Acrobat Reader select **Start > Programs > ProTune > Documentation > Acrobat Reader Setup**.

Note: The Acrobat Reader setup installs the Acrobat 5.05 Reader. If you already have this version of the Acrobat Reader installed, it is not necessary to run the Acrobat Reader setup.

- 16** Click **OK** to continue with the setup procedure.
- 17** In the User Login Settings dialog box, select a user login setting.



Select one of the following user login settings:

Allow virtual users to run on this machine without user login: ProTune will automatically log in to the network from the Load Generator machine, so

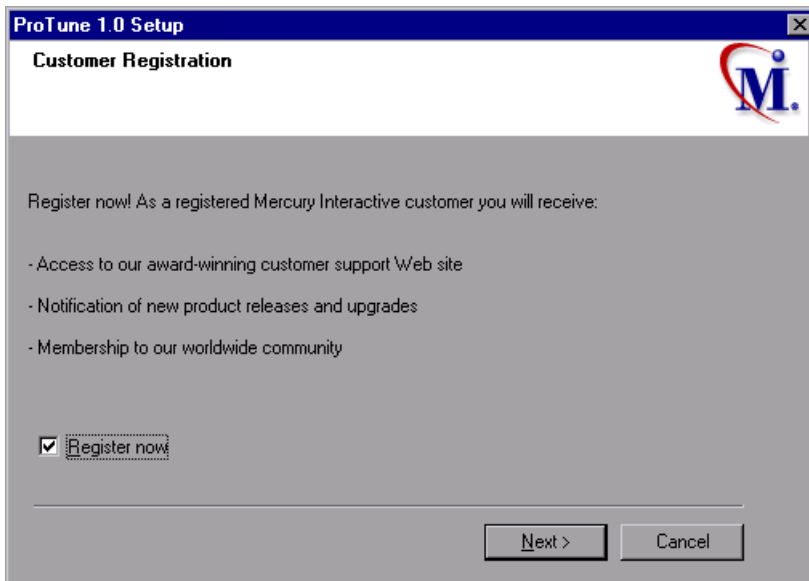
the virtual users can run without any manual intervention. Enter the network domain where the user machine resides, a user name, and password. Note that you must have administrator privileges.

Note: You must boot and log in to the system at least once after ProTune installation before the automatic login can work.

Manual log in to the Load Generator machine: The user must manually log into the network from the Load Generator machine for each session of running Vusers.

Click **OK**.

- 18** In the Registration Information dialog box appears, click **Next** to complete the installation.



- 19** The setup program prompts you to restart your computer. You can delay restarting your computer until a later point.

Note: The following message appears the first time that a user logs on after a full ProTune installation: "HCL Inetd CPLInquire cpl 8af40c". This message relates to the HCL (Hummingbird Communications Ltd.) Inetd service, when Inetd is installed as a Windows NT service. Please close the message box and continue to start your computer.

The ProTune installation is now complete.

Completing the ProTune Installation Process

To complete the ProTune installation process:

- Select **Start > Programs > ProTune > Readme** to see what's new in ProTune, and any last-minute limitations.
- To install the Adobe Acrobat Reader 5.05, select **Start > Programs > ProTune > Documentation > Acrobat Reader Setup**.
- If your version of ProTune is supplied with a plug and you have not already installed the plug, do so now by inserting it into the parallel port.
- To create Vuser scripts for **Baan**, you need to specify the correct application server in the Baan user file:

The user file, u[username], is located under the Baan installation folder in bse/lib/user. Add the following line to the beginning of the user file:

```
std_program:ottstpteststand
```

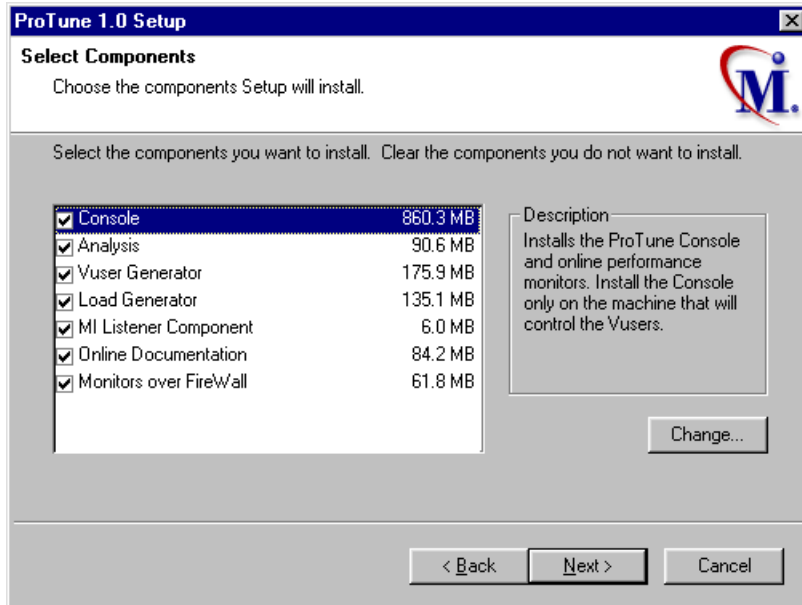
This tells ProTune to use the Test Standard Program when recording and running Vusers.

- To start ProTune, select **Start > Programs > ProTune > Console**.

Custom Installation Options

If you choose to perform a Custom installation of ProTune, the setup program allows you to select the ProTune components that you want to install. You can install the following ProTune components:

- ▶ **Console:** Controls the tuning session. Includes the online performance monitors. Install the Console only on the machine that will control the Vusers.
- ▶ **Analysis:** Graphs and reports for analyzing the performance.
- ▶ **Vuser Generator:** ProTune's tool for creating virtual user (Vuser) scripts, through recording. Vuser scripts emulate users without a graphical user interface by using direct function calls.
- ▶ **Load Generator:** The components for running virtual users (including Windows-based GUI Vusers) to generate load. Note: You must have WinRunner installed to run GUI Vusers.
- ▶ **MI Listener Component:** Components for the MI Listener machine used in running Vusers and monitoring over the firewall. For more information, refer to the Using Firewalls chapter of the *ProTune Console User's Guide*.
- ▶ **Monitors over FireWall:** Components on the agent machine for monitoring over the firewall. For more information, refer to the Using Firewalls chapter of the *ProTune Console User's Guide*.
- ▶ **Online Documentation:** All user guides in Acrobat format.



Clear the check boxes next to the components that you do not want to install, and select the check boxes next to the components that you want to install.

Click **Next** to proceed with the installation process.

3

Adding ProTune Components

After you install ProTune, you can run the setup program at any time to add ProTune components, such as samples, the Virtual User Generator, or the online documentation.

To add components:

- 1 Insert the ProTune CD-ROM into a CD-ROM drive.
- 2 Click the **Start** button, and select **Run**.
- 3 Type the location that you are installing from, followed by *setup.exe*. For example, if your CD-ROM letter is M, type:

```
m:\win32\setup.exe
```

Click **OK**.

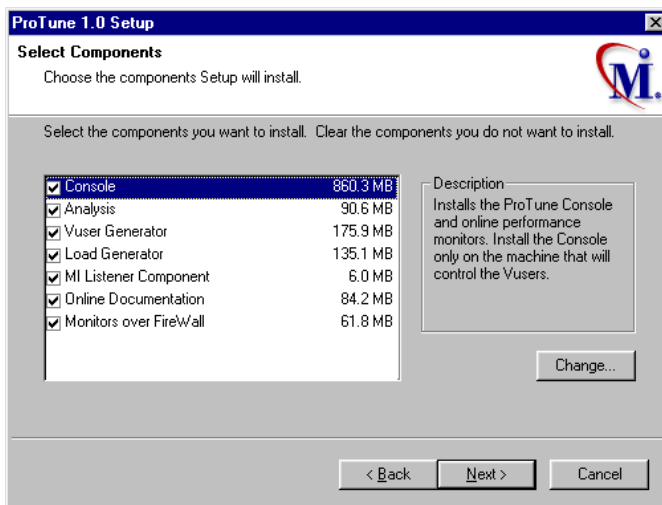
- 4 The Installshield Wizard begins and displays the software licensing agreement. Read the agreement and click **Yes** to accept it. The ProTune setup program starts.
- 5 In the User Information dialog box, type your name, the name of your company, and a ProTune serial number. You can find this number on the outside of your ProTune box. Click **Next**.
- 6 The registration information appears in a read-only dialog box. Check that the information is correct.

Click **No** to return to the previous dialog box in order to modify the registration information.

Click **Yes** to confirm that the details are correct and continue the installation process.

- 7 Select your installation type - **Standalone** or **Network** - and click **Next**.
- 8 Click **Custom Installation**, and then click **Next**.

Select the ProTune components that you want to add. Clear the check boxes next to the options that you do not want to add. Click **Next**.



- 9 The installation settings you selected are displayed in a read-only window. Review the settings. If you want to select different installation settings, click **Back**. If you are satisfied with the installation settings, click **Next**. The installation process begins.
- 10 If you installed ProTune's online documentation, a message tells you to run the Acrobat Reader setup after the ProTune set up is complete. You use the Acrobat Reader to view ProTune's online documentation.

Note: The Acrobat Reader setup installs the Acrobat 5.05 Reader. If you already have this version of the Acrobat Reader installed, it is not necessary to run the Acrobat Reader setup.

Click **OK** to continue with the setup procedure.

- 11** By default, the setup program creates the program group, ProTune, and creates the ProTune icons in the program group.

To add the ProTune icons to an existing program group, select the group from the list of Existing Groups. Click **Next**.

- 12** Depending on which components you added, the setup program either prompts you to restart your computer or informs you that the setup is complete. You can delay restarting the computer until a later time.

4

Viewing and Modifying a License

You can modify your license at any time directly from the ProTune interface. This chapter describes:

- Viewing License Information
- Modifying a License
- Troubleshooting

Normally, you enter your license code during installation. The setup program prompts you for a license code. If you do not have your license code at the time of installation, you can use the temporary license by typing 'TEMPORARY' in the license key box. This grants you a 7 day license for 20 topology elements. Afterwards contact Mercury Interactive Customer Support to obtain your permanent license key.

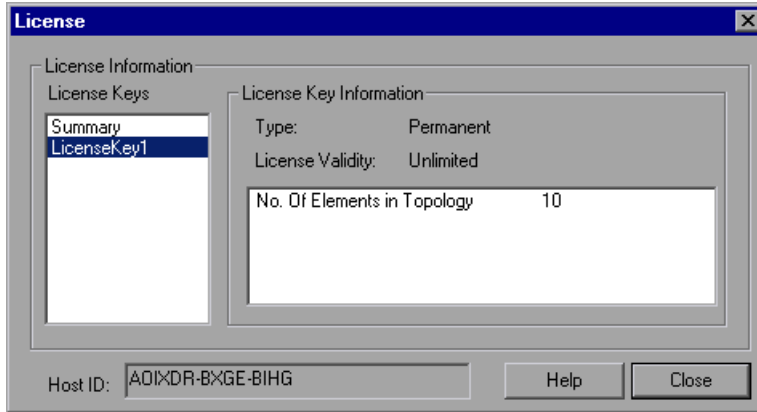
This chapter describes how to enter a license code *not* during installation, and how to upgrade an existing license.

Viewing License Information

You can only view license information from the ProTune Console, not from the Virtual User Generator.

To view the current license information:

- 1** In the Console, choose **Help > About ProTune**, and click **License Info**. The License dialog box opens, displaying the license information.
- 2** Scroll through the license information to determine the scope of your current license.



The license is defined for the number of elements in the topology.

The License Keys box lists all the available license keys. In addition, you can select to view a summary of all the information in all the license keys.

The License Key Information box displays the license type and validity for each selected license key.

The following types of licenses are available:

- ▶ **Permanent:** The license never expires.
- ▶ **Time Limited:** The license is limited by a start date and an expiration date.
- ▶ **Temporary:** The license is granted for a pre-defined number of days after product installation.
- ▶ **Plugged:** The license requires a dongle.

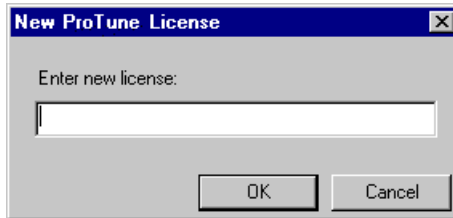
The Host ID box displays an ID for a specific machine. To receive a license key for a specific machine, contact Mercury Interactive's Customer Support.

Modifying a License

You can only modify license information from the ProTune Console, not from the Virtual User Generator.

To modify the current license information:

- 1** In the Console, choose **Help > About ProTune**. The About ProTune window opens.
- 2** Click the **New License** button. The New ProTune License dialog box opens.



- 3** Enter the new license number exactly as it was given to you. Click **OK**. If your license is limited for a specific amount of time, ProTune issues a message accordingly.
- 4** Click **OK** to close the About ProTune window.

Troubleshooting

If you have temporary license key, contact Mercury Interactive Customer Support to obtain a permanent license key.

If ProTune does not accept your license key, perform the following checks:

- ▶(Make sure you typed in the license code exactly as it was given to you. Your license code is case sensitive.
- ▶(If your ProTune license requires that you use a plug when running ProTune, and a message is issued stating that a plug is not installed, perform the following:
 - Login as Administrator.
 - Run `<protune_directory>/bin/hinstall.exe/i`.
 - Reboot the machine.
- ▶(If you receive a “permission denied” error message during Console start-up, you must grant “Full Control” permission for the Registry's

HKEY_LOCAL_MACHINE key and in the WINNT folder (folder where Windows is installed):

To add Registry permissions:

- 1** Run *regedt32* to modify the registry.
- 2** Select the HKEY_LOCAL_MACHINE key.
- 3** Select **Security > Permissions**.
- 4** Add “Full Control” permission to the user that is running the Console.
- 5** Turn on the **Replace Permission on the Existing Subkeys** flag.
- 6** Click **OK**.

To add permissions on an NTFS file system:

- 1** Select the <*System Drive*>:\WinNT folder.
- 2** Invoke **Properties**.
- 3** Select the **Security** tab.
- 4** Click **Permissions**.
- 5** Add “Full Control” permission for the user.
- 6** Turn on the **Replace Permissions on Subdirectories** flag.
- 7** Click **OK**.

Index

A

Adding components 15–17

C

Components, adding 15
Custom installation 5, 12

L

License manager (Windows) 19–22
 modifying 21
 troubleshooting 21
 viewing information 19
Load Generator 5

M

MI Listener 5, 12
Monitors over Firewall 12

N

NT Administrator 3

S

System requirements 1

T

Troubleshooting
 License manager (Windows) 21



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