HP OpenView GlancePlus Pak

Installation Guide

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Conventions

The following typographical conventions are used in this manual.

Table 1 Typographical Conventions

Font Type	What the Font Type Represents	Example
Italic	Book or manual titles, and man page names	Refer to the *HP OpenView Operations Administrator's Reference Volume I* and the *opc(1M)* manpage for more information.
	Provides emphasis	You *must* follow these steps.
	Specifies a variable that you must supply when entering a command	At the prompt type: `rlogin` *`your_name`* where you supply your login name.
	Parameters to a function	The *`oper_name`* parameter returns an integer response.
Bold	New terms	The **monitor agent** observes...
`Computer`	Text and items on the computer screen	The system replies: `Press Enter`
	Command names	Use the `grep` command ...
	Function names	Use the `opc_connect()`function to connect ...
	File and directory names	`/opt/OV/bin/OpC/`
	Process names	Check to see if `opcmona` is running.
	Window/dialog box names	In the `Add Logfile` window...
`Computer Bold`	Text that you must enter	At the prompt, type: **`ls -l`**
Keycap	Keyboard keys	Press **Return**.
`[Button]`	Buttons on the user interface.	Click `[Operator]`. Click on the `[Apply]` button.

Table 1 Typographical Conventions (Continued)

Font Type	What the Font Type Represents	Example
`Menu Items`	A menu name followed by a colon (:) means that you select the menu, then the item. When the item is followed by an arrow (->), a cascading menu follows.	Select `Actions:Utilities-> Reports...`

Changes for This Release

This section summarizes the changes made to this document for this release of GlancePlus Pak for HP-UX, version C.03.70.

- Changed the disk requirements amount for the `/var/opt/perf/` directory for OVPA to 50 MB in “Disk Requirements” on page 23 in Chapter 3.
- In “Successful Installations” on page 28 in Chapter 4, removed the reference to `/opt/OV/bin/OpC/` for the location of executable files.
- Changed the section name and initial text in Chapter 4 regarding removing ITO-SE, to be more explanatory. The new section name is “Removing ITO-SE that Remained from a Previous GlancePlus Pak Version” on page 30.
- In “Starting GlancePlus” on page 34 in Chapter 5, changed the first sentence to clarify that it is the Motif interface of GlancePlus that can only be run when the DISPLAY variable is set.

NOTE

The IT/O Special Edition (ITO-SE) single system event management component was removed from the GlancePlus Pak 2000, beginning with the June 2002 release. This component collects and processes single-system events and performs automated or operator-initiated actions.

If event management is key to the success of your business, you are encouraged to visit http://openview.hp.com/products for further information on HP's OpenView Operations for Unix.

If you are updating GlancePlus Pak and you already have ITO-SE on your system, and you plan to continue using ITO-SE, visit the knowledge base support web site at:

http://openview.hp.com/support

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1 GlancePlus Pak Components

Introduction

GlancePlus Pak combines products into one package:

- GlancePlus
- OpenView Performance Agent (OVPA)

Together, these two products offer node-level management capabilities that keep you informed of a system's performance and availability. The specific ways that these products help you manage a GlancePlus Pak-installed system are explained in the sections that follow.

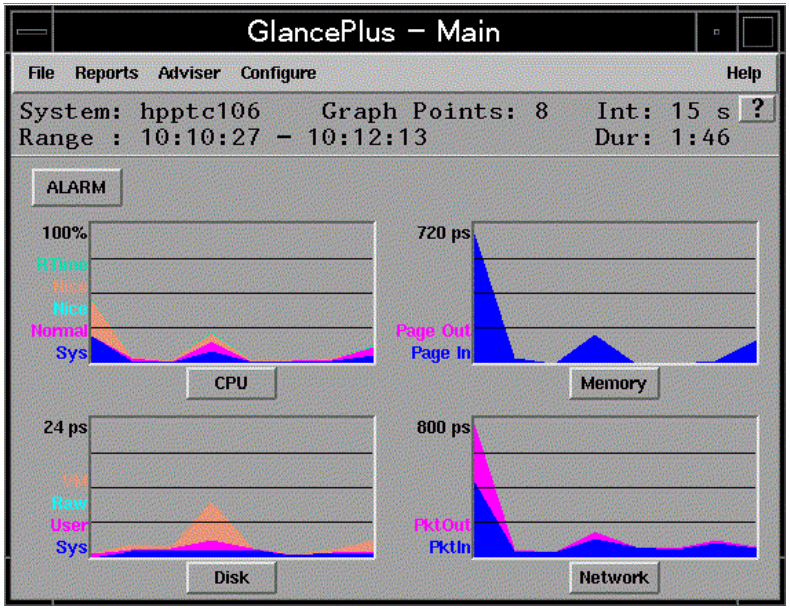
NOTE

HP OpenView IT/Operations Enterprise Edition (ITO-EE) has been renamed to HP OpenView Operations for UNIX (OVO). HP OpenView VantagePoint Performance Agent (VPPA), formerly MeasureWare Agent, has been renamed to HP OpenView Performance Agent for UNIX (OVPA).

GlancePlus

GlancePlus is a powerful real-time system performance monitoring and diagnostic tool. It provides immediate performance information about your system. It lets you easily examine system activities, identify and resolve performance bottlenecks, and tune your system for more efficient operation. GlancePlus helps you be sure that your users are more productive and your business applications run more smoothly.

Figure 1-1 **GlancePlus Motif-mode interface**



There are two ways to access GlancePlus: **gpm**, a Motif®-based graphical interface and **glance**, a character mode interface. Both modes provide the same set of performance data.

The Motif®-based GlancePlus interface, **gpm**, provides graphs that immediately draw your attention to system activity. It allows you to:

- View the system performance graphs in easily understood formats. You can also look at multiple windows to get a more complete view of a problem.

- View alarms and dynamic system performance graphs within an icon so you can efficiently keep an eye on your system's performance while attending to other tasks.
- Configure the product to best suit your needs and work style.
- Graphically display the resource use of the allocations groups set up by HP Process Resource Management software on HP 9000 systems.
- Learn how to use the product quickly. You can start using the product and interpreting performance data without having to search through volumes of manuals. The award-winning online help system includes hyperlinks and context sensitive features. You can click on a window (On-window) or an item (On-item) to display information that is relevant to the area of the product you are using.

The GlancePlus character-mode interface, **`glance`**, shows GlancePlus data as ASCII text and involves less system overhead, but offers fast transmission over serial lines. It allows you to:

- Monitor the system remotely or when an X-terminal is not available.
- Monitor the system when memory resources are critical.
- Monitor performance over serial data communications.
- View alerts to potential problems with real-time performance metric alarms.

OpenView Performance Agent

OpenView Performance Agent gathers a system's resource and performance data into log files. It time stamps the data, summarizes it, and uses it to detect alarm conditions. The data and alarm information available through OpenView Performance Agent can also be easily used by other products (such as OpenView Performance Manager for UNIX and OpenView Operations for UNIX) for analysis and problem detection.

Using OpenView Performance Agent, you can pinpoint trends in system activities, obtain information that enables you to balance work loads and accurately plan for future system growth. OpenView Performance Agent also allows you to integrate your system into a OpenView Operations- or OpenView Performance Manager-based framework for centralized management of your distributed environment.

OpenView Performance Agent can gather data on measured end-to-end response times for instrumented transactions as they are executed within the system. Using its data source integration (DSI) technology, you can configure OpenView Performance Agent to collect data from sources outside the system. OpenView Performance Agent data can be integrated into other products for analysis, problem detection, and alarming.

Specifically, OpenView Performance Agent lets you:

- Characterize the workloads in the environment and analyze resource use, allowing you to more effectively balance the system workloads.
- Perform trend analyses based on historical data to isolate and identify bottlenecks.
- Perform service-level management based on transaction response time and respond to error conditions.

2 Licensing

Introduction

This chapter briefly discusses the GlancePlus Pak licensing agreeement.

Please refer to the licensing terms and conditions for a more complete description of the licensing conditions.

GlancePlus Pak Licensing Agreement

GlancePlus Pak is licensed to be installed and used on one system only.

3 Installation Requirements

Introduction

Before installing GlancePlus Pak, be sure that your system meets the minimum requirements for:

- Hardware
- Software

Hardware

System Requirements

- HP 9000 Series server or workstation
  HP 9000 Series 700 or 800
- 32 MB RAM, 64MB virtual memory

Display Requirements

The following is required for running the GlancePlus Motif interface, **gpm**:

- HP X-terminal or X-workstation display, minimum of 1280 x 1024 resolution and 8-color planes

The following is required for running the GlancePlus character mode interface, **glance**:

- Terminals: HP 2392A, HP 700/44, HP 700/92, HP 700/94, VT100, or compatible terminal emulators, such as **xterm**, **dtterm**, or **hpterm**, under the X-Window system

Disk Requirements

- 50 MB in the `/opt/perf/` directory for first-time installations of GlancePlus and OpenView Performance Agent
- 50 MB in the `/var/opt/perf/` directory for OpenView Performance Agent
- Total: 100 MB

Software

- HP-UX 11.0 with X-Windows libraries X11R5 or X11R6 and Motif libraries 2.1
- System patch requirements: Refer to the product Release Notes in `/opt/perf/ReleaseNotes`.

4 Installing GlancePlus Pak

Introduction

Installing GlancePlus Pak addresses the following topics:

- Installation Instructions
- Results of Installation
- Removing GlancePlus Pak
- Removing ITO-SE that Remained from a Previous GlancePlus Pak Version

Installation Instructions

Follow the steps below using the GlancePlus Pak source media. The installation should complete in 30 minutes or less. If you have a factory-integrated system with the software already installed, skip the steps and read “Running the Components” in this guide.

1. Log on to the system as `root`.
2. If you have previously installed GlancePlus Pak, GlancePlus, or OpenView Performance Agent:
   - Run perfstat to check for active performance tools:

     ```
     /opt/perf/bin/perfstat
     ```

   - Ask anyone currently running **`glance`** or **`gpm`** to exit these programs.
   - Stop OpenView Performance Agent (if running), all ARM-instrumented applications, and all performance tool daemons by entering:

     ```
     /opt/perf/bin/mwa stop
     /opt/perf/bin/midaemon -T
     /opt/perf/bin/ttd -k
     ```

     Before you stop **`ttd`**, be sure to close any ARM-instrumented applications as well. Otherwise, results in collecting transaction data are unpredictable.

   - Run **`perfstat`** again to make sure all the performance tools have been stopped.

   If this is a new installation of GlancePlus Pak:

   - Verify you have a minimum of 83 MB of disk space in the directory `/opt/`. If you do not have this much space, create a new *<path>*`/perf` directory in a location where you do have the space. Symbolically link the directory to `/opt/perf/`.
3. Run **`swinstall`** as shown here. Change the source to point to your installation media and select the GlancePlus Pak Software bundle.

   `swinstall -s` *<hostname>*`:`*<depot_path>* *<product_bundle_ID>*

Results of Installation

The analysis phase of **swinstall** checks the following:

- operating system version
- disk space
- RAM and swap space
- kernel parameters

You can view the results in the logfile /var/adm/sw/swagent.log.

Successful Installations

Installation of GlancePlus Pak automatically updates files used by /etc/profile and lets users access the product and its man pages without manually updating their shell environment variables. You need to log in again for the changes in /etc/profile/ to become active. Most executable files reside in /opt/perf/bin/. The man pages reside in /opt/perf/man/. **[[Removed reference to /opt/OV/bin/OpC.]]**

Incomplete Installations

If the installation does not complete successfully, the cause could be that system requirements are not being met or a performance tool (for example, OpenView Performance Agent) is still running when it should have been stopped. Check the **swinstall** log file /var/adm/sw/swagent.log for possible causes.

Removing GlancePlus Pak

To remove GlancePlus Pak, you need to follow the procedure below.

1. Log on as root.
2. Run **perfstat** to check for active performance tools. Enter:

   ```
   /opt/perf/bin/perfstat
   ```

   If anyone is currently running **glance**, **gpm**, or any ARM-instrumented applications, ask them to exit these programs.
3. If OpenView Performance Agent is running, stop it and all performance tool daemons. Enter:

   ```
   /opt/perf/bin/mwa stop
   /opt/perf/bin/midaemon -T
   /opt/perf/bin/ttd -k
   ```

   If any ARM-instrumented applications are still running when you stop ttd, transaction data collection results are unpredictable.
4. Run **perfstat** again to make sure all the performance tools have been stopped.
5. Remove GlancePlus Pak. Enter:

   ```
   swremove <file_ProductID>
   ```

   If the system is an OpenView Operations for UNIX managed node, the OpenView Operations Agent won't be removed.

Removing ITO-SE that Remained from a Previous GlancePlus Pak Version

You would only remove ITO-SE from GlancePlus Pak, if it remained on the machine from a previous GlancePlus Pak version (C.03.55 is the last version of GlancePlus Pak that contained ITO-SE).

To remove ITO-SE from GlancePlus Pak, follow the procedure below.

1. Log on as root.
2. Run **perfstat** to check if node is managed. Enter:

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

   - If the system is an OpenView Operations for UNIX managed node, the OpenView Operations (ITO) Agent will not be removed.
   - If the system is running the OpenView Database Pak 2000 product, the script will not remove ITO-SE or the MeasureWare Integration Templates.

     If you are updating GlancePlus Pak on an 11.0 system and the Database Pak is on the system, it relies on ITO-SE. Removing any of the ITO-SE components would remove reporting capabilities of the Database Pak Smart PlugIn.
3. Remove ITO-SE and MeasureWare Integration Templates. Enter:

   ```
   /opt/perf/bin/itose.remove
   ```

5 Running the GlancePlus Components

Introduction

After you have installed GlancePlus Pak, it will require manual intervention to start the OpenView Performance Agent data gathering and alarm activation. Start the agent with this command:

```
/opt/perf/bin/mwa start
```

NOTE

If you updated the GlancePlus Pak to the June 2002 release, the functionality provided by ITO-SE and MeasureWare Integration templates within the GlancePlus Pak 2000 will no longer be supported by HP. If you had these two components on your system prior to updating to the June 2002 release, they will remain on your system. You can remove these components by following the procedures in “Removing ITO-SE from the GlancePlus Pak”.

The sections that follow are sequenced according to how you should proceed.

- Starting OpenView Performance Agent
- Starting GlancePlus

Starting OpenView Performance Agent

To allow you to customize its data collection in the `/var/opt/perf/parm` file and its alarm configuration in the `/var/opt/perf/alarmdef` file, OpenView Performance Agent does not start up automatically. Applications are defined in the `/var/opt/perf/parm` file.

To customize the `parm` file to suit the system use, refer to the *HP OpenView Performance Agent User's Manual*, Chapter 2, “Application Definition Parameters” for detailed instructions. To customize alarm definitions, see the *HP OpenView Performance Agent User's Manual*, Chapter 7, “Performance Alarms.”

You must start OpenView Performance Agent prior to starting ARM-instrumented applications to make sure the transaction data you collect is valid.

To start OpenView Performance Agent from the command line:

1. Open a terminal window as a root user.
2. Enter:

```
mwa start
```

Starting GlancePlus

Before you can run the Motif interface of GlancePlus, the DISPLAY variable must be set on your workstation. To do this, enter one of the following commands, depending on your system:

- Korn Shell: `export DISPLAY=<workstation_ID>:0.0`
- C-Shell: `setenv DISPLAY <workstation_ID>:0.0`
- Bourne Shell: `DISPLAY=<workstation_ID>:0.0`

where `<workstation_ID>` is your workstation's identifier. **`xhost`** must also be set for the display to be accessible. See the *xhost* `man` page for more information.

To start GlancePlus from the command line:

1. Log onto the system where GlancePlus is installed
2. To start GlancePlus in the:
   - Motif interface, type: **`gpm`**
   - character mode interface, type: **`glance`**

6 Checking GlancePlus Pak Status

Introduction

You can check all or some components of the GlancePlus Pak by running **perfstat**.

Checking the Status of All Components

Enter the command: **perfstat**

```
************************************************************
** perfstat for <system_name> on
<day:month:date:hh:mm:ss:timezone:yyyy>
************************************************************

list of performance tool processes:
-----------------------------------

    Running midaemon    (measurement interface daemon) pid 21703

MeasureWare scope status:
    Running scopeux     (MWA data collector) pid 25954

MeasureWare background daemon status:
    Running ttd         (Transaction Tracker daemon) pid 19254

MeasureWare server status:
    Running alarmgen     (alarm generator) pid 26282
    Running agdbserver   (alarm database server) pid 26281
    Running perflbd      (location broker) pid 25962

    The following data sources have running repository servers:
                            PID  DATA SOURCE
    Running rep_server    26278  SCOPE

************* (end of perfstat -p output) ***************
```

Note that if ITO-SE or the OVO agent is still on your system, **perfstat** will report status on that agent.

The output appears as follows:

```
************************************************************
** perfstat for <system_name> on
<day:month:date:hh:mm:ss:timezone:yyyyy>
************************************************************
list of performance tool processes:
---------------------------------

Running midaemon           (measurement interface daemon) pid 19091

PerfView status:
    Running rpcd/dced      (DCE Host daemon) pid 1024
    Running pvalarmd       (PerfView alarm manager daemon) pid 511

MeasureWare scope status:
    Running scopeux        (MWA data collector) pid 19093

MeasureWare background daemon status:
    Running ttd            (Transaction Tracker daemon) pid 19071

MeasureWare server status:
    Running alarmgen       (alarm generator) pid 18350
    Running agdbserver     (alarm database server) pid 18349
    Running perflbd        (location broker) pid 18338

The following data sources have running repository servers:
                             PID  DATA SOURCE
    Running rep_server     18348  SCOPE

Lightweight Peformance status:
    Running coda           (data collector) pid 9775

Operations Agent Status:
    Running opcctla        (Control Agent) pid 6457
    Running opcmsga        (Message Agent) pid 15163
    Subagent 1:
    Running opcacta        (Action Agent) pid 15164
    Running opcle          (Logfile Encapsulator) pid 15165
    Running opcmona        (Monitor Agent) pid 15166
    Running opcmsgi        (Message Interceptor) pid 15167
************* (end of perfstat -p output) ***************
```

7 Documentation

Introduction

In addition to printed manuals for its integrated products, GlancePlus Pak also includes:

- Printable Files
- Release Notes
- Documentation on the Web

Printable Files

The printable files are in two different formats: Adobe Acrobat“ (`*.pdf`) and ASCII text file. The printable files are installed in the following directories:

`/opt/perf/paperdocs/gpak/C/` – for GlancePlus Pak

`/opt/perf/paperdocs/mwa/C/` – for OpenView Performance Agent

`/opt/perf/paperdocs/gp/C/` – for GlancePlus

NOTE

The GlancePlus Pak Interoperability Guide (`gpp-supplement.pdf`) will no longer be produced beginning with this release. If you plan to continue using ITO-SE, and need this manual, you can access it as an archived version from the web. See “Documentation on the Web” on page 43 for more information.

Release Notes

Release Notes for GlancePlus Pak components are installed in the following directory:

`/opt/perf/ReleaseNotes/`

Refer to the product Release Notes as well as the *HP OpenView Performance Agent Installation & Configuration Guide* and the *GlancePlus Installation Guide* for more information about documentation.

Documentation on the Web

You can view, download, and print the Adobe Acrobat format (`*.pdf`) documents from the HP OpenView Manuals web site at:

http://ovweb.external.hp.com/lpe/doc_serv/

To view the documentation:

1. Select `glanceplus pak` in the `product list` box.
2. Then select the release version in the `version` list box and click **Go**.

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