HP ALM Performance Center

Software Version: 12.00

Troubleshooting Guide

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Contents

Welcome to This Guide

Introduction

Welcome to HP ALM Performance Center Troubleshooting Guide.

This guide provides information in troubleshooting problems relates to working with ALM Performance Center.

Note: For detailed instructions regarding references to the HP ALM Performance Center user interface, see the HP ALM Performance Center Guide.

1 Troubleshooting AutoStart

This chapter provides information for troubleshooting issues related to the performance test autostart feature.

Test Failed to Run with Reserved Timeslot

Problem Description

You reserved an autostart timeslot for running your Performance Test and the test failed to run.

Troubleshooting

Open the Timeslots module (calendar view) and select the timeslot you reserved. You can find your timeslot based on start time, name or ID.

- **If you did not find the timeslot that you reserved for autostart:** Your timeslot may have been deleted.

  — Check the event log for the *PC_timeslotDeleted* event. The event log lists the user who deleted it and the time when it was deleted. If you cannot find the event, consult your project or lab administrator.

- **If you found the timeslot that you reserved for autostart:** You can track the events related to the timeslot in the Event Log tab.

  — To drill down further, examine the run itself. Click on the link to the run in the details pane, to the right of the calendar view. Continue with the run troubleshooting sections below.

- **If you found more than one timeslot similar to the one you reserved for autostart** (multiple timeslots connected to the same performance test that you reserved, and consecutive in time): Your timeslot has been split, probably due to an error.

  — To analyze what caused the split, select the earliest timeslot, i.e., the timeslot that has exactly the start time you reserved. The performance test may have run in either one of the split parts; examine the parts and look for a link to a run. If necessary, continue with the run troubleshooting sections below.

  — To track the timeslot splits, look for the *PC_timeslotSplitInto* and the *PC_timeslotSplitFrom* events in the original timeslot's Event Log.

Run Does Not Exist in the Timeslot

Problem Description

The run was not started. Either the timeslot is invalid (e.g., host allocation problem) or you didn't check the **Autostart** checkbox after linking your test to the timeslot.

Troubleshooting

- **If the timeslot is not marked as autostart:** The timeslot was not scheduled for autostart and therefore no run took place. To schedule an autostart timeslot, make sure the **Autostart** option is checked when reserving the timeslot.

- **If the timeslot is marked as autostart:** The timeslot was scheduled for running, but it did not start. This may be due to timeslot invalidity (e.g., host allocation problem). A timeslot may become invalid due to changes in the lab configuration.

Run Does Not Exist and Timeslot is Valid

Although the timeslot is currently valid, it was probably not valid at the timeslot's start time. Look at the timeslot event log for the following messages: *PC_timeslotNotAutostartedDueToInvalidity* and *PC_timeslotNotAutostartedDueToLackOfTime*. The system stops trying to

run an autostart timeslot according to the autostart options in the project settings.

This means that if the timeslot becomes valid after a certain time, the test won't run, even though the timeslot is still open.

It's also possible that the ALM server was down during the timeslot, and therefore the autostart did not take place.

Note: To check when the timeslot became invalid, look for the change in the validity field at the timeslot's **History** tab (Grid view only), or look for the *PC_timeslotValidityChangedWhenOpen* event in the timeslot event log.

Run Does Not Exist and Timeslot is not Valid

Open the timeslot by double-clicking on it, and look at the failure reason. A timeslot may become invalid due to the following reasons:

- **Host allocation** – the system was not able to allocate all the resources that were requested by the timeslot. This can be caused by changes in host properties, host status, assignment of host to pools, or assignment of pools to a project.

    In general, the system tries to reorganize host allocation to allow a timeslot to stay valid. This reorganization is subject to timeslot and host priorities, and may not succeed in keeping the timeslot valid if there are not enough available hosts.

    Note that the allocation problem might have been resolved, but during the timeslot period there was a problem.

- **Invalid performance test** – someone changed the performance test and therefore the test became invalid. For example, there may be an error in the allocation of load generators to groups. This may also be caused by a change in the scripts connected to the test. Open the test (you may use the link to the test) and check for errors in the design page.

- **License issue** - someone has changed either the project limits or the license. Consult your administrator.

Note: To check when the timeslot became invalid, look for the change in the validity field at the timeslot's **History** tab (Grid view only), or look for the *PC_timeslotValidityChangedWhenOpen* event in the timeslot event log.

If the host became non-operational during the timeslot, check the following:

Look in the Hosts module (under Lab Resources), and locate the host in the grid. Switch to the Event Log tab in the bottom pane. Track the host's state by examining the *PC_hostChangeStateSuccess* events. Host status changes are denoted by *PC_hostChangeStatusSuccess* events.

The Recovery service periodically attempts to recover a non-operational host. Look for events of type *PC_ResourceRecoveryHostChangeStatus* and *PC_ResourceRecovery_FailToRecoverHost* to track them.

- The recovery service tries to recover each host up to ten times once the host becomes non-operational. This value can be configured from the system health task configuration. You can manually change the host status to be operational.

Run Exists in the Timeslot

Problem Description

The system tried to run the test and it did not complete running.

Troubleshooting

Track the run's progress in the Event Log tab. The following sections describe the troubleshooting according to the run state in the Event Log tab.

Run Exists in Timeslot, Running/Stopping/Creating Analysis Data State

The run is currently active. Check the Run Screen by clicking the Run Screen icon on the toolbar in the Test Lab module > Test Runs tab.

To abort the run immediately, click **Abort and free Resources** in the timeslot module, or **Abort Run** in the Test Runs view.

Run Exists in Timeslot, Pending Creating Analysis Data State

Try the following steps:

- Try to refresh the screen by clicking the **Refresh** icon in the bottom pane of the Test Runs module in Lab Management.

- Make sure there is an available and operational Data Processor host in your project's pool.

- To analyze a result, a timeslot must be opened for 30 minutes with a Data Processor host. Make sure there are no scheduled timeslots that may prevent the system from reserving the 30 minutes timeslot for analysis.

- Examine the Data Processor Queue by clicking the toolbar icon in the Test Run page. If the queue is overloaded, the run may have to wait in the queue until a Data Processor host is available.

- Note that a run state changes to **Failed Creating Analysis Data** after 48 hours (configurable via general settings in the lab).

Run Exists in Timeslot, Failed Creating Analysis Data State

1. Try analyzing the results again.
2. Make sure there is enough disk space on the Data Processor host. The required free disk size should be at least twice the size of the extracted content of RawResults.zip.
3. Try manually analyzing the results. To do this, download the RawResults.zip file from the run's Results tab and open the results in the Analysis tool.
4. If none of the above steps work, verify the system health. For details, refer to the System Health chapter in the *HP ALM Performance Center Guide*.

Run Exists in Timeslot, Before Collating Results State

The run finished successfully. To view its results, first collate the run data, and then analyze it. Use the Collate and Analyze buttons in the Results tab, which appears at the bottom of the Test Lab module's Test Runs tab.

Run Exists in Timeslot, Before Creating Analysis Data State

The run finished successfully. To view its results, first analyze it. Use the Analyze button in the Results tab, which appears at the bottom of the Test Lab module's Test Runs tab.

Run Exists in Timeslot, Finished State

The run has successfully finished, and its results were collated and analyzed. You can access the HTML and SLA reports from the Results tab, which appears at the bottom of the Test Lab module's Test Runs tab.

Run Exists in Timeslot, Cancelled State

The run was canceled. There were no Vuser actions and therefore there are no results to gather. Run the test again.

Run Exists in Timeslot, Run Failure State

Examine the Run's Event Log items to track the run progress. Common reasons for run failure include:

- **One of the allocated hosts – a Controller or a Load Generator – was not responding.** In this case, if the host was reserved as an automatch, the system automatically tries to locate a replacement host. This issue would appear in the Event Log with the *PC_initRun_ReplaceController* and the *PC_initRun_ReplaceLoadGenerators* events. The system retries to replace the hosts up to three times.

  If all the hosts are unavailable or not responsive, the run will fail and the timeslot will be split. If enough hosts become available again, the split timeslot may autostart the run later, according to the autostart settings.

- **One of the scripts attached to the performance test was corrupted or deleted.** In this case, the run will fail, the timeslot will split, and the system will not retry running the test.

For more details about split timeslots, see "Your timeslot has been split." on page 9.

Extra steps:

- Examine the hosts to see why they became non-operational.

- Check the following section for troubleshooting the event log error events that start with *PC_runLTFailed*, *PC_stopRunFailure*, or *PC_runLT_Critical*.

- If none of the above steps work, verify the system health. For details, refer to the System Health chapter in the *HP ALM Performance Center Guide*.

Run Failure state; Event Log error messages

Error Message

PC_runLT_Critical: Run test failed. Reason: 'Invalid URI: The URI is empty.'

Troubleshooting

Ask the lab administrator to reconfigure the host as follows:

- Select the PC servers from **Lab Project>Lab Settings>PC Servers module**.

- Click **Reconfigure Server**.

Error Message

PC_runLTFailed_CommunicationError:
 'Could not connect to http://<Host address>:8731/LTOP/LoadTestingService/LoadTestingService.
TCP error code 10061: No connection could be made because the target machine actively refused it <host ip>:8731. '

Troubleshooting

Connect to the problematic host machine and check that the service "Performance Center Load Testing Service" is running. You may need to restart this service.

Error Message

PC_runLTWarning: Run test encountered the following warning: 'Error: Process "lr_bridge.exe" was not created on remote host "<hostname>".
 Reason: communication error. Make sure the Agent process or service is running on the remote machine. [MsgId: MERR-29987]'

Troubleshooting

Connect to the problematic host machine and check that the service "Performance Center Agent Service" is running. You may need to restart this service.

Error Message

PC_runLTFailed_ScriptDownloading : 'Failed to download scripts to Controller'

Troubleshooting

1. Go to the Test Plan module and select the test's scripts. Check if the script appears in the Test Script tab.
2. If you get an error stating that the script wasn't uploaded correctly, delete the problematic scripts, upload them again, and fix the link to the scripts in the Performance Test Designer window.
3. Try to run the test again.

The problem can also happen in a version control enabled project:

- Examine the scripts defined in the test you're trying to run.
- If a script was uploaded using VuGen to a version control enabled project, it is not immediately checked-in, so a checked-in version of it does not yet exist. This will cause tests using that script to fail. To resolve this issue, check-in the scripts.

Error Message

PC_runLTFailed_CommunicationError or *PC_runLTFailedQC*: 'SSO token validation failed on the host <Host name>'

Troubleshooting

1. Go to **Lab Resources>Hosts** module and select the host that failed SSO token validation.
2. Click **Reconfigure Host** and start the run again.
3. If the same message re-appears, ask your lab administrator to do the same as above for your PC server from **Lab Project>Lab Settings>PC Servers**. Click **Reconfigure Server** for each of the PC servers.

Error Message

PC_stopRunFailure_CommunicationError: Failed to stop test. Reason: 'There was no endpoint listening at net.pipe://localhost/CntrlService/Service that could accept the message. This is often caused by an incorrect address or SOAP action. See InnerException, if present, for more details. The pipe endpoint 'net.pipe://localhost/CntrlService/Service' could not be found on your local machine. '

Troubleshooting

The controller machine was down when a user or the system issued a request for the run to stop.

Run **Recover Results** and continue with collate and analyze. If there are no problems with the result files, the analysis report will be generated. There may be some missing data for the time period when the controller was down until the performance test was stopped.

Error Message

PC_runLTFailed_LaunchCntrl: Run test failed. Reason: Failed to launch Controller.

Troubleshooting

1. Go to **Lab Resources>Hosts** module and select the controller that failed.
2. Click **Reconfigure Host** and start the run again.
3. If the test fails to run again with the same message, open a Remote Desktop Connection to the Controller machine and try to run the Controller.
4. If a message appears about "License security violation" do the following on the controller machine:

— Run **PC_Upgrade.exe** from the **<Performance Center Host installation dir>\bin** directory.

— Go to **Lab Resources>Hosts** module and select the controller that failed.

— Click **Reconfigure Host**.

— Start the run again.

Error Message

Run test failed. Reason: Invalid run logic for script [xxx].

Troubleshooting

Script validation failed due to an inconsistency between runtime settings run logic and actual script actions. Open the script in VuGen and fix the inconsistency.

Run Exists in Timeslot, Failed Collating Results State

Examine the Run Event Log items to track the run progress.

Note: If none of the Event log error messages provide a solution, verify the system health. For details, refer to the System Health chapter in the *HP ALM Performance Center Guide*.

Failed Collating Results state; Event Log error messages

Error Message

PC_collateResultsError: Failed to collate results. Reason: 'Failed to collate results files from the following load generators: <load generator name>'

Troubleshooting

- Check that the service "Performance Center Agent Service" is running on the problematic Load Generators. You may need to restart this service.

- Try to collate results again by clicking **Collate Results** in the run's Results tab.

Error Message

PC_collateResultsError : Failed to collate results. Reason: 'LTOP service failure, unable to recover collate'

Troubleshooting

Click on **Collate Results** again since it seems that "Performance Center Load Testing Service" was restarted.

Error Message

PC_collateResultsError : Failed to collate results. Reason: 'Failed to get collate information'

Troubleshooting

Go to **Lab Resources>Hosts** and check if the Controller is there. If it doesn't exist in the list, then the original host was deleted. In this case, you won't be able to collate the results. Please contact your administrator.

Error Message

PC_collateResultsError : Result collation critical error. Reason: 'There was an error reading from the pipe: The pipe has been ended. (109, 0x6d).'

Troubleshooting

Run **Collate Results** again.

Error Message

PC_collate_NDMHostNotFound: Network delay monitor source host '<Network delay monitor source machine name>' was not found in hosts list, and will be skipped in collate process.

Troubleshooting

The source machine in the NDM monitor should appear in the Hosts module. If the source machine was removed from ALM or is not added as a host, the collate process will not collect the NDM data from that machine.
The final Analysis report will not contain the NDM data.

2 Troubleshooting Over Firewall

This chapter provides information for troubleshooting issues related to load generators and monitors located over a firewall.

Load Generator over a Firewall

Problem Description

The following problems related to a load generator that is located over a firewall may arise:

- Cannot add the load generator to a performance test.
- The check host process on the load generator returned a **Failed** result.
- The load generator has the **Unavailable/Non Operational** state.
- Cannot reboot the load generator.
- The Over Firewall tab in the Hosts module does not display the load generator's settings.

Troubleshooting

1. Check that the load generator is configured correctly.

    a. Log in to Lab Management.

    b. On the Lab Management sidebar, under **Lab Resources**, select **Hosts**.

    c. Right-click the host in the grid and select **Host Details**.

    d. Verify that the **Location** is **ofw**, and that a name for the **MI Listener** is defined.

    e. On the host on which the load generator is installed, select **Start > Programs > HP Performance Center Host > Advanced Settings > Performance Center Agent Configuration**. The Agent Configuration dialog box opens.

    f.   Select **Enable Firewall Agent**, and then click **Settings**. The Over Firewall Settings dialog box opens.

    g.   Make sure that the **MI Listener Name** exactly matches the MI Listener defined for the host in Lab Management above.

    h.   Make sure that the **Local Machine Key** exactly matches the host's name as defined in Lab Management above.

    i.   Click **OK**, and then **OK** again to close the Agent Configuration dialog box.

    j.   When prompted to restart the Agent, click **OK**.

    k.   In the Remote Management Agent Service log, Verify that the agent is up and running.

2.   If any of the problems listed above persist after checking the load generator configurations, try the following:

    a.   Check that the MI Listener is up and running.

    b.   Check that the MI Listener logs do not contain any errors.

Some Monitors do not Display Data

Problem Description

This problem may occur with PDH monitors, which include Windows Resources, MS IIS, SQL Server, Citrix Server, and MS ASP.

These monitor require a **NET USE** connection to retrieve measurement data. When you select measurements or counters to monitor, the **MonitorClient.exe** process on the Performance Center agent machine uses the logged in user's NET USE to connect to the application under test (AUT).

However, during the performance test run, the Performance Center agent invokes the **MonitorServer.exe** process to retrieve data from the AUT using the local user, IUSR_METRO. This means there is no NET USE connection between the Monitor Over Firewall machine and the AUT during the test run, resulting in no measurement data being received on the PDH monitors.

Troubleshooting

Ensure that the **magentservice.exe** on the Monitor Over Firewall machine is installed with the same user that you used to log on when you selected measurements or counters to monitor.

Perform the following steps on the Monitor Over Firewall Machine:

1. Stop the Performance Center Agent Service.

   a. Select **Start > Run** and type **services.msc**.

   b. In the services list, right-click **Performance Center Agent Service** and select **Stop**.

2. Select **Start > Run** and type **cmd.** The Command window opens.

3. Type **cd <Performance Center Monitor over Firewall installation>\launch_service\bin** and press **Enter**.

4. Type **magentservice –remove** and press **Enter**.

5. Type **magentservice –install <Logged on user name><Password>** and press **Enter**.

6. Restart the Performance Center Agent Service using the same procedure described in step 1.

3 Troubleshooting Topology – SiteScope Integration

This chapter provides information for troubleshooting issues related to the Topology – SiteScope integration.

Configure Monitors Dialog Box Displays Empty Content or an Error Message

Problem Description

You click the **Configure Monitors** button, and the dialog box opens with empty content, displaying either a red 'x' in the upper left corner, or an error message.

Troubleshooting

In a case where the window displays empty content:

- The problem may be related to the SiteScope user interface integration. To check this, open HP SiteScope directly (that is, not through the topology integration) using the following URL: *http://<SiteScope server>:8080/SiteScope*.

- If the HP SiteScope window fails to open correctly, perform the following steps:

  1. Ensure that Java (version 1.6 and above) is installed on the client machine.

  2. Open the Java Control Panel, and in the **General** tab, click **Network Settings**.

  3. Select **Direct Connection**.

- If the HP SiteScope window opens correctly, and the problem persists when you open the SiteScope window from within the topology, verify that SiteScope is configured correctly for the topology integration as follows:

    1. Verify that the SiteScope Administrator account has a defined username and password.

    2. In the SiteScope General Settings, verify that the SSO **Init** string matches the Communication Security Passphrase.

In a case where the window displays an error message:

If you receive an error message, check the table below for an explanation or resolution.

Error Message	Explanation/Resolution
SiteScope authentication failed due to invalid passphrase. Verify that the Communication Security Passphrase defined on the ALM Platform and the SiteScope server match.	In the SiteScope General Settings, verify that the SSO **Init** string matches the Communication Security Passphrase.
You have reached SiteScope points limit (500). To obtain additional points for free, contact HP support via your administrator.	Performance Center customers are entitled to free additional points. To request the points, contact HP support.
Trying to connect to an unsupported SiteScope version - this feature requires SiteScope 11.01 and above. Please contact your administrator.	Contact the administrator to ensure that the correct version is installed.
Could not connect to SiteScope at the given URL: <SiteScope URL>. Error: <network error message>	The SiteScope server name, port, or SSL was not entered correctly, the SiteScope service is down, or the SiteScope server is not accessible from the client machine over the network. Check if the included network error message provides an indication of the actual problem.

SiteScope internal error. Please contact your administrator.	The exact SiteScope exception can be found in the ALM client log file. Contact HP Support for further assistance.

Template Deployment Fails

Problem Description

An error message appears in the **Fail Reason** column of the Deploy Template Results dialog box.

Troubleshooting

Check if the error message you receive is listed in the "Configure Monitors Dialog Box Displays Empty Content or an Error Message" item above.

If the error message is not listed above, refer to the SiteScope documentation for help.

Topology Graphs do not Appear During Runtime

Problem Description

The topology graphs do not appear in the Topology tab of the Performance Test Run page.

Troubleshooting

- Check that the topology contains nodes with configured monitors, and that it is associated to the performance test.

- Open the HP SiteScope window (from: *http://<SiteScope server>:8080/SiteScope),* and locate the group that corresponds to the topology. Verify that the group exists, that it has monitors, and that it is enabled in SiteScope. If the group is disabled, check the Controller log for related errors.

Topology Graphs Appear Without Data During Runtime

Problem Description

The topology graphs appear in the Topology tab of the Performance Test Run page, but do not contain any data.

Troubleshooting

- In the Topology Designer Window, click the **Configure Monitors** button. In the Configure Monitors dialog box, verify that SiteScope can connect to and monitor topology machines.

- Open the HP SiteScope window (from: *http://<SiteScope server>:8080/SiteScope),* and locate the group that corresponds to the topology. Verify that the group exists, that it has monitors, and that it is enabled in SiteScope. If the group is disabled, check the Controller log for related errors.

You Want to Use the HP SiteScope with ALM Performance Center

Problem Description

You have installed the HP SiteScope instead of SiteScope for Load Testing, and want to use the SiteScope server for integrating with the Topology feature without reinstalling it.

Troubleshooting

HP SiteScope has a minimum monitor frequency of 15 seconds, which is usually too long for working with Performance Center.

On the SiteScope Server, add the following entries to the **master.config** file. Alternatively, you can add them in the Infrastructure Preferences page.

- _monitorMinInterval=1
- _topazPageSkipEmptyValues=true
- _maxMonitorSkips=60
- _shutdownOnSkips=

For details about accessing the **master.config** file and the Infrastructure Preferences page, see the SiteScope documentation.

Note: The **maxMonitorSkips=60** and **shutdownOnSkips=** properties may affect SiteScope monitors which are unrelated to performance testing.

4 Troubleshooting the System Identity Utility

This chapter provides information for troubleshooting issues related to the System Identity Utility.

When running IdentityChangerUtil.exe, you receive the error "Another instance is already running. Please switch to it."

Problem Description

You receive this error because there is another instance of the Change Identity utility already running.

Troubleshooting

- If you can see the other instance, you should use that one, or close it and then restart the utility.

- If you cannot see the other instance of the utility, then it means that another user is running it on the same machine. Switch to the other user and close the utility before attempting to run it with a different username.

When entering the ALM Platform details on the Performance Center Server, you receive the error: "Can't connect to ALM Platform."

Problem Description

You receive this error because the credentials you entered are wrong, or because ALM Platform is not up and running.

Troubleshooting

- Verify that you can log in to ALM with Performance Center administrator credentials.
- Verify that ALM Platform is up and running.

When trying to change the system user, you receive an error message

Problem Description

Error Message: *Can't apply changes. Not all hosts are in idle state.*

You receive this error because one or more of the hosts is currently busy with another operation.

Troubleshooting

1. Log in to Lab Management and go to the Hosts module. Verify that all hosts are in the **Idle** state.
2. If all of the hosts are in the **Idle** state, make sure that any other hosts that belong to the host pool are not idle.
3. Open the System Identity Utility again.

Problem Description

Error Message: *Make sure you've entered a different username.*

You receive this error because you are trying to change the user to the current username.

Troubleshooting

Choose a different username.

Problem Description

Error Message: *Configuration failed: Failed to find the Load Testing Service on <machine name>. Please verify that the service exists and that it is running.*

This error might appear because the Load Testing Service isn't running, or because the SSO key is defined on the host.

Troubleshooting

- Select **Start > Run** and type **services.msc**. In the Services window, verify that the **Performance Center Load Testing Service** is running.

- Check that the SSO key which is defined on the host matches the SSO key defined on the Performance Center Server. You can check the SSO key in the following locations:

    o **On the Performance Center Server.** <Performance Center Server installation dir>\dat\PCS.config

    o **On the host.** <Performance Center host installation dir>\dat\LTS.config

If the keys do not match, change the key in **LTS.config** file on the host. Then open the Services window and restart the Performance Center Load Testing Service.

Problem Description

One of the following error messages appears:

- *Problem adding required policies*

- *Problem adding user to group*

- *Problem changing application pool identity*

- *Problem changing COM settings*
- *Problem changing IIS*
- *Problem changing password*
- *Problem changing PC Group*
- *Problem creating group*
- *Problem creating user*
- *Problem deleting old identity*
- *Problem removing user from Admin*

You probably receive this error because the configuration user you provided does not have the required permissions to perform the requested operation.

Troubleshooting

Supply a configuration user which has administrator privileges on all the machines on which you are trying to change the user.

Cannot Reconfigure Hosts or the Performance Center Server from Lab Management

Problem Description

This occurs when the System Identity Utility failed to configure the Performance Center Server or hosts, and you have since closed the utility.

Troubleshooting

Perform the Change System User task again from the beginning.

5 General Troubleshooting

This chapter provides information on general troubleshooting issues.

Login to Database Server Fails

Problem Description

You receive the following error message: Problem encountered when application tried to connect to database.

Troubleshooting

Verify that the database server host name, type, username, and password are correct. Consult your database administrator if you are unsure.

Cannot Create a Monitor

Problem Description

You are unable to create a specific monitor.

Troubleshooting

1. Make sure that the user trying to access the machine to monitor exists on this machine and has proper privileges. Usually **IUSR_METRO** will be the user attempting to monitor.

   For example, if you add the **Windows Resources** monitor, the user **IUSR_METRO** must exist on the machine to be monitored and must have proper access rights.

2. Some monitors require certain clients to reside on the Utility Server and the Controller.

   For Oracle, the Oracle Client must be installed.

3. Make sure the agent required for a particular monitor is running on the machine that you want to monitor.
4. Some monitors require access to a particular URL, from both the Performance Center utility server and the Controller, for monitoring purposes.

   For Apache, this URL is: http://<server>:<port>/server-status:auto