

# HP ALM Performance Center

Software Version: 11.00

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## Installation Guide

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# Table of Contents

<b>Welcome to This Guide .....</b>	<b>11</b>
How This Guide is Organized.....	11
Documentation Library Guides.....	13
Additional Online Resources.....	17

## **PART I: GETTING STARTED**

<b>Chapter 1: Before You Install .....</b>	<b>21</b>
Installation Flow.....	22
Performance Center Components and Data Flow .....	23
System Component Considerations .....	30
General Pre-installation Considerations .....	34
Required Services .....	35
Performance Center Prerequisite Software.....	36

## **PART II: INSTALLATION AND CONFIGURATION**

<b>Chapter 2: Installing HP ALM Performance Center .....</b>	<b>41</b>
Installation Flow.....	42
Installing HP Application Lifecycle Management .....	44
Deploying the Performance Center Extension .....	45
Installing and Configuring Performance Center Servers and Hosts ...	48
Installing the Performance Center Server and Host Patch .....	64
Installing the Performance Center Language Pack .....	67
Initial Performance Center Manual Configuration .....	67
Silent Installation of Performance Center .....	72
Setting Up the Silent Configuration .....	79
Installing Standalone Components (Windows).....	80
Installing HP Load Generator on UNIX.....	83
Installing Additional Components .....	98
Repairing the Performance Center Installation .....	101
Uninstalling Performance Center Components .....	102

<b>Chapter 3: Post Installation Verification.....</b>	<b>105</b>
Administrator Workflow .....	105
Performance Tester Workflow .....	109
<b>Chapter 4: Performance Center Configuration Options .....</b>	<b>117</b>
Configuring Host Security Settings .....	118
Windows XP Professional Configuration .....	119
Configuring IIS on Performance Center Machines to Use SSL .....	120
Working with Performance Center Agent .....	127
HP Load Generator (UNIX) Configuration .....	129
Establishing Connectivity with Oracle .....	135
Enabling Downloading Standalone Applications .....	136
Enabling MS-SQL Windows Authentication.....	138

### **PART III: UPGRADE AND MIGRATION**

<b>Chapter 5: Upgrading to HP ALM Performance Center 11.00.....</b>	<b>143</b>
The Upgrade Process: Basic Steps .....	144
Pre-Upgrade Preparation and Considerations.....	146
Backing Up Performance Center Data .....	147
Uninstalling Earlier Versions of Performance Center .....	150
Installing and Configuring HP ALM Performance Center 11.00.....	153
Verifying Successful Installation .....	153
Migrating Performance Center Data .....	154
Post-Migration Verification .....	182
Post Migration Considerations.....	185

### **PART IV: WORKING WITH FIREWALLS**

<b>Chapter 6: Working with Firewalls .....</b>	<b>199</b>
About Using Firewalls in Performance Center .....	200
Example: Over Firewall Deployment .....	202
Setting Up the System to Use Firewalls: Basic Steps .....	203
Installing Over-Firewall Components.....	205
Initial Configuration of the Over-Firewall System .....	205
Specifying MI Listeners in ALM .....	210
<b>Chapter 7: Running Vusers Over a Firewall .....</b>	<b>213</b>
Running Vusers Over a Firewall: Basic Steps.....	214
Configuring Hosts to Run Vusers Over a Firewall .....	216

<b>Chapter 8: Monitoring Over a Firewall .....</b>	<b>219</b>
Monitoring Over a Firewall: Basic Steps.....	220
Configuring Monitor Settings .....	222
Configuring the Project to Receive Monitor Over Firewall Information.....	228
Editing Monitor Over Firewall Machines During a Test Run .....	229
<b>Chapter 9: Configuring the Performance Center Agent .....</b>	<b>231</b>
About Configuring Performance Center Agents Over the Firewall ..	232
Configuring the Windows Performance Center Agent.....	233
Configuring and Running the UNIX Performance Center Agent ....	235
Agent Configuration Settings.....	237
Checking Connectivity .....	240

## PART V: TROUBLESHOOTING

<b>Chapter 10: Troubleshooting Installation .....</b>	<b>245</b>
HP ALM patch installation fails on Windows 2003 .....	247
Cannot run the Performance Center Extension installation.....	248
After Performance Center Extension deployment, the configuration tool does not run .....	248
The application cannot locate an extension with path \\Extensions\\PCProject.qcx .....	249
During Performance Center Server setup, installation of a prerequisite fails .....	249
Performance Center Server installation cannot be completed: IIS is not installed .....	251
Cannot connect to Performance Center Server or Host .....	251
Failed to add Performance Center Server to Lab Management during Performance Center Server configuration .....	253
Performance Center Server cannot be added to ALM due to mismatch in Communication Security Passphrase .....	255
Performance Center host cannot be added to Lab Management, or is non-operational, due to mismatch in Communication Security Passphrase .....	256
Cannot add hosts to Lab Management / Cannot start LTOP service on host machine .....	257
Connection to Controller failed when starting a run and the online run screen did not load .....	258
Uninstall of host failed or has frozen .....	258
Patch Installation Fails .....	259
Installing a patch requires you to stop the Performance Center Load Testing Service on the host machine.....	260
Cannot launch ALM: Message that software not installed.....	261
Cannot log in to Performance Center via the client machine: Error regarding JavaScript .....	261
When starting a test run, the host is added, but the Initializing Run page does not load .....	262
Cannot run Performance Center component installation from a network drive .....	262
Installing Performance Center components does not start when selecting them from the DVD menu .....	264
Installing one of the Performance Center components cannot use default port. Port already in use.....	264
Cannot connect to the hosts using IUSR_METRO user with the MIOrchid#1 password.....	266



Errors in the Migration Tool Report.....	267
Cannot Connect to Oracle Database on 64-bit Windows OS.....	268
Cannot Migrate a Project Again Because it Cannot be Deleted .....	269
Errors in the Migration Log.....	270
A Migrated Project is not Linked to a PC_PROJECT_TEMPLATE	
Project After the Migration .....	270
Migration Tool Logs .....	272
Migration Tables Not Found .....	274
Migration Tool Report Data Not Found.....	275
Error When Opening Timeslot Module and Saving	
a Performance Test.....	276



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# Welcome to This Guide

Welcome to the *HP ALM Performance Center Installation Guide*. This guide describes how to install HP ALM Performance Center components. To install HP ALM Performance Center, you must first install HP ALM, as described in the *HP Application Lifecycle Management Installation Guide*.

## How This Guide is Organized

The *HP ALM Performance Center Installation Guide* describes the system prerequisites and installation process for HP ALM Performance Center.

It contains the following parts:

### **Part I    Getting Started**

Provides an overview of the installation flow, the system components, and the data flow. In addition provides installation prerequisites and considerations for the Performance Center components, and outlines required services.

### **Part II    Installation and Configuration**

Describes how to install HP ALM Performance Center components and provides initial and optional configuration instructions.

### **Part III    Upgrade and Migration**

Describes how to upgrade from earlier versions of Performance Center to HP ALM Performance Center 11.00, including data and project migration.

## **Part IV   Working with Firewalls**

Describes how to set up the ALM Performance Center components to communicate with other ALM Performance Center components that are located over a firewall.

## **Part V   Troubleshooting**

Troubleshoots issues that may arise related to the installation of the Performance Center components.

## Documentation Library Guides

The Documentation Library consists of the following guides and references, available online, in PDF format, or both. PDFs can be read and printed using Adobe Reader, which can be downloaded from the Adobe Web site (<http://www.adobe.com>).

Reference	Description
<b>Using this Documentation Library</b>	Explains how to use the Documentation Library and how it is organized.
<b>What's New?</b>	Describes the newest features in the latest version of ALM. To access, select <b>Help &gt; What's New</b> .
<b>Product Feature Movies</b>	Short movies that demonstrate the main product features. To access, select <b>Help &gt; Product Feature Movies</b> .
<b>Readme</b>	Provides last-minute news and information about ALM.

## Application Lifecycle Management Guides

Guide	Description
<b>HP ALM User Guide</b>	Explains how to use ALM to organize and execute all phases of the application life cycle management process. It describes how to specify releases, define requirements, plan tests, run tests, and track defects.
<b>HP ALM Administrator Guide</b>	Explains how to create and maintain projects using Site Administration, and how to customize projects using Project Customization.
<b>HP ALM Tutorial</b>	A self-paced guide teaching you how to use ALM to manage the application life cycle management process.

Guide	Description
<b>HP ALM Installation Guide</b>	Describes the installation and configuration processes for setting up ALM Platform.
<b>HP Business Process Testing User Guide</b>	Explains how to use Business Process Testing to create business process tests.

## **ALM Performance Center Guides**

Guide	Description
<b>HP ALM Performance Center Quick Start</b>	A self-paced guide giving the Performance Center user a high level overview of creating and running performance tests.
<b>HP ALM Performance Center Guide</b>	Explains to the Performance Center user how to create, schedule, run, and monitor performance tests. Explains to the Performance Center administrator how to use Lab Management for overall lab resource management, lab settings management, and system configuration.
<b>HP ALM Performance Center Installation Guide</b>	Describes the installation processes for setting up Performance Center Servers, Performance Center Hosts and other Performance Center components.
<b>HP ALM Performance Center Troubleshooting Guide</b>	Provides information for troubleshooting problems while working with HP ALM Performance Center.
<b>HP Performance Center of Excellence Best Practices</b>	Provides best practices for successfully building and operating Performance Centers of Excellence.
<b>HP Performance Monitoring Best Practices</b>	Provides best practices for monitoring the performance of applications under test.

## ALM Best Practices

Guide	Description
<b>HP ALM Database Best Practices Guide</b>	Provides best practices for deploying ALM on database servers.
<b>HP ALM Upgrade Best Practices Guide</b>	Provides methodologies for preparing and planning your ALM upgrade.
<b>HP ALM Business Models Module Best Practices Guide</b>	Provides best practices for working with the Business Models module.
<b>HP ALM Entities Sharing Best Practices Guide</b>	Provides best practices for sharing entities.
<b>HP ALM Project Planning and Tracking Best Practices Guide</b>	Provides best practices for managing and tracking releases.

## ALM API References

Guide	Description
<b>HP ALM Project Database Reference</b>	Provides a complete online reference for the project database tables and fields.
<b>HP ALM Open Test Architecture API Reference</b>	Provides a complete online reference for the ALM COM-based API. You can use the ALM open test architecture to integrate your own configuration management, defect tracking, and home-grown testing tools with an ALM project.
<b>HP ALM Site Administration API Reference</b>	Provides a complete online reference for the Site Administration COM-based API. You can use the Site Administration API to enable your application to organize, manage, and maintain ALM users, projects, domains, connections, and site configuration parameters.

Guide	Description
<b>HP ALM REST API Reference</b>	Provides an online reference for the ALM REST-based API. You can use the REST API to access and work with ALM data.
<b>HP ALM COM Custom Test Type Guide</b>	Provides a complete online guide for creating your own testing tool and integrating it into the ALM environment.
<b>HP ALM .NET Custom Test Type Developer Guide</b>	Provides a complete online guide for creating your own testing tool and integrating it into the ALM environment using a combination of DCOM and .NET classes.



## Additional Online Resources

The following additional online resources are available from the ALM **Help** menu:

Part	Description
<b>Troubleshooting &amp; Knowledge Base</b>	Opens the Troubleshooting page on the HP Software Support Web site where you can search the Self-solve knowledge base. Choose <b>Help &gt; Troubleshooting &amp; Knowledge Base</b> . The URL for this Web site is <a href="http://h20230.www2.hp.com/troubleshooting.jsp">http://h20230.www2.hp.com/troubleshooting.jsp</a> .
<b>HP Software Support</b>	<p>Opens the HP Software Support Web site. This site enables you to browse the Self-solve knowledge base. You can also post to and search user discussion forums, submit support requests, download patches and updated documentation, and more. Choose <b>Help &gt; HP Software Support</b>. The URL for this Web site is <a href="http://www.hp.com/go/hpsoftwaresupport">www.hp.com/go/hpsoftwaresupport</a>.</p> <p>Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract.</p> <p>To find more information about access levels, go to: <a href="http://h20230.www2.hp.com/new_access_levels.jsp">http://h20230.www2.hp.com/new_access_levels.jsp</a></p> <p>To register for an HP Passport user ID, go to: <a href="http://h20229.www2.hp.com/passport-registration.html">http://h20229.www2.hp.com/passport-registration.html</a></p>
<b>HP Software Web site</b>	Opens the HP Software Web site. This site provides you with the most up-to-date information on HP Software products. This includes new software releases, seminars and trade shows, customer support, and more. Choose <b>Help &gt; HP Software Web site</b> . The URL for this Web site is <a href="http://www.hp.com/go/software">www.hp.com/go/software</a> .
<b>Add-ins Page</b>	Opens the HP Application Lifecycle Management Add-ins Page, which offers integration and synchronization solutions with HP and third-party tools.



# Part I

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## Getting Started



# 1

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## Before You Install

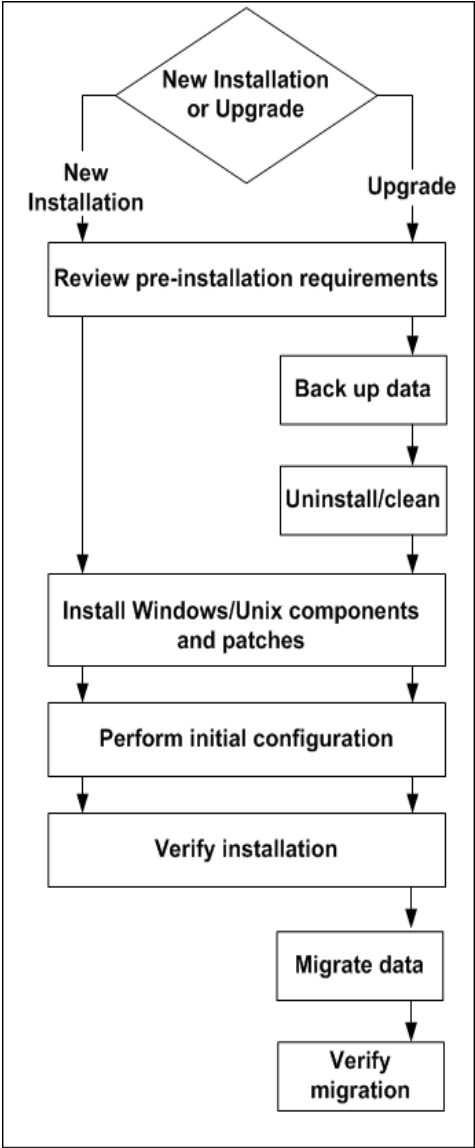
This chapter provides information that will help you prepare for the Performance Center component installations.

**This chapter includes:**

- Installation Flow on page 22
- Performance Center Components and Data Flow on page 23
- System Component Considerations on page 30
- General Pre-installation Considerations on page 34
- Required Services on page 35
- Performance Center Prerequisite Software on page 36

# Installation Flow

The diagram below provides an outline of the steps involved in installing or upgrading to HP ALM Performance Center 11.00.



## Performance Center Components and Data Flow

This section describes the HP ALM Performance Center system.

This section includes:

- "System Advantages" on page 23
- "Architecture and Components" on page 24
- "Applications" on page 25
- "Communication Paths" on page 26
- "Coexistence of Installed Components" on page 28
- "Load Considerations" on page 28

### System Advantages

The ALM Performance Center system offers the following advantages:

- Performance Center leverages all the ALM features.
- The ALM Performance Center system provides an end-to-end process lifecycle.
- The ALM Performance Center system consolidates functional and performance assets.

## Architecture and Components

This section describes the architecture and components of HP ALM Performance Center.

- **ALM Platform.** Provides a platform for core ALM functionality.
  - **ALM Client.** Users log in to ALM (user site), Site Administration (project and user management), or Lab Management from their client machine.
  - **ALM Platform Repository.** Used for file storage.
  - **ALM Platform Database.** Contains a schema per Performance Center project, as well as a separate schema for Lab Management and Site Administration.

For more details about ALM Platform technology, see the *HP Application Lifecycle Management Installation Guide*.

- **HP Performance Center Extension.** Installed on the ALM Platform, enables Performance Center functionality. Creates the Lab Management project where Performance Center administration is managed.
- **HP Performance Center Server.** Hosts the Performance Center Web pages that enable you to design performance tests, configure monitors, reserve testing resources, run and monitor test runs, and analyze test results.
- **Lab Management.** The center for managing Performance Center system configuration (Performance Center Server, licenses, and so on), Performance Center lab resources (hosts, host pools, and so on), project limits, and usage reports.
- **HP Performance Center Hosts.** Used to control performance tests, generate load, and analyze data. Performance Center hosts can be configured as Controllers, load generators, or data processors:
  - **Controller.** The manager of a performance test. The Controller receives scripts, runtime settings, and a list of load generators to use. The Controller issues instructions to the load generators including which scripts to run, how many Vusers to run per script, and scheduler settings. At the conclusion of the test run, the Controller collates the data. There is only one Controller per performance test.



- **Load Generator.** Generate load by running virtual users (Vusers). The Controller dictates the manner in which they start and stop running. There can be any number of load generators for a given test.
- **Data Processor.** Used for analyzing and publishing performance test results.

## Applications

The following standalone applications integrate with your Performance Center system:

- **HP Virtual User Generator (VuGen).** Generates Vusers by recording actions that typical end-users would perform on your application. VuGen records your actions into automated Vuser scripts which form the foundation of your performance tests.
- **HP Analysis.** Provides graphs and reports with in-depth performance analysis information. Using these graphs and reports, you can pinpoint and identify the bottlenecks in your application and determine what changes need to be made to your system to improve its performance.
- **MI Listener.** Needed when running Vusers and monitoring applications over a firewall.
- **Monitors Over Firewall Agent.** Used to monitor servers that are located over a firewall.

Use the diagram and table in the "Communication Paths" and "Load Considerations" sections that follow, to determine which machines to allocate for which performance testing tasks.

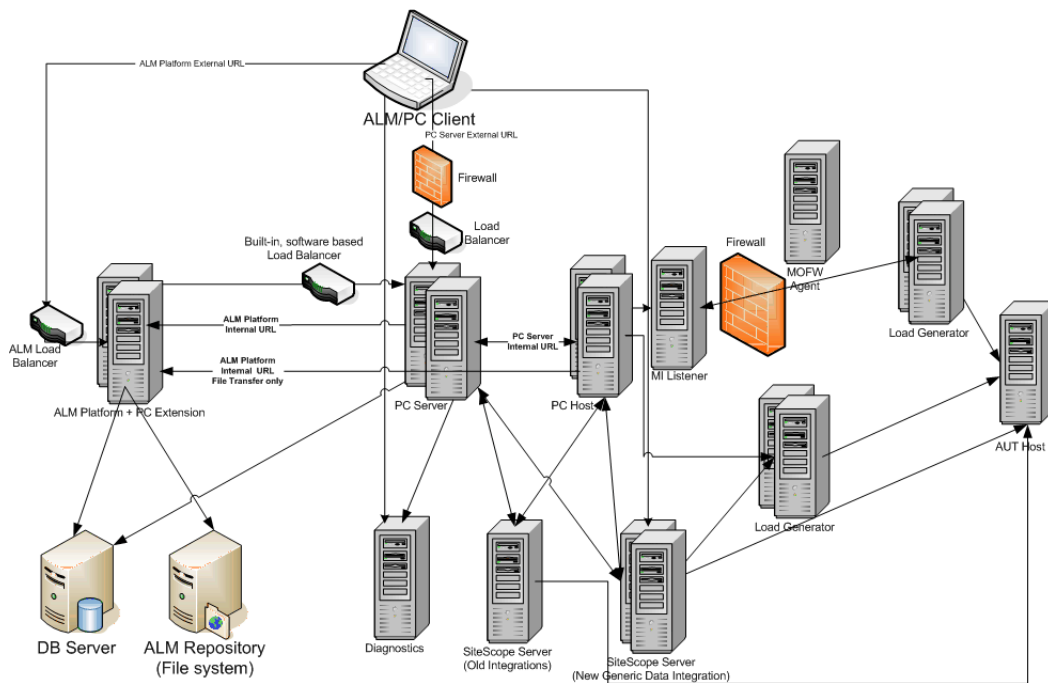
For example, you can combine a number of components that have a light load on a single machine. For details on which components can be installed together, see "Coexistence of Installed Components" on page 28.

## Communication Paths

When installing HP ALM Performance Center, it is important to consider the communication paths between the various components, and their resource demands. This information helps you configure your system to evenly distribute the load, and prevent overloading any particular resource.

When running a performance test, Performance Center components share information with ALM components via a distinct system of communication. Understanding which components communicate with one another and the method of communication is essential for configuring your system.

The following diagram illustrates the communication paths and protocols of the ALM Performance Center system:



The following table displays the connection ports that are opened by default on the various ALM Performance Center components:

Component	Ports
ALM Platform	HTTP (8080/80) *: <ul style="list-style-type: none"> <li>➤ For JBoss Web server: 8080</li> <li>➤ For IIS Web server: 80</li> </ul>
Performance Center Server	HTTP (80) * TCP (3333, 54245)
Performance Center Host	HTTP (8731) TCP (3333, 5001, 5002, 5003, 54245, 54345)
Database	TCP (1433 (SQL)), 1521 (Oracle))
Repository	NetBIOS
Diagnostics Server	HTTP (80, 2006) * TCP (54345)
Standalone Load Generator	TCP (5001, 5002, 5003, 54245, 54345)
MI Listener	HTTP/TCP (443) TCP (50500)
Application under test	Any; HTTP (Random)
SiteScope - Topology	HTTP (8080) *
SiteScope - Monitor Profiles	HTTP (8888) *

\* HTTPS is also supported on this component.

## Coexistence of Installed Components

The following table describes which components can and cannot coexist on the same machine.

<div>Need to install</div> <div>Installed Application</div>	Analysis SA	VuGen SA	LG SA	MOFW	MI Listener	Diagnostics Mediator	Snapshot Viewer	LR	PCS	Host
Analysis SA	--	✔	✔	✔	✖	✖	✔	✖	✖	✖
VuGen SA	✔	--	✔	✔	✖	✖	✔	✖	✖	✖
Load Generator SA	✖	✖	--	✖	✖	✖	✖	✖	✖	✖
MOFW	✖	✖	✖	--	✖	✖	✖	✖	✖	✖
MI Listener	✖	✖	✖	✖	--	✖	✖	✖	✖	✖
Diagnostics Mediator	✖	✖	✖	✖	✖	--	✖	✖	✖	✖
Snapshot Viewer	✔	✔	✖	✖	✖	✖	--	✖	✖	✖
LoadRunner (LR)	✖	✖	✖	✖	✖	✖	✖	--	✖	✖
PC Server (PCS)	✖	✖	✖	✖	✖	✖	✖	✖	--	✖
Host	✖	✖	✖	✖	✖	✖	✖	✖	✖	--
✔ Supported    ✖ Blocked										

## Load Considerations

The following table provides some basic installation considerations for each Performance Center component:

Machine	Quantity in the system	Load Considerations
Performance Center Server	At least two	<p>Heavy load.</p> <p>To balance the load, the ALM Platform has built in load balancing capabilities.</p> <p>For additional load balancing support, you can install multiple Performance Center Servers.</p> <p>For more information on load balancing, see HP Software Self-solve knowledge base article KM1052520 (<a href="http://h20230.www2.hp.com/selfsolve/document/KM1052520">http://h20230.www2.hp.com/selfsolve/document/KM1052520</a>).</p>

Machine	Quantity in the system	Load Considerations
Performance Center Hosts: ► Controller ► Load Generator ► Data Processor	At least one of each	Controller has heavy load. Load generator has medium load. Data processor has medium to high load. It is recommended to designate spare Controllers and load generators for fault-tolerance and high availability purposes. <b>Note:</b> ► You can configure a host as a Controller + Load Generator, but this is not recommended because running Vusers consumes a lot of resources. Running Vusers on the Controller host is only appropriate for performance tests that have a very small number of Vusers. ► You can configure a host as a Controller + Data Processor, but this is not recommended because data processing might consume high amounts of CPU and resources.
MI Listener	At least one, if you are monitoring over a firewall	Medium load. ► Standalone installation is required. ► Cannot exist on a machine running IIS.
Monitor Over Firewall machine	At least one, if you are monitoring over a firewall	Light load. Standalone installation is required.
SiteScope (optional)	One	Light load.

## System Component Considerations

The Performance Center system includes several components. This section provides pre-installation considerations for each of the components.

---

**Note:** For system requirement details for each component, see the *HP Application Lifecycle Management Readme*.

---

- "Performance Center Server" on page 30
- "Performance Center Host" on page 32
- "Standalone Load Generator (Windows)" on page 32
- "Standalone Load Generator (UNIX)" on page 32
- "Standalone VuGen and Standalone Analysis" on page 32
- "MI Listener" on page 33
- "Monitor Over Firewall Machine" on page 33
- "ERP and CRM Mediator" on page 33
- "SiteScope Server" on page 33

### Performance Center Server

- We strongly recommend installing the Performance Center Server on a clean machine with a new image.
- Performance Center Servers conduct Performance Center administration, test design, run operations, monitoring, and the user interface services for these operations. Because performance test run operations create heavy load on the Performance Center Server, we recommend installing **at least two Performance Center Servers** in your system. Using built-in load balancers, calls to and from the ALM Platform are balanced among the Performance Center Servers in a round-robin fashion.
- Before you install the Performance Center Server, you must install Microsoft Internet Information Services (IIS 6/7).

- On all Performance Center Servers using IIS, ensure that the following Web Service Extensions are allowed in IIS:
  - **Active Server Pages**
  - **ASP.NET v2.0.50727**
  - **IIS 6 Management Compatibility**
- On all Performance Center Servers using IIS 6.0, **IWAM\_<machine\_name>** must exist, and must belong to the **Administrators** or **IIS Worker Process** groups.
- During installation of the Performance Center Server, the default Performance Center system user, **IUSR\_METRO** (password **P3rfoRm@1nce**), is created in the **Administrators** user group of the machine. Ensure that there is no security system in place that will remove the system user from the Administrators group.
- If Performance Center is working with an Oracle database, ensure that the Oracle client installed on the Performance Center Server machine is at least the same version as on the Oracle server, and that connectivity is established with the Oracle Server. For details, see "Establishing Connectivity with Oracle" on page 135.
- The Oracle client installation should be compatible with 32-bit operating systems, even if the Performance Center Server is installed on a 64-bit operating system.
- If you install the Oracle client after installing the Performance Center Server, you **must** restart the machine after installing the Oracle client.
- Oracle Monitoring: If you will need to define Oracle monitors, ensure that you install the Performance Center Server in a directory whose path does not include any of the following characters: ( ) ; \* \ / " ~ & ? { } \$ % | < > + = ^ [ ]. For example, on a 64-bit machine, do not install the Performance Center Server in the default installation directory (**C:\Program Files (x86)\...**), as this path includes illegal characters.
- Microsoft Windows Script Host should be version 5.6 or later. To verify the version number, navigate to the **<Windows installation directory>\Windows\system32** directory. Right-click **wscript.exe** and select **Properties**. In the **Version** tab, verify the file version number.

## Performance Center Host

- During installation of Performance Center hosts, a default Performance Center system user, **IUSR\_METRO** (password **P3rfoRm@1nce**), is created in the Administrators user group of the machine. Ensure that there is no security system in place that will remove the system user from the Administrators group.
- Recording VuGen scripts is supported on hosts on 32-bit machines only.

## Standalone Load Generator (Windows)

- You cannot install the Standalone Load Generator on the same machine as the Performance Center Server or Performance Center host.
- If both Standalone VuGen and Standalone Analysis are to be installed on the machine where you want to install the Standalone Load Generator, make sure to install the Standalone Load Generator last.
- During installation of the Standalone Load Generator, the default Performance Center system user, **IUSR\_METRO** (password **P3rfoRm@1nce**), is created in the **Administrators** user group of the machine. Ensure that there is no security system in place that will remove the system user from the Administrators group.

## Standalone Load Generator (UNIX)

- You can install the Standalone Load Generator on a UNIX platform to run Vusers. The UNIX Vusers interact with the Controller that is installed on a Windows machine. For more information, see "Installing HP Load Generator on UNIX" on page 83.

## Standalone VuGen and Standalone Analysis

- If you are installing the Standalone Load Generator on the same machine as Standalone applications (VuGen or Analysis), install the Standalone applications first, and the Standalone Load Generator last.



## MI Listener

- The MI Listener must be installed on a standalone machine.
- The MI Listener cannot be installed on a machine running IIS.

## Monitor Over Firewall Machine

- The Monitor Over Firewall agent must be installed on a standalone machine.

## ERP and CRM Mediator

- The ERP and CRM Mediator must be installed on a machine that resides in the same LAN as the monitored ERP/CRM server, preferably on a dedicated machine. It is not recommended to install the Mediator on a Siebel or Oracle server that is involved in the performance test.

---

**Note:** When using SAP Diagnostics, ensure that a SAPGUI client is installed on the same machine as the ERP/CRM Mediator.

---

- By default, the ERP/CRM Mediator agent is installed to run as a service. After installing the agent, verify that it is running as a service and not as a process. If it is running as a process, you must stop the process and run the agent as a service.
- For information about configuring the ERP/CRM Mediator after installation and using the ERP and CRM Mediator to collect diagnostics data, see the *HP ALM Performance Center Guide*.

## SiteScope Server

- SiteScope is used for monitoring applications.
- Refer to the *HP SiteScope Deployment Guide* for minimum requirements.

## General Pre-installation Considerations

This section includes pre-installation considerations for all Performance Center components.

- Before you begin installing, you should decide which machine is to be used for what purpose. Consider the expected load on each machine when determining which components to install on which machines. For more details, see "Coexistence of Installed Components" on page 28, and "Load Considerations" on page 28.
- Ensure that the server time on the ALM Platform server and Performance Center component machines are synchronized.
- **Default Web Site** must be configured on the machines that have IIS installed on them. To check if this is configured, right-click **My Computer**, and select **Manage**. The Computer Management console opens. Expand the **Services and Applications** node, and check that **Default Web Site** is displayed in the **Internet Information Services** folder. If it is not defined there, you should contact your system administrator or reinstall IIS.
- For standalone installations, you must manually install the prerequisite application, **.NET Framework 3.5 SP1**, from the Performance Center Installation DVD (`..\Setup\Common\dotnet35_sp1`).
- You cannot install Performance Center components on machines with existing LoadRunner installations. Before installing Performance Center, ensure that you have removed any version of LoadRunner from the machine.
- Hyper-Threading must be disabled. Performance Center does not support Intel Hyper-Threading technology. Hyper-Threading can be disabled in the BIOS.
- Ensure that the operating system and the database are both configured for the same language. If not, some texts displayed in Performance Center will be corrupted. For example, if you are working with German, ensure that you are working on a German operating system, and that the database is configured for German.
- **IUSR\_<machine\_name>** must exist on all Performance Center machines.

## Required Services

Before you install Performance Center components, check that the services defined in the table below are running on each component machine and that the startup type for each service is defined as **Automatic**.

---

**Note:** The default settings for running the services on the operating system may differ from one version to another. You should go through all of the services on each machine to ensure that the required services are running.

---

Machine	Services
<b>All Performance Center Servers and Hosts</b>	<ul style="list-style-type: none"> <li>➤ IPSEC Services (for TCP/IP security)</li> <li>➤ NTLM Security support provider</li> <li>➤ Remote Procedure Call (RPC)</li> <li>➤ Management Instrumentation (for Performance Center health check)</li> <li>➤ Event Log (optional— used for debugging)</li> <li>➤ COM+ services (Event System and System application)</li> <li>➤ HTTP SSL (for SSL)</li> <li>➤ System Event Notification (for COM+)</li> </ul>
<b>Performance Center Servers</b>	<ul style="list-style-type: none"> <li>➤ IIS Admin Service (Microsoft Service)</li> <li>➤ Workstation</li> <li>➤ TCP/IP NetBIOS Helper</li> <li>➤ World Wide Web Publishing Service (Microsoft Service)</li> <li>➤ Distributed Transaction Coordinator (MSDTC)</li> </ul>
<b>Performance Center Hosts</b>	<ul style="list-style-type: none"> <li>➤ Remote Registry Service (Windows Service)</li> </ul>

## Performance Center Prerequisite Software

Before you can install Performance Center, some prerequisite software (for example, .NET Framework 3.5 SP1) must be installed on your machine. During installation, Performance Center checks whether the prerequisite software is installed on your machine. Performance Center enables you to automatically install missing software from the Performance Center disk.

The following table provides a list of the prerequisite software and how Performance Center detects whether the software is installed.

Prerequisite Software	Machines	Means of detection
.NET Framework 3.5 SP1	<ul style="list-style-type: none"> <li>➤ All Performance Center machines</li> <li>➤ Standalone VuGen</li> <li>➤ Standalone Analysis</li> </ul>	Searches the registry key: HKLM\Software\Microsoft\NET Framework Setup\NDP\v3.5
Microsoft Data Access Components (MDAC) 2.8 SP1 (or later)	<ul style="list-style-type: none"> <li>➤ All Performance Center machines</li> <li>➤ Standalone VuGen</li> <li>➤ Standalone Analysis</li> </ul>	Searches the registry key: HKLM\Software\Microsoft\Data Access
Microsoft Core XML Services (MSXML) 6.0	<ul style="list-style-type: none"> <li>➤ All Performance Center machines</li> <li>➤ Standalone VuGen</li> <li>➤ Standalone Analysis</li> </ul>	Queries the existence and version of: %systemroot%\system32\msxml6.dll
Microsoft Visual C++ 2008 Redistributable Package (x86)	<ul style="list-style-type: none"> <li>➤ All Performance Center machines</li> <li>➤ Standalone VuGen</li> <li>➤ Standalone Analysis</li> </ul>	Queries the MSI manager for one of the GUIDs below: {A49F249F-0C91-497F-86DF-B2585E8E76B7} {437AB8E0-FB69-4222-B280-A64F3DE22591}

Prerequisite Software	Machines	Means of detection
Microsoft Windows Installer 3.1	<ul style="list-style-type: none"> <li>➤ All Performance Center machines</li> <li>➤ Standalone VuGen</li> <li>➤ Standalone Analysis</li> </ul>	<p>Looks for one of the following:</p> <ul style="list-style-type: none"> <li>➤ Registration of the WindowsInstaller.Installer.com object version 3 or later</li> <li>➤ MSI.dll version 3 or later in the %systemroot%</li> </ul>
Web Services Enhancements (WSE) 3.0 for Microsoft .NET Redistributable Runtime MSI	<ul style="list-style-type: none"> <li>➤ All Performance Center machines</li> <li>➤ Standalone VuGen</li> <li>➤ Standalone Analysis</li> </ul>	<p>Queries the MSI manager for the GUID:</p> <p>{E3E71D07-CD27-46CB-8448-16D4FB29AA13}</p>
Web Services Enhancements (WSE) 2.0 SP3 for Microsoft .NET Redistributable Runtime MSI	<ul style="list-style-type: none"> <li>➤ All Performance Center machines</li> <li>➤ Standalone VuGen</li> <li>➤ Standalone Analysis</li> </ul>	<p>Runtime installation GUID {F3CA9611-CD42-4562-ADAB-A554CF8E17F1}</p> <p>Full installation GUID {6F 396FFB-CC3A-4335-BC0B-2AEF38F4492C}</p>
Internet Information Services (IIS)	<ul style="list-style-type: none"> <li>➤ Performance Center Server</li> </ul>	<p>HKLM\SOFTWARE\Microsoft\IIS\IIS</p> <p>Looks for both Major and Minor numbers.</p> <p>Supports versions 6.0, 5.1, and 5.0</p>
Strawberry Perl 5.10.1	<ul style="list-style-type: none"> <li>➤ Standalone VuGen</li> </ul>	<p>Queries the MSI manager for the GUID:</p> <p>{C977182F-221A-337A-B681-963808E0023A}</p>



# Part II

---

## Installation and Configuration





# 2

---

## Installing HP ALM Performance Center

This chapter describes how to install HP ALM Performance Center 11.00 components.

**This chapter includes:**

- Installation Flow on page 42
- Installing HP Application Lifecycle Management on page 44
- Deploying the Performance Center Extension on page 45
- Installing and Configuring Performance Center Servers and Hosts on page 48
- Installing the Performance Center Server and Host Patch on page 64
- Installing the Performance Center Language Pack on page 67
- Initial Performance Center Manual Configuration on page 67
- Silent Installation of Performance Center on page 72
- Setting Up the Silent Configuration on page 79
- Installing Standalone Components (Windows) on page 80
- Installing HP Load Generator on UNIX on page 83
- Installing Additional Components on page 98
- Repairing the Performance Center Installation on page 101
- Uninstalling Performance Center Components on page 102

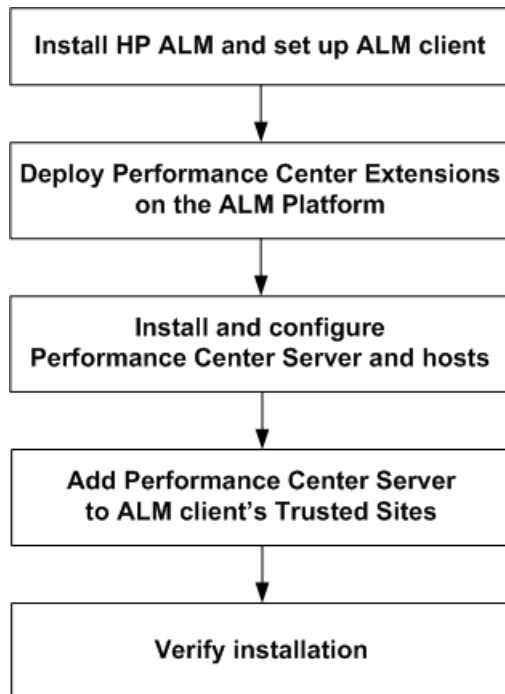
## Installation Flow

This section describes the steps required to install HP ALM Performance Center 11.00 components and patches.

---

**Note:** To install HP ALM Performance Center 11.00 components, you must have full local administrative rights on the designated machines.

---



To install HP ALM Performance Center:

- 1** Install Performance Center components and patches according to the following checklist:

✓	Component	Action	New Installation	Patch Installation	Page
	ALM Platform	Install ALM Platform	✓	X	44
		Install ALM latest patch	✓	✓	44
		Install Performance Center extension - Patch 02	✓ (batch file)	✓ (deploy tool)	45
	Performance Center Server	Install Performance Center Server	✓	X	48
		Install Performance Center Server - Patch 02	✓	✓	64
		Optional: Install Performance Center language pack (for localized ALM versions)	✓	✓	67
	Performance Center Hosts	Install Performance Center host	✓	X	48
		Install Performance Center host - Patch 02	✓	✓	64
		Optional: Install Performance Center host language pack (for localized ALM versions)	✓	✓	67
	Standalone Components (optional)	Install Performance Center Standalone applications (Windows)	✓	X	80
		Install Performance Center Standalone applications - Patch 02 (Windows)	✓	✓	82
		HP Load Generator on UNIX - Patch 02	✓(Patch 02 version only)	✓(must uninstall first)	83

- 2 Ensure that the ALM client browser's Trusted Sites list includes Performance Center Server.**

For details, see step 19 on page 64.

- 3 Verify that the installation was successful.**

For details, see Chapter 3, "Post Installation Verification."

## Installing HP Application Lifecycle Management

As a prerequisite to installing HP ALM Performance Center 11.00 components, you must install HP Application Lifecycle Management 11.00 and the latest patch.

### To install HP Application Lifecycle Management 11.00:

- 1** Install the appropriate version of HP ALM for your system (Windows/UNIX/localized). For details on installing HP ALM 11.00, refer to the *HP Application Lifecycle Management Installation Guide*, or the documentation for the localized ALM version with which you are working.

---

**Note:** Ensure that the ALM Platform is installed on a certified operating system. Consult the ALM Platform System Configurations section of the HP ALM Readme for a full list of recommended and supported operating systems for HP ALM Performance Center.

---

- 2** Install the latest HP ALM Patch on the ALM Platform machine. (HP ALM Patch 01 is a minimum requirement.) For details, see the relevant HP ALM Patch Readme.
- 3** Set up the HP ALM client machine with the correct browser configuration. For details, refer to the *HP Application Lifecycle Management Installation Guide*.

## Deploying the Performance Center Extension

This section describes the steps required to deploy the Performance Center extension on the ALM Platform. Installing the extension enables you to create Performance Center projects with Performance Center entities, such as monitors, scripts, performance tests. It also creates the Lab Management project (LAB\_PROJECT), enabling you to define Performance Center lab resources and perform all Performance Center administration.

---

### Note:

- **New installation:** If the Performance Center 11.00 release version extension is not yet installed on your system, do not install it. Follow the procedure below to deploy the latest version of the extension for a new installation.
  - **Patch installation:** If the Performance Center 11.00 extension is already installed on your system, follow the procedure on page 46 to deploy the latest version.
  - **UNIX installation:** For an ALM Platform installed on a UNIX system, follow the procedure on page 47 to deploy the extension.
- 

### To deploy the Performance Center extension for a new installation:

- 1** On the ALM Platform server, navigate to the relevant folder for your system in the Patch 02 installation package (for English or ALM localized version), and run the **runPcQcConfigurator.bat** installation file.
- 2** The wizard opens, displaying the Performance Center extensions that will be deployed. Click **Next**.
- 3** The wizard displays the deployment progress. The deployment may take some time. When the deployment is complete, click **Next**.
- 4** Upon successful deployment, select **Start JBoss** to start the JBoss service.
- 5** Click **Finish** to exit the Deployment wizard.
- 6** The configuration tool opens. This tool creates the Lab Management schema (LAB\_PROJECT project) in ALM. Click **Next**.

- 7 To connect to the ALM Platform, provide the ALM Platform internal URL, and the user name and password of the ALM Site Administrator. Click **Next**.
- 8 Specify Site Administration database details, according to the following guidelines:
  - The database server name must be the same database on which the Site Administration database was created.
  - The database server name must be listed in the Site Administration **DB Servers** tab.
- 9 The tool confirms the successful creation of Lab Management in ALM. Click **Finish** to exit the Configuration tool.

To verify the creation of Lab Management:

- Open your Web browser and type your ALM URL `http://<ALM Platform server name>[:port number]/qcbn`. Click the **Lab Management** link, and enter your credentials to log in.
- View the log file:
  - **Win 2003:** `c:\Documents and Settings\All Users\Application Data\HP\PC\log\PcQcConfiguratorLog_<Time>.log`
  - **Win 2008:**  
`c:\ProgramData\HP\PC\log\PcQcConfiguratorLog_<Time>.log`

**To deploy the patch on the Performance Center extension:**

- 1 On the ALM Platform server, select **Programs > HP ALM Platform > Extension Deployment Tool > Deploy**. The Extension Deployment Wizard opens.
- 2 Click **Add**, and browse to the location of the Performance Center Extension files. Two files are available for deployment: The Lab Management (**PCLAB.qcx**) and the Performance Center project (**PCPROJECT.qcx**) extension files.
- 3 Add both the **PCLAB.qcx** and the **PCPROJECT.qcx** files and click **Open**. Then click **Next**, and then **Next** again to deploy the patch on the Performance Center Extension. **Note:** You must deploy both extension files at the same time to ensure a successful deployment.

**To deploy the extension on a UNIX system:**

- 1 On the ALM Platform server, locate the relevant extension folder for UNIX in the Patch 02 installation package, and run the following command in console mode:

```
runPcQcConfigurator.sh <DB Server name> <ALM Platform URL>
<ALM Site Administrator user> <ALM Site Administrator user
password>
```

according to the following guidelines:

- The database server name must be the same database on which the Site Administration database was created.
- The database server name must be listed in the Site Administration **DB Servers** tab.
- The ALM Site Administrator user password is not required if a password is not defined for the user.

The installation procedure copies the extension files, and the console displays the deployment progress.

- 2 If you are working with an application server other than JBoss, you are prompted to manually deploy the **qcbn.war** file, located in **/var/opt/HP/ALM/deployment**. The following options display:
  - **1 to continue:** The installation process creates the Lab Management schema (LAB\_PROJECT project) in ALM. **Note:** If you continue before completing manual deployment, LAB\_PROJECT creation fails.
  - **2 to exit:** If you cancel the process in order to manually deploy the application data, you must rerun the script file in step 1.
- 3 Upon completion, the console displays a message confirming the successful creation of Lab Management in ALM.

To verify the creation of Lab Management:

- Open a Web browser and type your ALM URL `http://<ALM Platform server name>[:port number]/qcbn`. Click the **Lab Management** link, and enter your credentials to log in.
- View the log file, located in **/var/opt/HP/PC/log**.

## Installing and Configuring Performance Center Servers and Hosts

This section describes how to install and configure the Performance Center Server and Performance Center hosts.

---

**Note:** If you are upgrading to HP ALM Performance Center 11.00 from an earlier version of Performance Center, follow the instructions in Chapter 5, "Upgrading to HP ALM Performance Center 11.00."

---

### Pre-Installation Considerations:

- Before you install the Performance Center components, review the pre-installation information, described in Chapter 1, "Before You Install."
- To install a Performance Center Server or Performance Center host, you must have full local administrative rights on the designated machine.
- If the Performance Center installation directory is located on a network drive, it is recommended to map the network drive before you run the installation.
- To enable running the installation from a network location, make sure that the network location path is added to the Trusted Sites of the machine on which you are running the installation.
- If you are installing a Performance Center Server or Performance Center host using a Remote Desktop connection (RDP), you must install through the console.
- If you are working with an Oracle database, ensure that the Oracle client is installed on the Performance Center Server (with **Administrator** installation type), and that connectivity has been established with the Oracle Server. Ensure that the **tnsnames.ora** file contains the same TNS entry for the source and target database server.
- The Performance Center Server and the Performance Center host cannot be installed on the same machine.



To install a Performance Center Server or Performance Center host:

**1 Launch the Performance Center installer.**

Insert the HP ALM Performance Center installation disk and run **setup.exe** (<installation disk root directory>\setup.exe).

**2 Select an installation option.**

The setup program starts and displays the installation menu page.



Select one of the following options:

- **Performance Center Server**
- **Performance Center Host**

---

**Note:** If you know in advance that a particular host machine is to be used as a load generator only, we recommend that you install the Standalone Load Generator for the following reasons:

- The installation requires less disk space
- Moving the Load Generator's setup files is less time consuming than moving the setup files of the Performance Center Host

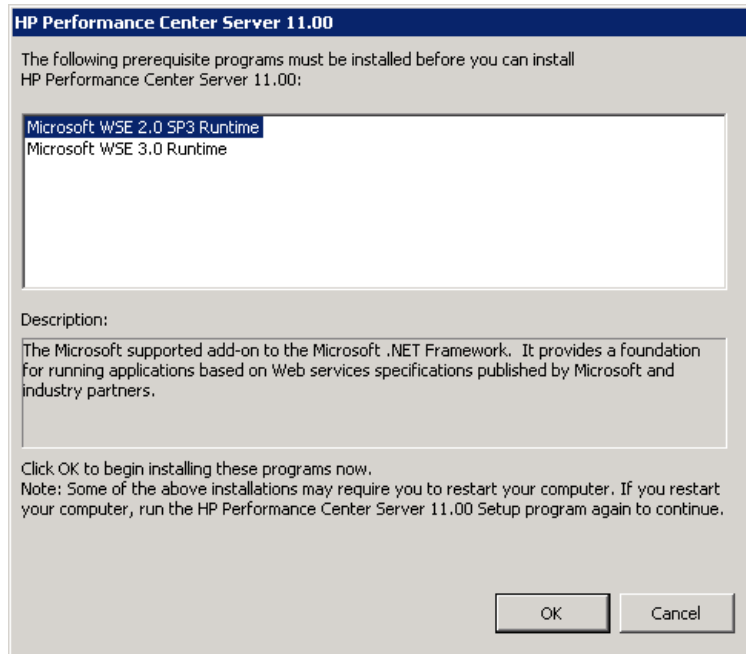
For details on installing the Standalone Load Generator, see "Installing Standalone Components (Windows)" on page 80.

To install a load generator on UNIX, see "Installing HP Load Generator on UNIX" on page 83.

---

### 3 If necessary, install prerequisite software.

Some prerequisite software (for example, .NET Framework 3.5 SP1) must be installed on the machine before installing the Performance Center component. If any of the prerequisite software is not already installed on the machine, the following dialog box opens:



Click **OK** and follow the on-screen instructions to install the prerequisite software before continuing with the Performance Center component installation. You cannot continue with the Performance Center component installation unless all the prerequisite software is installed.

For a full list of prerequisite software, see "Performance Center Prerequisite Software" on page 36.

**Note:**

- **Performance Center Server installation:** If Microsoft Internet Information Services (IIS) 6/7 is listed on this page, you must close the installation, install IIS, and start the installation again.
- If you are installing the Performance Center Server on the Windows 2008 R2 Operating System, you must install Static Content as part of IIS installation. In Server Manager > Roles > Web Server (IIS), select **Static Content**.
- If you are working with Windows 2008 64-bit R2 Operating System, you must install .NET Framework 3.5 SP1 from the Server Manager Feature list.
- If you are prompted to restart the machine after installing the prerequisite software, you must do so before continuing with the installation.

After rebooting the machine, run **setup.exe** again to continue with the installation. If the installation continues from where it left off before rebooting, we recommend starting the setup again—the installer will detect the installed prerequisites and continue with the installation.

---

**4 Start the installation.**

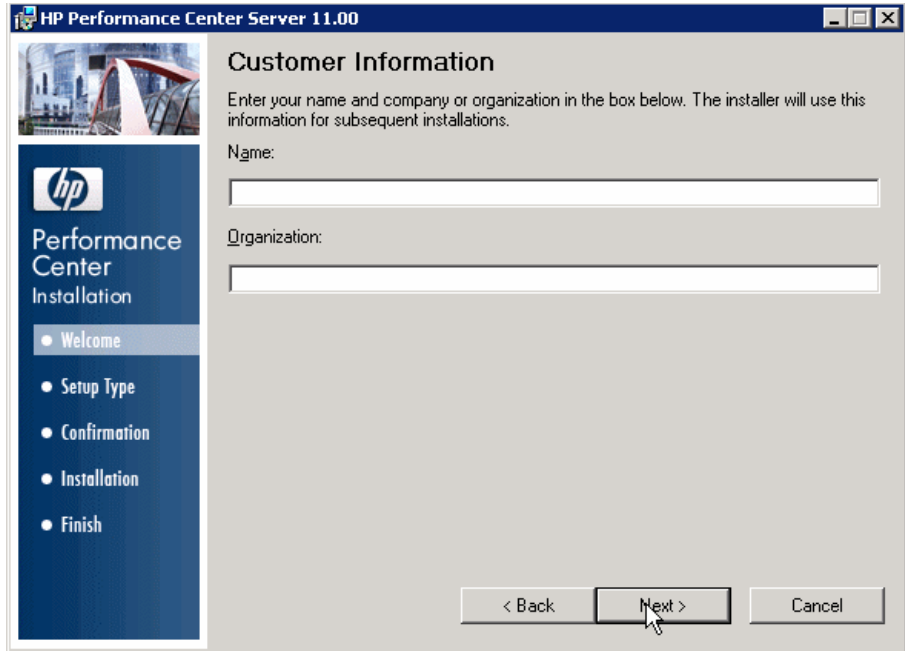
The Performance Center Setup Wizard opens, displaying the Welcome page for the relevant Performance Center component. Click **Next**.

**5 Review the License agreement.**

To accept the terms of the license agreement, select **I Agree**. Click **Next**.

## 6 Register your customer information on your computer.

On the Customer Information page, enter your name and organization name, and click **Next**.

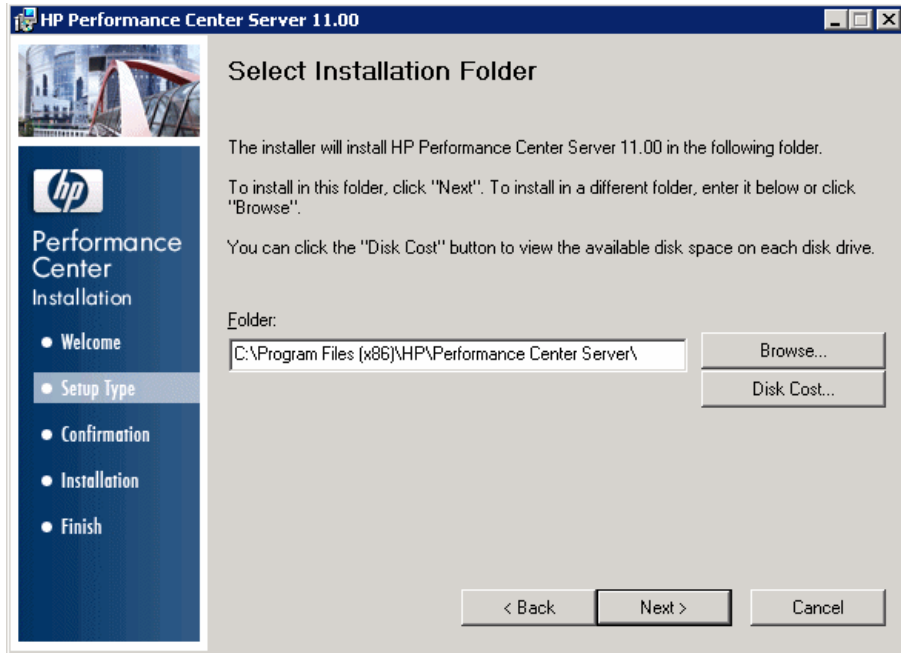


The screenshot shows the 'Customer Information' window of the HP Performance Center Server 11.00 installer. The window has a title bar with the text 'HP Performance Center Server 11.00'. On the left side, there is a vertical navigation pane with the HP logo and the text 'Performance Center Installation'. Below this, there is a list of steps: 'Welcome' (highlighted), 'Setup Type', 'Confirmation', 'Installation', and 'Finish'. The main area of the window is titled 'Customer Information' and contains the instruction: 'Enter your name and company or organization in the box below. The installer will use this information for subsequent installations.' Below this instruction, there are two input fields: 'Name:' and 'Organization:'. At the bottom right of the window, there are three buttons: '< Back', 'Next >' (which is highlighted with a mouse cursor), and 'Cancel'.

## 7 Select an installation folder.

Specify the location in which to install the Performance Center component. To browse possible locations, click the **Browse** button, select a location, and click **OK**.

To check required and available disk space on each drive, click **Disk Cost**.

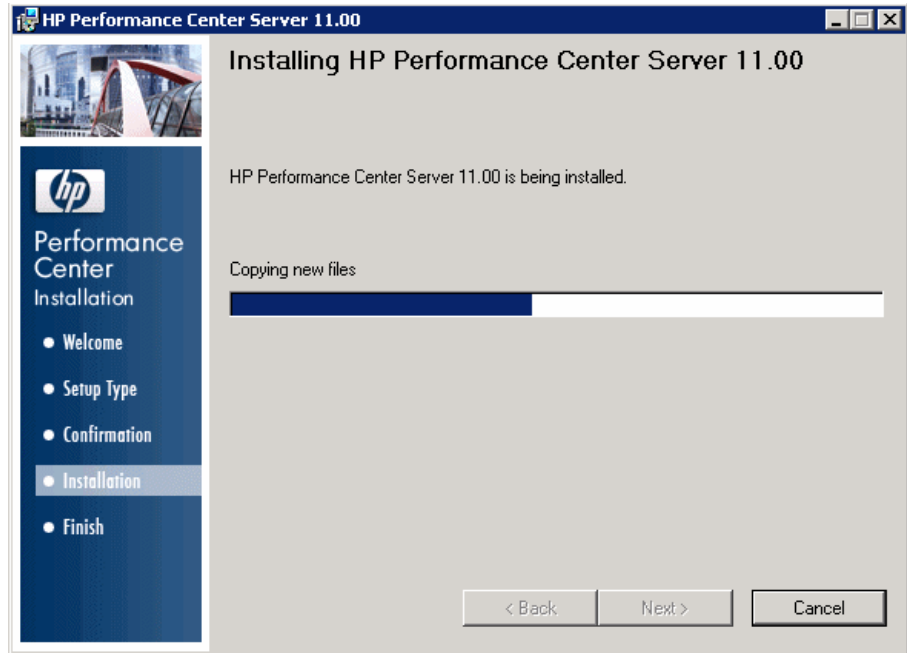


Click **Next**.

## 8 Start the installation process.

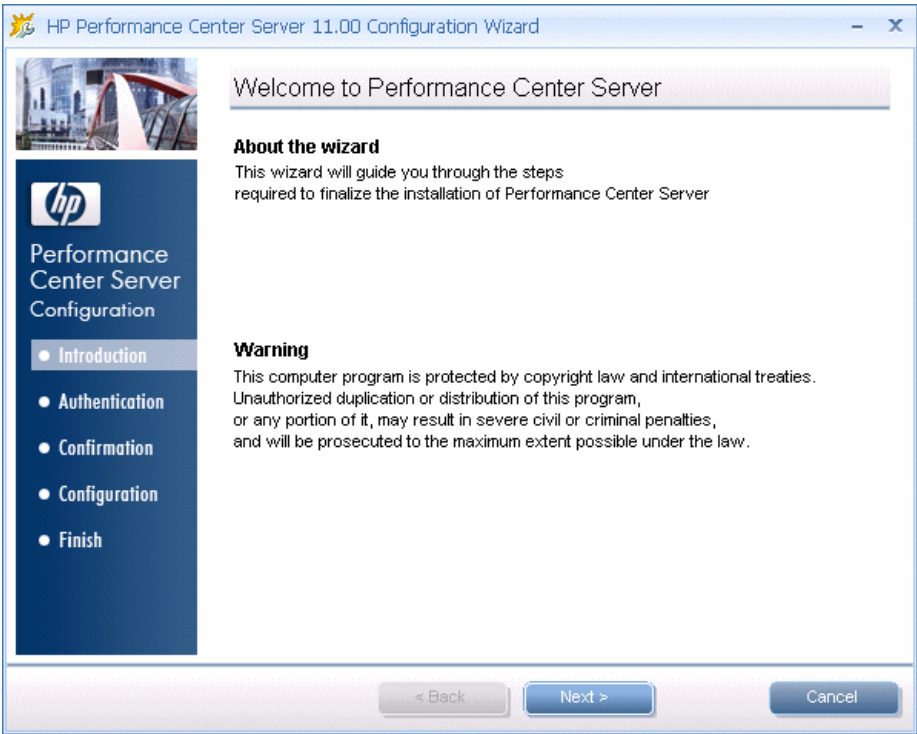
The wizard prompts you to confirm the details and start the installation. To review or change any settings, click **Back**.

Click **Next** to start the installation. The wizard displays the installation progress.



9 Upon completion of the installation, configure the component.

The Welcome page of the Configuration wizard opens.



Click **Next**.

Click **Next** again to start the background configuration. The wizard displays the progress bar as it performs the following configurations on the relevant component:

Configuration	PC Server	PC Host
Copies and registers files on the machine	Yes	Yes
Creates the Performance Center system user, <b>IUSR_METRO</b> (default password: <b>P3rfoRm@1nce</b> ), and adds it to the machine's Administrators group.  For information about changing the system user, see the <i>HP ALM Performance Center Guide</i> .	Yes	Yes



Configuration	PC Server	PC Host
Configures DCOM objects	Yes	Yes
Adds the Performance Center path to the environment variables	Yes	Yes
Installs Performance Center services <ul style="list-style-type: none"> <li>➤ DataCollectionAgent</li> <li>➤ RemoteManagement Agent Service</li> </ul>	Yes	Yes
Installs Performance Center services <ul style="list-style-type: none"> <li>➤ Performance Center Agent Service</li> <li>➤ Performance Center Load Testing Service</li> </ul>	--	Yes
Configures IIS: <ul style="list-style-type: none"> <li>➤ Creates virtual directories and application pools</li> <li>➤ Configures IIS application pools to work as 32-bit application pools</li> </ul> IIS6: <ul style="list-style-type: none"> <li>➤ Installs extensions (if not already installed): ASP .Net 2.0, Active Server Pages, and enables them</li> </ul> IIS7: <ul style="list-style-type: none"> <li>➤ Enables Windows communication foundation</li> <li>➤ Adds rules: Web-ASP, Web-Asp-Net</li> </ul>	Yes	--

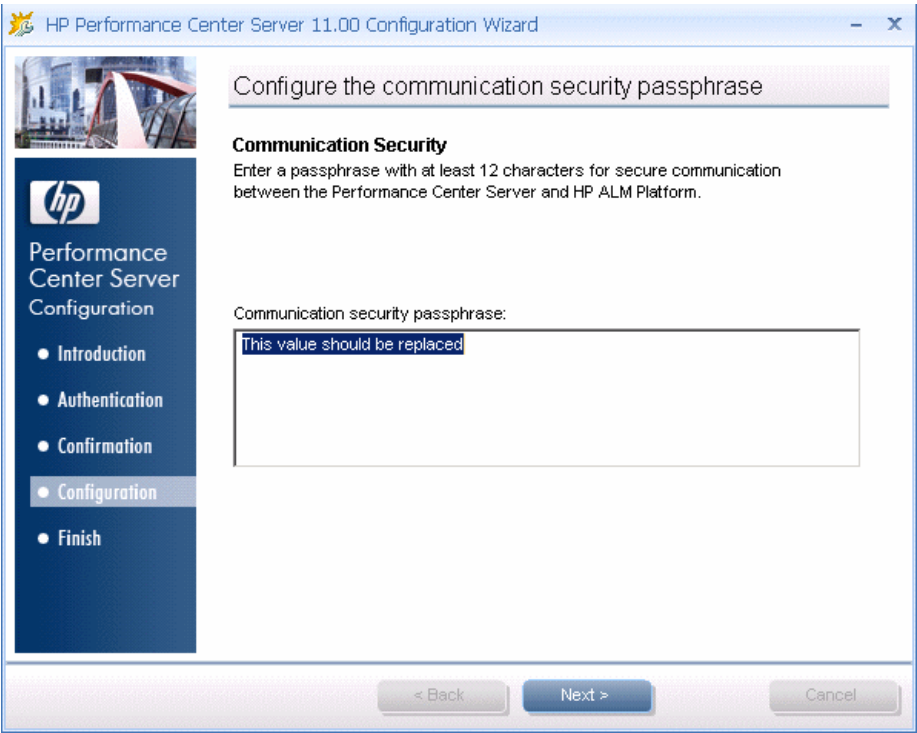
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Next Step:

- For Performance Center Server configuration, continue with step 10 on page 58.
  - For Performance Center Host configuration, proceed with step 15 on page 63.
-

**10 Performance Center Server only: Enter the Communication Security passphrase.**

Enter the Communication Security passphrase for secure communication between the Performance Center Server and the ALM Platform. This must be identical to the passphrase defined during the ALM Platform installation. You can view the passphrase in **Site Administration > Site Configuration** tab > **COMMUNICATION\_SECURITY\_PASSPHRASE** parameter. For more details, refer to the *HP Application Lifecycle Management Administrator Guide*.



Click **Next**.

## 11 Performance Center Server only: Configure the internal connection to the ALM Platform.

---

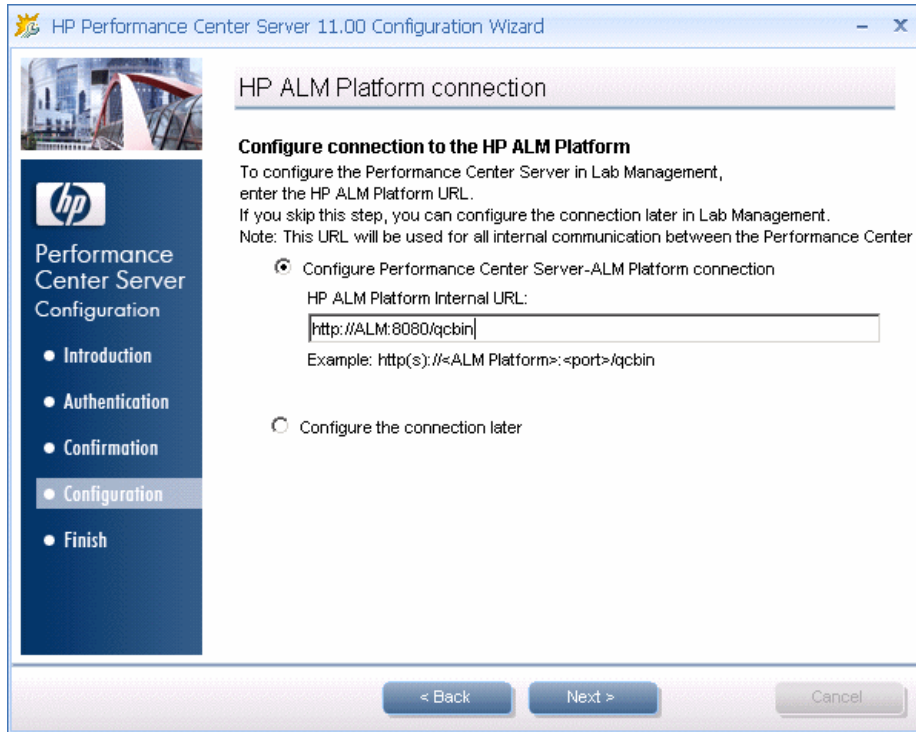
### Note:

In the following steps (steps 11 through 14), the wizard enables you to configure the Performance Center Server and license details in Lab Management. You can skip these steps and configure these details manually before you start working with ALM Performance Center. For details, see "Initial Performance Center Manual Configuration" on page 67.

To successfully configure these details, the Performance Center Server patch level must match the ALM patch level. If ALM Patch 01 or Patch 02 is already installed on the ALM Platform, there is a mismatch between the ALM patch level and the Performance Center Server patch level. Therefore, you cannot successfully configure these details at this stage. To skip these steps and configure later, select **Configure the connection later**.

---

In this step, enter an internal URL that is to be used for all internal communication between the Performance Center components and the ALM Platform.



Enter the internal URL using the following format:

```
http://<ALM_Platform>:8080/qcbin
```

where <ALM Platform> is a logical name for the ALM Platform server.

**For SSL connectivity** with the ALM Platform, the internal URL must begin with **https://**, for example:

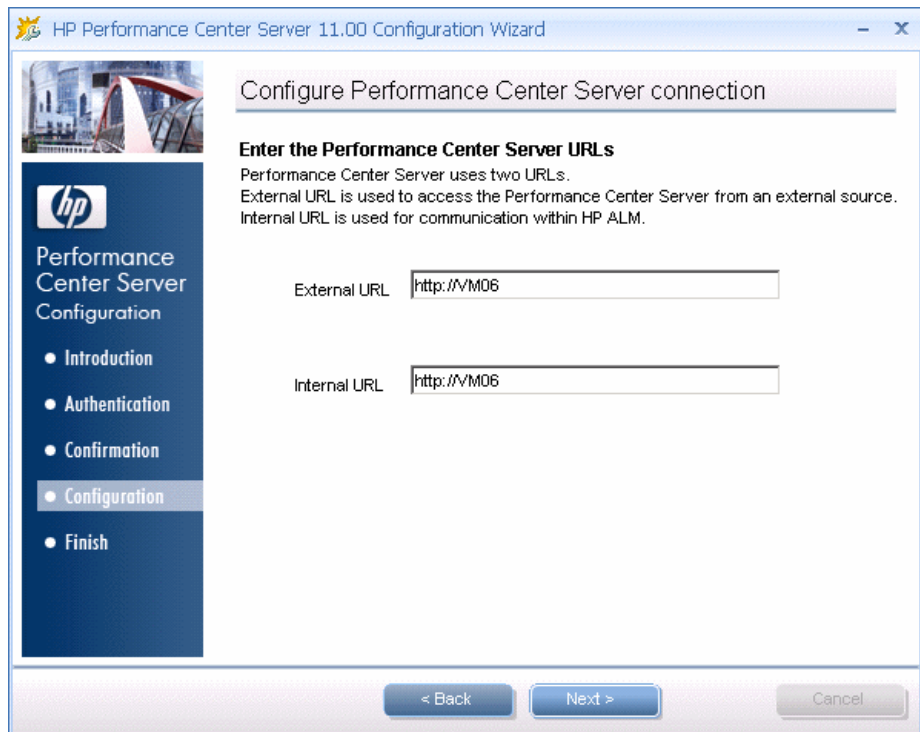
```
https://myalmp:8080/qcbin
```

**Note:** If JBoss on the ALM Platform is configured with a non-default port, then the internal URL you enter above must reflect the updated port.

Alternatively, select **Configure the connection later**.

Click **Next**. If you chose to configure the connection later, continue with step 16 on page 63.

## 12 Performance Center Server only: Add the Performance Center Server to ALM.



Enter the Performance Center Server URLs:

- **External URL.** The URL used to connect to the Performance Center Server from an external source.
- **Internal URL.** The URL used to connect to the Performance Center Server from within ALM.

---

**Note:** If IIS on the Performance Center server is configured with a non-default port, then the URLs you enter above must reflect the updated port.

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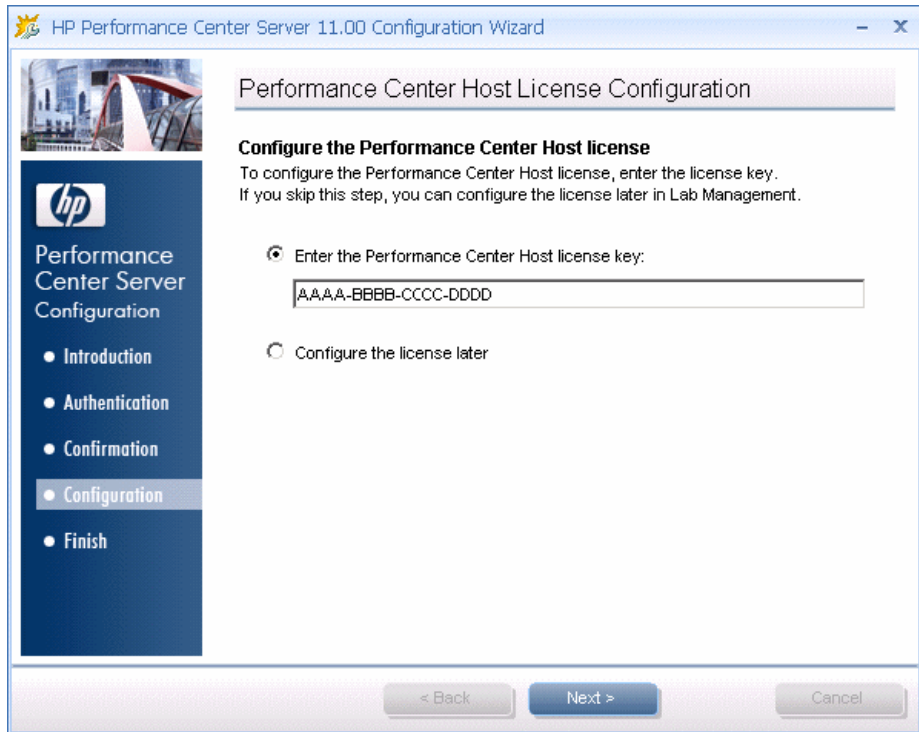
### 13 Performance Center Server only: Register the Performance Center license in ALM.

Enter the Performance Center license key, and click **Next**.

The screenshot shows the 'HP Performance Center Server 11.00 Configuration Wizard' window. The title bar includes the HP logo and the text 'HP Performance Center Server 11.00 Configuration Wizard'. The window is divided into a left sidebar and a main content area. The sidebar, titled 'Performance Center Server Configuration', contains a list of steps: Introduction, Authentication, Confirmation, Configuration (which is highlighted with a blue background), and Finish. The main content area is titled 'Performance Center License Configuration' and contains the heading 'Configure the Performance Center license'. Below this heading, a text box explains: 'To configure the Performance Center license, enter the license key. If you skip this step, you can configure the license later in Lab Management.' There are two radio button options: 'Enter the Performance Center license key:' (which is selected) and 'Configure the license later'. The selected option has a text input field containing the placeholder 'A.AAA-BBBB-CCCC-DDDD'. At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'.

**14 Performance Center Server only: Register the Performance Center Host license in ALM.**

Enter the Performance Center host license key, and click **Next**.

**15 Confirm configuration changes.**

The wizard prompts you to confirm the configuration of the Performance Center Server or host. Click **Next**.

**16 Close the configuration wizard and continue with installation.**

When the configuration is complete, the wizard confirms the configuration status. Click **View Summary** to view a summary of the configuration.

Click **Finish** to exit the Configuration wizard.

**17 Complete the installation process.**

The Installation wizard, which remained open during the configuration, now displays the installation status. Click **Finish** to exit the Installation wizard.

**18 Exit the Performance Center Installer.**

On the Performance Center installation menu page, click **Exit**.

---

**Note:** If prompted, restart the computer.

---

**19 Add the Performance Center Server to the Trusted Sites of the ALM client browser.**

Ensure that the Performance Center Server is listed in the Trusted Sites of the ALM client browser.

- a** In Internet Explorer, select **Tools > Internet Options**. The Internet Options dialog box opens.
- b** In the **Security** tab, select **Trusted Sites**, and click **Sites**.
- c** If you are not using SSL, ensure that the **Require Server verification (https:) for all sites in this zone** option is not selected.
- d** In the **Add this website to the zone** box, enter the Performance Center Server internal URL, and click **Add**.

## **Installing the Performance Center Server and Host Patch**

The section describes how to install the Performance Center patch on the Performance Center Server and Performance Center hosts.

**To install the patch on the Performance Center Server:**

On the Performance Center Server, run the **qfe.msp** patch installation file and follow the onscreen installation and deployment instructions.





**To install the patch on Performance Center hosts:**

There are two alternate methods of installing the patch on the hosts: direct installation or remote installation.

**Direct installation.** You install the patch directly on the host. To install the patch, on the host, run the **qfe.msp** patch installation file and follow the onscreen installation and deployment instructions.

**Remote Installation.** You install the patch on the host remotely from Lab Management. The advantage of this installation method is that it allows you to install the patch on more than one host simultaneously.

To install the patch remotely, perform the following steps:

- 1** Prerequisite step: On the host that you intend to use the remote installation method, make sure that the **Remote Procedure Call (RPC)** service is started, as follows: Select **Start > Run** and type **services.msc**. Then in the **Services** window, locate **Remote Procedure Call (RPC)** and verify that its status is **Started**. If the status is not started, right-click it and select **Start**.
- 2** Log in to Lab Management.
- 3** On the Lab Management sidebar, under **Lab Settings**, select **Patches**.
-  **4** Click the **New Patch** button. The Select Patch dialog box opens.
- 5** Navigate to the location of the patch file, and click **Open**. The New Patch dialog box opens.
- 6** Enter the details for the new patch and click **OK**. The patch is added to the system and appears in the Patches grid. For an explanation of the New Patch dialog box fields, see the “Patch Management” chapter in the *HP ALM Performance Center Guide*.
- 7** On the Lab Management sidebar, under **Lab Resources**, select **Hosts**.
-  **8** Click the **New Host** button. The New Host dialog box opens.
- 9** Enter the details for the host on which you will install the patch. Then click **OK**. For an explanation of the New Host dialog box fields, see the “Lab Resource Management” chapter in the *HP ALM Performance Center Guide*.

---

**Note:**

- When adding the Performance Center host, its version must be the same as the Performance Center Server installed version. Therefore, in order to add the host and then install the patch from Lab Management, you must define its status as **Unavailable**.
  - If the host is not added successfully, make sure that the Performance Center Load Testing Service is running on the host: Select **Start > Run**, and type **services.msc**. The Services window opens. Verify that the Performance Center Load Testing services is started.
- 

- 10** Right-click the host in the grid on which you want to install the patch and select **Install Patch**. To view the installation progress, in Lab Management select **Tools > Task Manager**.
- 

**Tip:** You can install the patch on multiple hosts simultaneously. To select multiple hosts, hold down the CTRL key on your keyboard while selecting the hosts.

---

- 11** When the patch installation process is complete, on the Lab Management sidebar, under **Lab Resources** select **Hosts**. Select the host on which you installed the patch, and click **Reconfigure Host**.

- 12** Verify the patch installation:

- In the host's event log, verify that the patch installation was successful. For more information about the Event Log, see the *HP ALM Performance Center Guide*.
- You can also verify that patch was installed on the host in **Control Panel > Add or Remove Programs** or **Control Panel > Programs and Features > View Installed Updates** on the host machine.

## Installing the Performance Center Language Pack

If you are working with a localized version of HP ALM, you can install the Performance Center language pack on the Performance Center Server and hosts. The language pack is available as part of the patch installation package.

### To install the language pack:

On the Performance Center Server or host, run the relevant **qfe.msp** language pack file, and follow the onscreen installation and deployment instructions.

## Initial Performance Center Manual Configuration

After the Performance Center Server installation, the Performance Center Server Configuration wizard runs. If you chose to skip any of the configuration wizard steps, you must perform the configuration manually before you can use the product.

This section describes how to perform the initial configuration manually in Lab Management.

---

**Note:** Alternatively, you can manually run the HP ALM Performance Center Server Configuration tool located on the Performance Center Server. (**Start > Program Files > HP Performance Center Server > Tools > HP Performance Center Server Configuration Wizard**).

---

If you provided all the required details during the configuration, and did not skip any of the configuration wizard steps, proceed with "Adding Performance Center Hosts" on page 71.

This section includes:

- "Logging In to Lab Management" on page 68
- "Adding the Performance Center Server to the System" on page 68

- "Setting the License Keys" on page 70
- "Adding Performance Center Hosts" on page 71

## Logging In to Lab Management

All Performance Center administration tasks are done in Lab Management.

### To log in to Lab Management:

- 1** Open the Web browser and type the ALM URL  
http://<ALM server name>[:port number]/qcbn.  
  
The ALM Options window opens.
- 2** Click **Lab Management**, enter the user name and password of a Site Administrator, and click **Login**.

## Adding the Performance Center Server to the System

To use the Performance Center Server, it must be defined in ALM.

---

**Note:** From a performance and fault tolerance perspective, it is strongly recommended to define at least two Performance Center Servers.

---

### To define the Performance Center Server:

- 1** Log in to Lab Management. See "Logging In to Lab Management" on page 68.
- 2** On the Lab Management sidebar, under **Lab Settings**, select **PC Servers**.

**3** For each Performance Center Server:

- a** In the PC Servers module, click **New PC Server**.
- b** Enter the details of the Performance Center Server as follows:

---

**Note:** To allow for proper communication between the ALM Platform and Performance Center servers, make sure that you validate the correct internal and external URLs of the Performance Center Servers. The internal URL must be accessible from within the ALM Platform and the Performance Center Servers. The external URL can include the relevant port, unless it was defined as part of the URL.

---

- **Name.** The name of the Performance Center Server.
- **External URL.** The URL for accessing the Performance Center Server from external sources.
- **Internal URL.** The URL for accessing the Performance Center Server from within the system. For example, the Performance Center Server and the ALM Platform communicate with each other through this URL.
- **Status.** Make sure that the Performance Center Server's status is **Operational** so that the ALM Platform and other Performance Center components can access it.

## Setting the License Keys

After you add the Performance Center Server to ALM, you are required to enter the Performance Center license and the Performance Center host license keys.

- The **Performance Center license** enables you to use the product and run load tests. This license determines the number of performance tests that you can run concurrently, and the total number of Vusers available for the performance tests.
- The **Performance Center Host license** defines the Vuser protocols, monitors, and modules that are available on each host machine. This license also determines the number of Vusers available per protocol.

To set the license keys:

- 1 On the Lab Management sidebar, under **Lab Settings**, select **License**.



- 2 In the **Performance Center Licenses** section, click **New PC License** and enter the Performance Center license key.



- 3 In the **Host Licences** section, click **Add Host License** and enter the Host license key. Click **OK** to set the new host license key. Performance Center checks the validity of the license key, and closes the dialog box.

If valid, the host license is updated on all the relevant host machines.

The license is not updated on the following machines as they do not require a host license:

- Standalone load generators on Window platforms
- Standalone load generators on UNIX platforms

## Adding Performance Center Hosts

To work with the Performance Center hosts, you must first add them to ALM. To add a host, you must first define the host's location in ALM. If the host is a load generator over a firewall, you must define the MI Listener through which the load generator will communicate with the Performance Center Server.

---

**Note:** When adding the hosts, fields in red marked with an asterisk (\*) are mandatory, including the type of **operating system**, and the **purpose** of the host. For details, see the *HP ALM Performance Center Guide*.

---

To add hosts:

### 1 Log in to Lab Management.

See "Logging In to Lab Management" on page 68.

### 2 Add the host's location.

**a** Under **Lab Resources**, select **Locations**.



**b** In the Host Locations module, click the **New Host Location** button, and enter the host location's details.

### 3 For a host over a firewall, add the MI Listener.

**a** Under **Lab Resources**, select **MI Listeners**.



**b** In the MI Listeners module, click the **New MI Listener** button, and enter the MI Listener's details.

### 4 Add the host.

**a** Under **Lab Resources**, select **Hosts**.



**b** In the Hosts module, click the **New Host** button, and enter the host's details. In particular:

- In the Installation field, select the type of host installation: **Window Host; Windows Standalone LG; UNIX**.
- In the **Purpose** field, select a purpose for the host.

## Silent Installation of Performance Center

A **silent installation** is an installation that is performed automatically, without the need for user interaction. This section describes how to perform a silent installation of Performance Center components.

Before you perform the installation, review the pre-installation information, including the system requirements, described in Chapter 1, "Before You Install."

This section includes:

- "Silent Installation of Prerequisite Software" on page 73
- "Silent Installation of Performance Center Server and Performance Center Hosts" on page 75
- "Silent Installation of the Standalone Load Generator" on page 77



## Silent Installation of Prerequisite Software

Install the prerequisite software silently by running the relevant commands as follows:

---

**Note:** Some of the paths in the table below include the **<environment>** parameter, which represents the language of the environment on which you are working. Replace this parameter as follows:

- For an English environment, replace with EN
  - For a Korean environment, replace with KOR
  - For a Japanese environment, replace with JPN
  - For a Chinese environment, replace with CHS
- 

Prerequisite Software	Command
.NET Framework 3.5 SP1	<code>&lt;Installation_Disk_Root_Directory&gt;\Setup\Common\dotnet35_sp1\dotnetfx35_sp1.exe /qb</code>  <b>Note:</b> If you are prompted to restart the computer after installing this software, you must do so before continuing with the installation.
Microsoft Data Access Components (MDAC) 2.8 SP1 (or later)	<code>&lt;Installation_Disk_Root_Directory&gt;\Setup&lt;environment&gt;\prerequisites\mdac28\mdac28.exe /q:A /C:"setup /QNT"</code>
Microsoft Core XML Services (MSXML) 6.0	<code>msiexec /log c:\msxml.log /quiet /I</code> <code>&lt;Installation_Disk_Root_Directory&gt;\Setup&lt;environment&gt;\prerequisites\msxml6\msxml6.msi</code>
Microsoft Visual C++ 2005 SP1 Redistributable Package (x86)	<code>&lt;Installation_Disk_Root_Directory&gt;\Setup&lt;environment&gt;\prerequisites\vc2005_sp1_redist\vc_redist_x86.exe /q:a</code>
Microsoft Visual C++ 2008 Redistributable Package (x86)	<code>&lt;Installation_Disk_Root_Directory&gt;\Setup&lt;environment&gt;\prerequisites\vc2008_redist\vc_red.msi</code>

Prerequisite Software	Command
Microsoft Windows Installer 3.1	<Installation_Disk_Root_Directory>\Setup\Common\msi31\WindowsInstaller-KB893803-v2-x86.exe /quiet
Web Services Enhancements (WSE) 3.0 for Microsoft .NET Redistributable Runtime MSI	msiexec /log c:\WSE3.log /quiet /l <Installation_Disk_Root_Directory>\Setup\Common\wse30\MicrosoftWSE3.0Runtime.msi ALLUSERS=1
Web Services Enhancements (WSE) 2.0 SP3 for Microsoft .NET Redistributable Runtime MSI	msiexec /log c:\WSE2.log /qn /i <Installation_Disk_Root_Directory>\Setup\Common\wse20sp3\MicrosoftWSE2.0SP3Runtime.msi ALLUSERS=1
Internet Information Services (IIS) <b>Note:</b> Performance Center Server only!	<p>► <b>Use the following to install IIS6 on Windows 2003:</b></p> <pre>Sysocmgr.exe /i:sysoc.inf /r /q C:\&lt;WINDOWS directory&gt;\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe -i</pre> <p>► <b>Use the following to install IIS7 on Windows 2008:</b></p> <pre>start /w pkgmgr /iu:IIS-WebServerRole;WAS- WindowsActivationService;WAS- ProcessModel;WAS-NetFxEnvironment;WAS- ConfigurationAPI</pre> <p>For more details, see:  <a href="http://learn.iis.net/page.aspx/136/install-typical-iis-workloads/">http://learn.iis.net/page.aspx/136/install-typical-iis-workloads/</a></p>

## Silent Installation of Performance Center Server and Performance Center Hosts

This section describes how to run the silent installation of the Performance Center Server and Performance Center hosts on a Windows platform.

The silent installation is followed by the silent configuration which calls the **UserInput.xml** file for configuration parameters. You can customize the parameters in this file for the Performance Center Server configuration.

### To perform a silent installation of Performance Center:

- 1** For the Performance Center Server installation: Set up the .xml file that provides the input for the initial Performance Center Server configuration that runs directly after the installation. For details, see "Setting Up the Silent Configuration" on page 79.
- 2** Install the prerequisite software. For instructions, see "Setting Up the Silent Configuration" on page 79.

The silent installation cannot continue until all the prerequisite software is installed.

---

**Note:** If you are prompted to restart the computer after installing the prerequisite software, you must do so before continuing with the installation.

---

- 3 After you have installed all the prerequisite software, install the Performance Center component by running the appropriate command from the command line.

➤ **Performance Center Server:**

➤ **Silent installation with non-customized UserInput.xml:**

```
msiexec /i <Installation_Disk_Root_Directory>\Setup\Install\Server\HP_PCS.msi  
ADDLOCAL=PCCore  
TARGETDIR="<Target_Installation_Directory>" /qnb
```

➤ **Silent installation with customized UserInput.xml:**

```
msiexec /i <Installation_Disk_Root_Directory>\Setup\Install\Server\HP_PCS.msi  
ADDLOCAL=PCCore UPGRADINGPRODUCTCODE="<full path to UserInput  
file>" TARGETDIR="<Target_Installation_Directory>" /qnb
```

where:

- **<full path to UserInput file>** is the path to your customized UserInput.xml file
  - **<Target\_Installation\_Directory>** is the directory in which to install the Performance Center Server
- **Performance Center Hosts:**

```
msiexec /i <Installation_Disk_Root_Directory>\Setup\Install\Host\HP_LTS.msi  
ADDLOCAL=PCCore  
TARGETDIR="<Target_Installation_Directory>" /qnb
```

where **<Target\_Installation\_Directory>** is the directory in which you want to install the Performance Center host.

## Silent Installation of the Standalone Load Generator

This section describes how to perform a silent installation of the standalone load generator.

---

**Note:** For instructions on installing the HP Load Generator silently on UNIX platforms, see "Silent Installation of the Standalone Load Generator" on page 77.

---

### To perform a silent installation of the standalone load generator:

- 1** Install all the prerequisite software except for IIS. For details, see "Silent Installation of Prerequisite Software" on page 73.
- 2** Extract the Load Generator installation files to a local directory:
  - a** Insert the DVD labeled **HP ALM Performance Center 11.00 - Standalone Applications**, and click **Load Generator**.
  - b** In the **Save files in folder** box, enter the name of the local directory where you want to save the installation files.
- 3** Run the following command from the command line:

```
msiexec /i "<Installation_Folder>\HP_LoadGenerator.msi" /qb
```

where **<Installation\_Folder>** is the local directory where you saved the installation files.

- 4** After you install the load generator, you need to install the Performance Center agent service and the Remote Management agent service.

- a** To install the Performance Center agent service, run the following command from the command line:

```
"<load_generator_installation_directory>\Load  
Generator\launch_service\bin\magentservice.exe" -install
```

- b** To install the Remote Management agent service, run the following command from the command line:

```
"<load_generator_installation_directory>\Load  
Generator\al_agent\bin\alagentservice.exe" -install IUSR_METRO  
<IUSR_METRO Password>
```

## Setting Up the Silent Configuration

This section describes how to customize the file used for silent configuration of the Performance Center Server. The **UserInput.xml** file—installed with the Performance Center Extension—contains parameters for the Performance Center Server and Performance Center Host configurations.

For the Performance Center Server configuration, you can customize the parameters in the **UserInput.xml** file. You then instruct the Installer to use the customized file for the silent configuration input.

**To configure the properties in the UserInput.xml file:**

- 1** Copy the **UserInput.xml** file from the installation DVD (**..\Setup\Install\Server\dat\Setup\PCS\Xml\**) to another location.
- 2** Open the copy of the file and enter user-defined values for the following properties:

Property	Description
<b>PC_External_URL</b>	The external URL of the Performance Center Server.
<b>PC_Internal_URL</b>	The internal URL of the Performance Center Server.
<b>PC_License</b>	The Performance Center license key.
<b>LR_License</b>	The Performance Center Host license key.
<b>ALM_URL</b>	The internal URL used for all communication between the Performance Center components and the ALM Platform. <b>Format:</b> http(s)://<ALM Platform>:<Port>/qcbn
<b>LW_CRYPTO_INIT_STRING</b>	The Communication Security passphrase used for secure communication between the Performance Center Server and the ALM Platform. <b>Note:</b> This passphrase must be identical to the passphrase defined during the ALM Platform installation.

- 3 Save the **UserInput.xml** file.
- 4 Specify the location of the saved file when running the silent installation command. For details, see "Silent Installation of Performance Center" on page 72.

## Installing Standalone Components (Windows)

You can install standalone components that provide advanced features for working with HP ALM Performance Center.

To install a load generator on UNIX, see "Installing HP Load Generator on UNIX" on page 83.

---

**Note:** For all standalone applications, you must first manually install the prerequisite application, **.NET Framework 3.5 SP1**, from the Performance Center installation DVD (**\Setup\Common\dotnet35\_sp1**).

---

This section includes:

- "Available Standalone Components for Windows" on page 81
- "Installing Standalone Components" on page 82
- "Installing the Patch for Standalone Components" on page 82



## Available Standalone Components for Windows

The following standalone components are available. To install these components, see "Installing Standalone Components" on page 82.

- **HP Load Generator.** Instead of installing a Performance Center Host and then configuring it as a load generator, you can install a standalone version of the load generator. This host can behave only as a load generator, unlike the Performance Center host, which can also be configured as a Controller or data processor.

---

**Note:** If you know in advance that a particular host machine is to be used as a load generator only, we recommend that you install the standalone Load Generator for the following reasons:

- The installation requires less disk space
  - Moving the Load Generator's setup files is less time consuming than moving the setup files of the Performance Center Host
- 

- **HP Virtual User Generator.** HP Virtual User Generator (VuGen) generates virtual users, or Vusers, by recording actions that typical end-users would perform on your application. VuGen records your actions into automated Vuser scripts which form the foundation of your performance tests.
- **HP LoadRunner Analysis.** HP Analysis provides graphs and reports with in-depth performance analysis information. Using these graphs and reports, you can pinpoint and identify the bottlenecks in your application and determine what changes need to be made to your system in order to improve its performance.
- **MI Listener.** The MI Listener is one of the components needed to run Vusers and monitor applications over a firewall. To install, run **SetupMILListener.exe**. For more information about firewalls in Performance Center, see Part IV, "Working with Firewalls."
- **Monitor Over Firewall Agent.** Used to monitor servers that are located over a firewall. For more information about firewalls in Performance Center, see Part IV, "Working with Firewalls."

## Installing Standalone Components

This section describes the installation process for standalone components.

**To install any of the standalone components:**

- 1** Insert the HP ALM Performance Center Additional Components installation disk (DVD 2) and run the setup (<**installation disk root directory**>\setup.exe). The setup program displays the installation menu page.
- 2** Select one of the following options:
  - **Load Generator.** Installs the standalone Load Generator for Windows.
  - **Virtual User Generator.** Installs Standalone VuGen. For more details, see the *HP LoadRunner Installation Guide*.
  - **Analysis.** Installs Standalone Analysis. For more details, see the *HP LoadRunner Installation Guide*.
  - **MI Listener.** Installs the MI Listener component. For more details, see the *HP LoadRunner Installation Guide*.
  - **Monitor Over Firewall.** Installs the Monitor Over Firewall component. For more details, see the *HP LoadRunner Installation Guide*.
- 3** **MI Listener/Monitor Over Firewall installations only:** Follow the instructions in the installation wizard. After installation, the configuration wizard opens, requesting the name of the product you are working with. Select **Performance Center**.

## Installing the Patch for Standalone Components

This section describes how to install the Performance Center patch on the standalone applications needed for working with Performance Center (HP Virtual User Generator and HP LoadRunner Analysis, Standalone Load Generator).

**To install the patch on standalone components:**

To install the patch, on the machine where the application is installed, run the **qfe.msp** patch installation file and follow the onscreen installation and deployment instructions.

# Installing HP Load Generator on UNIX

This section describes how to install the HP Load Generator on UNIX.

---

**Note:** To install the HP Load Generator on UNIX silently, see "Silent Installation of the HP Load Generator on UNIX" on page 93.

---

This section includes:

- "UNIX System Requirements" on page 83
- "The Installation Process" on page 86
- "Installing Using the Setup Wizard" on page 87
- "Installing Using Native Package Commands" on page 91
- "Silent Installation of the HP Load Generator on UNIX" on page 93
- "After Installing the HP Load Generator on UNIX" on page 94

## UNIX System Requirements

This section describes the system requirements necessary for installing the HP Load Generator on a UNIX machine.

The following table describes the memory requirements for installing the HP Load Generator on a UNIX machine.

Memory (RAM)	512 MB minimum <b>Note:</b> Memory depends on protocol type and system under test and can vary greatly.
Available Hard Disk Space	400 MB minimum

The following table describes the supported operating systems on which you can install a UNIX HP Load Generator.

OS Type	OS Version	Platform
Sun Solaris	<ul style="list-style-type: none"> <li>➤ Solaris 9 (2.9)</li> <li>➤ Solaris 10 (2.10)</li> </ul>	Sun UltraSPARC-based systems
HP-UX	<ul style="list-style-type: none"> <li>➤ HP-UX 11i (11.11)</li> <li>➤ HP-UX 11iv2 (11.23)</li> </ul>	HP PA-RISC
Red Hat Linux	<ul style="list-style-type: none"> <li>➤ Enterprise Linux 3.0</li> <li>➤ Enterprise Linux 4.0</li> <li>➤ Enterprise Linux 5.0</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>CPU Type:</b> Intel Core, Pentium, AMD or compatible</li> <li>➤ <b>Speed:</b> 1 GHz minimum. 2 GHz or higher recommended</li> </ul>

---

**Notes:**

- If you are installing the load generator on an HP-UX operating system, you cannot install it from a network location. Install it directly from the installation disk, or copy the installer onto the local directory of the target machine.
  - The HP Load Generator supports all X Servers.
  - For Linux platforms, you should install the updated glibc packages which provide security and bug fixes. For more information, refer to <https://rhn.redhat.com>.
-

**HP-UX Required Patches**

To run the HP Load Generator on HP-UX platforms, you must first install two HP patches, PHSS\_17225 and PHSS\_17872, which upgrade the C++ libraries. These patches are also available from the HP site.

- 1** Log in as root user.
- 2** Copy **PHSS\_17225** and **PHSS\_17872** from the patch directory of the Load Generator installation to the /tmp directory.
- 3** Run **sh PHSS\_17225**. This creates two files: **PHSS\_17225.text** and **PHSS\_17225.ot**.
- 4** Run **swinstall -x matchtarget=true -s PHSS\_17225.depot**  
After the patch installation, the system will be rebooted.
- 5** Run **sh PHSS\_17872**. This creates two files: **PHSS\_17872.text** and **PHSS\_17872.depot**.
- 6** Run **swinstall -x matchtarget=true -s PHSS\_17872.depot**

## The Installation Process

The HP Load Generator installation on UNIX involves the following steps:

---

**Note:** If the HP Load Generator for UNIX is already installed on your system, you must uninstall the Load Generator before installing a patch version. For details, see "Uninstalling the HP Load Generator from UNIX" on page 103.

---

### 1 Install the HP Load Generator on UNIX.

- You install the HP Load Generator using the **HP Load Generator Setup wizard**. The wizard runs the installation of the native package. For more information, see "Installing Using the Setup Wizard" on page 87.
- The installation files include a separate HP Load Generator native package for each UNIX platform. Advanced users can install the HP Load Generator native package directly using **Native package commands**. For example, if you are using a remote deployment tool to install the HP Load Generator on multiple machines, you may need to use native package commands. For more information, see "Installing Using Native Package Commands" on page 91.
- To install the HP Load Generator silently, see "Silent Installation of the HP Load Generator on UNIX" on page 93.

### 2 Configure your environment.

See "After Installing the HP Load Generator on UNIX" on page 94.

## Installing Using the Setup Wizard

This section describes how to install the HP Load Generator on UNIX using the setup wizard. You use the same setup wizard for all UNIX platforms.

To install the HP Load Generator using the setup wizard:

- 1** Ensure that you are logged in as root user.
- 2** Set up a directory for load generator content - optional.

The load generator is installed in the `/opt/HP/HP_LoadGenerator` directory. To store the load generator content in another directory, before you install the load generator, create a symbolic link from the installation directory to the content directory

- a** Create the new content directory. For example, `/usr/HP/HP_LoadGenerator`:

```
mkdir -p /usr/HP/HP_LoadGenerator
```

- b** Make sure that the directory `/opt/HP` exists. If it does not exist, create the directory as follows:

```
mkdir -p /opt/HP
```

- c** Create a symbolic link from `/opt/HP/HP_LoadGenerator` to the content directory. For example:

```
ln -s /usr/HP/HP_LoadGenerator  
/opt/HP/HP_LoadGenerator
```

In the above example, the symbolic link called `HP_LoadGenerator` in the directory `/opt/HP` points to the directory `/usr/HP/HP_LoadGenerator`.

### 3 Launch the setup wizard.

Navigate to the installation package and run the following command to launch the setup wizard:

```
<LoadGenerator UNIX installation package>/<platform>/installer.sh
```

The setup wizard welcome screen opens.

```
-----
Welcome to the HP Load Generator 11.00 Setup Wizard
-----
This wizard will guide you through the steps required to install HP Load Generator 11.00 on the computer.

WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in several civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.

> To continue, select "Next"
> To abort the setup wizard, select "Cancel"

Select [ Next[n], Cancel[c] ] : █
```

Select **Next**.

### 4 Review the License agreement.

```
-----
LICENSE AGREEMENT
-----

Please take a moment to read the License Agreement, located in:
/products/LT/LT-LR/masters/6285/LG_UnixCD/Solaris/sequencer/resources/EULA/EULA.

>To review the full License Agreement, select "View Agreement"
>To accept the agreement terms, select "Agree"
>To go back to the previous step, select "Back"
>To abort the setup wizard, select "Cancel"

Select: [ View Agreement[v], Agree[a], Back[b], Cancel[c] ] : █
```

To view the entire license agreement, select **View agreement**.

If you accept the terms of the license agreement, select **Agree** to continue.



## 5 Start the installation process.

The wizard prompts you to confirm the installation.

```

CONFIRMATION
-----

The HP Load Generator 11.00 features you selected for installation are:

+LoadGenerator
  -LoadGenerator-11.00.000-SunOS5.10.sparc

Size:
  140143 KB

HP Load Generator 11.00 will be installed in the following directory:
/opt/HP/HP_LoadGenerator.

If you want to install HP Load Generator 11.00 in an alternative directory, you
must create a symbolic link from "/opt/HP/HP_LoadGenerator" to the alternative d
irectory before continuing with this installation.

> To start the HP Load Generator 11.00 installation, select "Install"
> To go back to the previous step, select "Back"
> To abort the setup wizard, select "Cancel"

Select [ Install[i], Back[b], Cancel[c] ]: █

```

The load generator is installed in the `/opt/HP/HP_LoadGenerator` directory for all platforms.

Select **Install** to start the installation process.

The wizard displays the progress of the installation.

```

-----
INSTALLATION
-----

LOG FILE: Native OS Install output log directory:
"/var/log/27.05.10_14-25-02_HP_LoadGenerator_11.00.000_iHP_log.txt".

Tail log to track detailed progress.
      Installing Package: LoadGenerator-11.00.000-SunOS5.10.sparc star
ted..... █

```

## 6 Complete the installation.

When the installation is complete, the Finish screen opens.

```
-----  
FINISH  
-----  
  
HP Load Generator 11.00 has been successfully installed in the /opt/HP/HP_LoadGe  
nerator directory  
  
LOG FILE: Install log directory:  
/var/log/27.05.10_14-25-02_HP_LoadGenerator_11.00.000_iHP_log.txt  
  
> To complete the setup wizard, select "Finish"  
> To view the output log, select "View Log"  
  
Select [ Finish[f], View Log[v] ]: █
```

- Select **View Log** to view the complete log of the installation process.
- Select **Finish** to complete the installation.

## 7 Configure your environment.

After installing the load generator, perform the post installation steps described in "After Installing the HP Load Generator on UNIX" on page 94.

## Installing Using Native Package Commands

You can run the HP Load Generator UNIX installation using native package commands. The native package name for the HP Load Generator is **LoadGenerator**.

There is a separate native package for each OS platform located in: **<HP Load Generator installation package>/<Platform>/packages/packages\_<Platform>/<package file>**.

For example: **/dev/cdrom/Solaris/packages/packages\_SunOS/LoadGenerator-11.00.000-SunOS5.10.sparc**.

---

**Note:** This section contains general reference information about native package commands. For detailed information on the native package commands, refer to your relevant operating system documentation.

---

**To install the HP Load Generator using native package commands:**

- 1 Run the relevant installation command described in the following table:

Platform	Install Command	Get Package Information Command	Uninstall Command
<b>Solaris</b>	<p>pkgadd -d &lt;path to package file&gt;</p> <p><b>For example:</b></p> <p>pkgadd -d /dev/cdrom/Solaris/packages/ packages_SunOS/LoadGenerat or-11.00.000-SunOS5.10.sparc</p>	<p>pkginfo LoadGenerator</p>	<p>pkgrm LoadGenerator</p>
<b>Linux</b>	<p>rpm --nodeps -i &lt;path to rpm file&gt;</p> <p><b>For example:</b></p> <p>rpm --nodeps -i /dev/cdrom/Linux/packages/ packages_Linux/LoadGenerato r-11.00.000-Linux2.6.rpm</p>	<p>rpm -q LoadGenerator</p>	<p>rpm -e LoadGenerator</p>
<b>HPUX</b>	<p>swinstall -s &lt;path to depot file&gt; &lt;package name&gt;</p> <p><b>For example:</b></p> <p>swinstall -s /dev/cdrom/Hp/packages/pack ages_HPUX/LoadGenerator- 11.00.000-HPUX11.0.depot HP_LoadGenerator.LOADGEN ERATOR</p>	<p>swlist HP_LoadGener ator.LOADGEN ERATOR</p>	<p>swremove HP_LoadGener ator.LOADGEN ERATOR</p>

- 2 Run the **run\_after\_install.sh** script located in the **/opt/HP/HP\_LoadGenerator** directory.

## Silent Installation of the HP Load Generator on UNIX

To perform a silent installation of the HP Load Generator on a UNIX platform, you use native package commands.

### To perform a silent installation of the HP Load Generator on UNIX:

- 1 Run the relevant installation command for your platform as described below:

Platform	Silent Installation Command	Example
<b>Solaris</b>	pkgadd -d <path to package file> -a <path to package admin file> all	pkgadd -d /dev/cdrom/Solaris/packages/packages_SunOS/LoadGenerator-11.00.000-SunOS5.10.sparc -a /dev/cdrom/Solaris/sequencer/resources/package_admin_file/admin_file all
<b>Linux</b>	rpm --nodeps -i <path to rpm file>	rpm --nodeps -i /dev/cdrom/Linux/packages/packages_Linux/LoadGenerator-11.00.000-Linux2.6.rpm
<b>HPUX</b>	/usr/sbin/swinstall -s <absolute path to depot file> <product_name>.<package_name> <b>Note:</b> The product name and package name are case sensitive.	/usr/sbin/swinstall -s /dev/cdrom/Hp/packages/packages_HPUX/LoadGenerator-11.00.000-HPUX11.0.depot HP_LoadGenerator.LOADGENERATOR

- 2 Run the **run\_after\_install.sh** script located in the **/opt/HP/HP\_LoadGenerator** directory.

## After Installing the HP Load Generator on UNIX

This section describes the configuration steps you need to complete before you can begin working with the HP Load Generator on UNIX.

To complete the setup process:

- 1 Set the appropriate environment variables.** See "Setting Environment Variables" on page 94.
- 2 Verify your UNIX installation.** See "Verifying the HP Load Generator Installation on UNIX" on page 96.
- 3 Check that the Controller can access the load generator.** See "Checking Controller Connection" on page 98.

### Setting Environment Variables

To work with the load generator, your UNIX startup configuration file needs to include specific environment variables. At the end of the load generator installation, the installer creates the **env.csh** script.

For **C Shell users**, the **env.csh** script is used to set the appropriate environment variables. See "Setting Environment Variables For C Shell Users" on page 95.

**Bourne and Korn shell** users need to set the variables manually. See "Setting Environment Variables For Bourne and Korn Shell Users" on page 96.

The following environment variables need to be included:

- **M\_LROOT.** The location of the HP Load Generator UNIX installation directory.
- **PATH.** The location of the UNIX Load Generator *bin* directory.
- **LD\_LIBRARY\_PATH** (Solaris, Linux), **SHLIB\_PATH** (HP-UX). The location of UNIX Load Generator's dynamic libraries.

If you are running Vusers for a protocol that requires a client installation (for example, Oracle), make sure that the path for the client libraries is included in the dynamic library path environment variable (LD\_LIBRARY\_PATH or SHLIB\_PATH).

To check the dynamic libraries used by your application, type:.

```
ldd application_name /* Sun and Linux platforms */
catr application_name /* HP platforms */
```

### Setting Environment Variables For C Shell Users

At the end of the HP Load Generator UNIX installation, the installer creates the **env.csh** script. This script is used to set the appropriate environment variables.

To set the environment variables, you need to add the **env.csh** script to the **.cshrc** startup configuration file.

#### To add the env.csh script to the startup configuration file:

- Add the following line in the **.cshrc** startup configuration file:

```
source <load generator installation directory>/env.csh
```

For example:

```
source /opt/HP/HP_LoadGenerator/env.csh
```

### Setting Environment Variables For Bourne and Korn Shell Users

**Bourne and Korn shell** users need to set the environment variables manually in the **.profile** startup configuration file. Use the following example to set up your environment variables:

```
# Load Generator settings #
#Chooses a path based on the location of the machine dependent Load Generator
installation

case "`uname`" in
SunOS)
M_LROOT={replace w/ load generator Solaris installation path} ; export M_LROOT
LD_LIBRARY_PATH=${M_LROOT}/bin ; export LD_LIBRARY_PATH
;;

HP-UX)
M_LROOT={replace w/ load generator HP-UX installation path} ; export M_LROOT
SHLIB_PATH=${M_LROOT}/bin ; export SHLIB_PATH
;;

Linux)
M_LROOT={replace w/ load generator Linux installation path} ; export M_LROOT
LD_LIBRARY_PATH=${M_LROOT}/bin; export LD_LIBRARY_PATH
esac

PATH=${M_LROOT}/bin:${PATH}; export PATH

# End Load Generator settings #
```

### Verifying the HP Load Generator Installation on UNIX

The installation includes a setup verification utility, **verify\_generator**, that checks the load generator setup on your UNIX machine. It checks environment variables and your **.cshrc** or **.profile** file to verify that they are set up correctly.

It is strongly recommended that you run **verify\_generator** after an HP Load Generator installation before running the application.

The **verify\_generator** utility checks the following items:

- There are at least 128 file descriptors
- The **.rhost** permissions have been defined correctly: -rw-r--r--



- The host can be contacted by using **rsh** to the host. If not, it checks for the host name in **.rhosts**
- **M\_LROOT** is defined
- **.cshrc** or **.profile** defines the correct **M\_LROOT**
- **.cshrc** or **.profile** exists in the home directory
- The current user is the owner of the **.cshrc** or **.profile**
- An HP Load Generator UNIX installation exists in **\$M\_LROOT**
- The executables have executable permissions
- **PATH** contains **\$M\_LROOT/bin**, and **/usr/bin**
- The **rstatd daemon** exists and is running

To run the **verify\_generator** utility:

- 1** Before you run **verify\_generator**, make sure that you have set the **DISPLAY** environment variable on your machine.
- 2** From **<load generator installation directory>/bin**, run the following command:

```
verify_generator
```

for example:

```
/opt/HP/HP_LoadGenerator/bin/verify_generator
```

If you want to receive detailed information about the checks, use the **-v** option, as follows:

```
verify_generator -v
```

- 3** View the results.
  - If the settings are correct, **verify\_generator** returns **OK**.
  - If they are incorrect, **verify\_generator** returns **Failed** and a suggestion on how to correct the setup.

## Checking Controller Connection

By default, the Controller connects remotely to the load generator using **rsh** (remote shell). You need to make sure that the load generator can be remotely accessed by the Controller.

If the Controller cannot connect to the load generator, contact your system administrator.

**To make sure that the load generator can be remotely accessed by the Controller:**

- 1** On the load generator machine, go to the **.rhosts** file, located in the user home directory.
- 2** In the **.rhosts** file, verify that the Controller is included in the list of machines. If it is not listed, add it to the list.

## Installing Additional Components

You can install additional components that provide advanced features for working with Performance Center. You install these components from the **Additional Components** folder, located in the root folder of the installation disk. The following components are available:

- **Agent for Citrix Server.** Installs an optional component on the server machine that enhances VuGen's capabilities in identifying Citrix client objects.
- **Agent for Microsoft Terminal Server.** Used for extended RDP protocol record-replay. This component runs on the server side, and is used to create and run enhanced RDP scripts.
- **Assembly Crawler for Analysis API.** Installs a command-line utility to build a .NET configuration file for a LoadRunner Analysis API application. For more information, refer to the *Analysis API Reference*.
- **HP Diagnostics Mediator.** Gathers and correlates offline transaction data for the ERP/CRM diagnostics modules.

- **HP Performance Validation SDK.** Provides the tools to create a custom protocol for running performance tests on a previously unsupported application. For more information, see the *HP Performance Validation SDK Developer's Guide*.
- **HP SiteScope 11.00.** Installs the SiteScope server used for monitoring the Performance Center servers and the machines containing the application under test. Topologies and monitor profiles also use SiteScope integration. For installation details, see "Installing SiteScope for Performance Center" on page 100.

---

**Note:**

- It is recommended to install SiteScope on a dedicated server.
  - The path to the directory where SiteScope is installed should not contain spaces and must end with a directory called SiteScope.
- 
- **IDE Add-ins.** Installs a component that enables you to create and run scripts written in your standard development environment, in the application's native language. Select an add-in from the **IDE Add-ins** directory, and run the add-in's executable file.
  - **Monitor Probe for Microsoft COM+ Server Components.** Configures the server machine for COM+ monitoring.
  - **MQ Tester.** Installs a component on the VuGen machine in order to generate scripts that load IBM MQ Series.
  - **SAP Tools.** The following SAP tools are available:
    - **SAPGUI Spy.** Helps examine the hierarchy of GUI Scripting objects on open windows of **SAPGUI Client for Windows**. To install the SAPGUI Spy component, copy the three files **mscomctl.ocx**, **Msflxgrd.ocx**, and **msvbvm60.dll** from the **SAP\_Tools\SapGuiSpy\System32VBdlls** directory to your **C:\WINNT\system32** directory, and register the files. To register each file, select **Run** from the Windows Start menu and type: **regsvr32 <File name>**. Run **SapSpy.exe** from the **SAP\_Tools** directory.

- **SAPGUI Verify Scripting.** Helps you verify whether the SAPGUI Scripting API is enabled. To install the Verify Scripting component, run **VerifyScripting.exe** from the **SAP\_Tools\VerifySAPGUI** directory.
- **Verify RFC User.** Determines whether the SAP user you specified to connect to the SAP system has permissions to invoke the required RFC functions necessary for working with SAP Diagnostics. To install the Verify RFC User component, copy **RFCFunctionsCollection.dll** from the **Verify RFC User** directory to your local hard drive. Then register the file by selecting **Run** from the Windows Start menu and typing: **regsvr32 RFCFunctionsCollection.dll**. In the **Verify RFC User** directory, load **AddMTSDestinationsFolder.reg** by double-clicking the file. Then run **VerifyRFCUser.exe**.
- **Snapshot Viewer.** The Snapshot Viewer enables you to view snapshot-on-error pages captured from Web Vusers during performance test runs. The viewer displays snapshots from files with .SOE and .INF extensions. A Snapshot on Error (.SOE) file is a zipped file containing one or more snapshots in .INF format. To install, run **\Applications\SetupSnapshotViewer.exe**.
- **WinPcap.** Installs the WinPcap utility. WinPcap allows the user to capture network traffic into a file for later analysis. WinPcap is used in the Server Side Recording feature in the VuGen Web Services protocol. For more information about WinPcap, see <http://www.winpcap.org/>.

## Installing SiteScope for Performance Center

This section describes how to install SiteScope 11 for Performance Center to enable the integration of Topology with SiteScope.

### To install SiteScope 11 for Performance Center:

- 1** Insert the HP ALM Performance Center Additional Components installation disk (DVD 2) and run the setup (<**installation disk root directory**>\setup.exe). On the installation menu page, click the Additional Components link, and from the **HP SiteScope 11.00** folder, run **HPSiteScope\_11.00\_setup.exe**.
- 2** During installation, select **HP SiteScope for Load Testing**.
- 3** If the latest version of Java is not installed on the client machine, install it from Java's Website ([www.java.com](http://www.java.com)).

- 4 After installation, start SiteScope.
- 5 Set a SiteScope Administrator user credentials:
  - a In **User Management Preferences**, double-click **SiteScope Administrator**.
  - b Enter the user name and password, for example, admin\admin.
  - c Click **OK**.
- 6 In SiteScope, enter the Performance Center LW-SSO init-string as follows:
  - a In **General Preferences**, expand the **Security Panel**.
  - b Enter the ALM Communication Security passphrase (SSO init string). By default, this value is **This value should be replaced**.
  - c Click **Save**.
- 7 Restart SiteScope: In **Infrastructure Preferences**, click **Restart SiteScope**.

## Repairing the Performance Center Installation

If you have errors in your original Performance Center installation, such as missing or corrupt files, shortcuts and registry entries, you can repair them using the Performance Center Setup Wizard.

**To repair your Performance Center installation:**

- 1 Insert the Performance Center installation disk into your disk drive.
- 2 From the Windows Control Panel, open the Add/Remove Programs dialog box.
- 3 Select **HP Performance Center <component>** from the list of currently installed programs and click **Change**. The Performance Center Setup Wizard opens, displaying the Welcome page. Click **Next**.
- 4 On the Maintenance Type page that opens, select **Repair**.  
Click **Next** and follow the instructions in the wizard to complete the repair process.

## Uninstalling Performance Center Components

This section describes how to uninstall Performance Center components from Windows and UNIX machines.

### Uninstalling the Performance Center Server and Hosts

You can uninstall Performance Center servers and hosts using the Performance Center Setup Wizard or using the silent commands.

#### To uninstall Performance Center components using the setup wizard:

- 1 From the Windows Control Panel, open the Add/Remove Programs dialog box.
- 2 From the list of currently installed programs, select **HP Performance Center** and click **Remove**.
- 3 Follow the instructions in the wizard to complete the uninstall process.

#### To uninstall Performance Center components silently:

- Run the applicable command from the command line.

- **Performance Center Server:**

```
msiexec /uninstall  
"<Installation_Disk_Root_Directory>\Setup\Install\Server\HP_PCS.msi" /qnb
```

- **Performance Center Host:**

```
msiexec /uninstall  
"<Installation_Disk_Root_Directory>\Setup\Install\Host\HP_LTS.msi" /qnb
```

## Uninstalling the HP Load Generator from UNIX

You can uninstall the HP Load Generator from the UNIX machine using the Maintenance wizard.

---

**Note:** You can also uninstall the HP Load Generator using native package commands as described in "Installing Using Native Package Commands" on page 91.

---

### To uninstall the HP Load Generator using the Maintenance wizard:

- 1** Make sure that you are logged in as **root user**.
- 2** Make sure that the load generator is not connected to any Controller machine.
- 3** Make sure that the `m_agent_daemon` process is not running on your machine.
- 4** Launch the maintenance wizard by running the following command:

```
/var/opt/HP/iHP/HP_LoadGenerator/11.00.000/installer.sh
```

- 5** Follow the instructions in the wizard to uninstall the HP Load Generator.





# 3

---

## Post Installation Verification

This section describes how to verify that the installation of the Performance Center Server and hosts was successful. The environment for this process should be a staging environment, including a Performance Center Server and two to three Performance Center hosts.

---

**Note:** You can run a full validation on your ALM-Performance Center system from Lab Management, in the System Health module's System Check tab. For more details, see the *HP ALM Performance Center Guide*.

---

### **This chapter includes:**

- Administrator Workflow on page 105
- Performance Tester Workflow on page 109

## **Administrator Workflow**

This section describes the workflow for the Performance Center administrator.

### **1 Log on to Site Administration.**

- a** Open the Web browser and type the ALM URL  
`http://<ALM platform server>[:port number]/qcbn.`

The ALM Options window opens.

- b** Click **Site Administration**, enter the user name and password of a Site Administrator, and click **Login**.

**2 Create a project administrator user.**

- a** In Site Administration, select the **Site Users** tab and click **New User**. The New User dialog box opens.
- b** Enter the details of the project administrator user, and click **OK**.
- c** Select the user, click **Password**, enter the password, and click **OK**.

**3 Create a domain.**

- a** In Site Administration, select the **Site Projects** tab and click **Create Domain**. The Create Domain dialog box opens.
- b** Enter a name for the new domain, and click **OK**.

**4 Create a new project.**

In the **Site Projects** tab, select the domain you just created, and click **Create Project**. Follow the steps to create the project. When prompted:

- a** Add the project administrator user you created above to the **Selected Project Administrators** list.
- b** **HP ALM (consolidated license)**: Select **Performance Center Project Extension**.

**5 Assign more project administrators to the project - optional.**

- a** Click the **Site Projects** tab.
- b** In the Projects list on the left, select the project you created.
- c** In the right pane, click the **Project Users** tab.
- d** Add another user, and select **Project Administrator**.

**6 Log on to Lab Management.**

- a** Open the Web browser and type the ALM URL  
http://<ALM platform server>[:port number]/qcbn.  
The ALM Options window opens.
- b** Click **Lab Management**, enter the user name and password of a Site Administrator, and click **Login**.

## 7 Verify initial Performance Center configuration.

If you defined the Performance Center Server and license information during the post-installation configuration, verify that this information is defined in Lab Management.

On the Lab Management sidebar:

- Select **PC Servers** and verify that the Performance Center Server is listed.
- Select **License** and verify that the Performance Center license and Host license are displayed.

If you did not perform the post-installation configuration, perform it now. For details, see "Initial Performance Center Manual Configuration" on page 67.

## 8 Define additional hosts for the staging environment.

For the staging environment, you should have two to three Performance Center hosts, where at least one host purpose is configured as **Controller**, and at least one host purpose is configured as **Load Generator**.

---

**Note:** When adding hosts, fields in red marked with an asterisk (\*) are mandatory. Make sure to include the **operating system type**, and the **purpose of the host**. For more details, see the *HP ALM Performance Center Guide*.

---

- a** In Lab Management, under **Lab Resources**, select **Hosts**.
- b** Click the **New Hosts** button. The New Host dialog box opens, enabling you to define the host details.



## 9 Create host pools.



- a In Lab Management, under **Lab Resources**, select **Host Pools**.
- b Click the **New Host Pool** button. The New Host Pool dialog box opens, enabling you to define a new host pool.
- c In the Host Pools module, right-click the new host pool and select **Host Pools Details**.



- d In the Host Pool Details dialog box, select **Linked Hosts**, and click the **Add Hosts to Pool** button.
- e In the Add Hosts to Pools dialog box, select the hosts to add to the pool, and click **Add**. The hosts are added to the pool.

## 10 Define project settings.

- a In Lab Management, under **Lab Settings**, select **Project Settings**.
- b Right-click the project and select **Project Settings Details**. In the Project Settings Details dialog box, define the project's settings. In particular, set the Vuser limit, Host limit, and Concurrent run limit. Also, select the host pool you created above for the project.

## Performance Tester Workflow

This section describes the workflow for the Performance Center tester.

### 1 Log on to a Performance Center project.

Log on to the project you created in the administration workflow with the user credentials you created.

### 2 Create a monitor profile.

---

**Note:** The monitor profile is selected for a performance test when you design the test.

---



- a** On the ALM sidebar, under **Testing**, select **Test Resources**.
- b** Click the **New Resources Folder** button and specify a name for the folder.
- c** In the tree, right-click the new folder, and select **New Resource**.
- d** In the New Resource dialog box, in the **Type** box, select **Monitor Profile**, and give the profile a name.
- e** In the tree, select the new monitor profile, and in the right pane, click the **Monitors Configuration** tab.



- f** Click the **Add Monitor** button.
- g** In the Add New Monitors dialog box, select the monitor that you want to add to the profile. The relevant Edit Monitor dialog box opens.
- h** Enter the details of the server to be monitored, and select the counters that you want to monitor.

### 3 Create a topology.

---

**Note:** The topology is selected for a performance test when you design the test.

---

You can create a topology that graphically displays the logical components that make up the application under test (AUT) and the relationships between the components.

This provides a useful method for managing your inventory of AUT hosts and enables topology-oriented monitoring and analysis.



- a** On the ALM sidebar, under **Lab Resources**, select **Topologies**.
- b** Click the **New Topology** button. The New Topology dialog box opens.
- c** Enter the topology details. If you want to add SiteScope monitors to the topology, specify the SiteScope server details. Click **OK**. The Topology Designer window opens.
- d** (Optional) Define your AUT hosts. For each host, click the **New AUT Host** button on the toolbar, and enter the AUT host's details. These hosts are automatically added to your project's AUT host pool.

---

**Note:** An AUT host pool is created automatically as soon as you add an AUT host.

---

- e** From the palette on the left, select relevant server/component nodes for your topology, and drag them onto the Topology canvas.
- f** To connect two nodes, click one node and drag the mouse to another node.
- g** (Optional) For each node, select the node and enter the relevant properties in the **Properties** pane in the top-right corner of the Topology Designer.

- h** To configure a SiteScope monitor on a node, select the node and click the **Configure Monitors** button. The Configure Monitors dialog box opens.
- i** Create a new SiteScope monitor: Define the monitor type, the instance (where necessary), and the data collection interval.

---

**Note:** If an AUT host is assigned to the node, it is passed to SiteScope as a remote host and inserted as a default monitored server for all monitors created on the node.

---

- j** Click **Save and Close** to save the topology.

#### **4 Create a performance test.**

You create performance tests in the Test Plan module.



- a** On the ALM sidebar, under **Testing**, select **Test Plan**.
- b** Click the **New Folder** button, and specify a name for the folder.
- c** In the tree, right-click the new folder and select **New Test**.
- d** In the New Test dialog box, in the **Type** box, select **Performance Test**, and enter a name for the test.

#### **5 Upload Vuser scripts.**

You can upload Vuser scripts either directly from VuGen or from within the Test Plan module.

---

#### **Note:**

- You select scripts for a performance test when you design the test.
  - When uploading a script in the Test Plan module, the script must be zipped and must be saved locally.
-

**To upload scripts in the Test Plan module:**



- a** On the ALM sidebar, under **Testing**, select **Test Plan** module.
- b** Click the **Upload Script** button.
- c** In the Upload VuGen Scripts dialog box, in the **Select Folder** box, select the folder you created in step 4 above as the location to save the script.
- d** In the **Select Scripts** fields, click **Browse** to navigate to the location of the scripts. You can upload five scripts at a time.
- e** Click **Upload**.

**6 Design the performance test.**

The following steps guide you through designing a performance test with a basic workload, using default settings. Some options and steps may vary if you change any of the default settings.

**a Open the Performance Test Designer.**

On the ALM sidebar, under **Testing**, select **Test Plan**. In the tree, right-click the test that you created above, and select **Edit Test**. The Performance Test Designer window opens, displaying the Workload tab.

**b Select a workload.**

In the Workload Types dialog box, select the default workload type: Basic Schedule, by test, by number.

**c Assign a Controller.**

By default, a dedicated Automatch Controller is selected.

---

**Note:** A dedicated Automatch Controller functions as a Controller only, and cannot perform the functions associated with other hosts, such as load generators or data processors.

---



**d Add Vuser scripts.**

Click the **Select Scripts** button. The scripts you uploaded are displayed in the Scripts Tree in the right pane. Select scripts for the test, and click the left arrow button to add them to the test. A Vuser group is created for each script, with a default of 10 Vusers.

**e Distribute load generators among the Vuser groups.**

In the **LG Distribution** box, keep the default selection, **Assign all to each group**, and in the **LG** box, enter the desired number of load generators to be assigned to each group—enter **1**.

**f Define a test schedule.**

In the Scheduler pane, keep the default scheduler actions or modify them as desired. The available scheduler actions are:

- **Initialize.** Instructs the Scheduler to prepare the Vusers so that they are ready to run.
- **Start Vusers.** Instructs the Scheduler to start running the Vusers.
- **Duration.** Instructs the Scheduler to continue running the current action for the specified amount of time.
- **Stop Vusers.** Instructs the Scheduler to stop the running Vusers.

---

**Tip:** The schedule graph on the right of the Scheduler pane provides a graphical representation of the schedule actions defined in the Actions grid.

---

**g Select monitor profiles.**

Click the **Monitors** tab and click **Add Monitor Profile**. The defined monitor profiles are displayed in the Monitor Profiles Tree in the right pane. Select monitor profiles for the test, and click the left arrow button to add them to the Monitor Profiles grid.

#### **h Select a topology.**



Click the **Topology** tab and click **Select Topology**. The topology you created earlier appears in the Topologies Tree in the right pane. Select the topology, and click the left arrow button to select it for the test.

#### **i Save the test.**

When you are finished designing the test, click **Save**. A message is displayed in the bottom-left corner of the Performance Test Designer window. Verify that the test was saved without errors and is valid.

### **7 Add the test to a test set.**



- a** On the ALM sidebar, under **Testing**, select **Test Lab**.
- b** Click the **New Folder** button. Specify a name for the folder.
- c** In the tree, right-click the new folder, and select **New Test Set**. The New Test Set dialog box opens.
- d** Enter a name for the test set, and in the **Type** box, select **Performance**.
- e** In the tree, select the new test set, and in the right pane, click the **Execution Grid** tab.
- f** Click **Select Tests**. The performance tests defined in the Test Plan module are displayed on the right, under the Test Plan Tree tab. Select the desired test and drag it to the execution grid.

### **8 Reserve a timeslot for the test.**

Decide on a time in the future to run the test, and reserve a timeslot to ensure that the required resources are available.



- a** Under **Lab Resources**, select **Timeslots**.
- b** In the Timeslots module calendar view, click the **New Timeslot** button. The Timeslot Reservation dialog box opens.
- c** Define the following information:
  - **Name.** Enter a name for the timeslot.
  - **Start Time.** Enter a start time for the timeslot.
  - **Duration.** Set the duration for the performance test.

- **Test.** Navigate to the test set you created above, and link the test instance to the timeslot. The number of Vusers and the hosts (Controller and load generators) defined in the test are displayed under **Vusers** and **Requested Hosts** respectively.
- **Vusers.** You can reserve more Vusers in addition to those defined for the test.
- d** To set the test to start running at the beginning of the timeslot, select **Autostart**.
- e** (Optional) Click **Add Automatch LGs** or **Add Specific LGs** to reserve additional load generators for the timeslot. There must be a Controller and at least one load generator requested for the timeslot.
- f** Click **Calculate Availability**. ALM calculates the availability of the requested resources during the selected timeslot. The result of this calculation is displayed in the Timeslot Status tab, as well as graphically on the time chart.

If the timeslot can not be reserved, reselect your resources taking into account the reasons displayed in the Timeslot Status tab.

- g** If the requested resources are available, click **Submit** to save the timeslot.

## 9 Run the test.

- a** Under **Testing**, select **Test Plan**.
- b** Right-click the test in the tree, and select **Run Test**. The Select Timeslot dialog box opens, displaying available timeslots for running the test, including the timeslot you created above.

---

**Note:** If no timeslot was reserved in the Timeslots module, the Select Timeslot dialog box can be used to create one.

---

- c** Select a timeslot in the grid and click **Run**.

---

**Note:** Running a test directly from the Test Plan module should only be used as a shortcut option, and not as a complete test execution method. The Test Lab module is specifically designed to manage test execution, and it is recommended to always first add the test to a test set before considering using the shortcut provided. The main purpose of the shortcut is to enable running previously designed tests without having to return each time to the Test Lab module.

---

## **10 Track existing performance test runs.**

Under **Testing**, select **Test Lab**, and click the **Test Runs** tab. In this tab, you can track the state of existing test runs, as well as perform other post-run actions, such as collate, analyze, recalculate the SLA, and generate and view HTML reports.

# 4

---

## Performance Center Configuration Options

The Performance Center system comes with default configuration settings. These settings enable you to use Performance Center for its intended purpose. This chapter describes additional tuning and configuration to help you get the most out of your Performance Center system.

---

**Note:** Not all the procedures in this chapter are suitable for all usage scenarios. You should assess which procedures are suitable to your system's needs.

---

### **This chapter includes:**

- Configuring Host Security Settings on page 118
- Windows XP Professional Configuration on page 119
- Configuring IIS on Performance Center Machines to Use SSL on page 120
- Working with Performance Center Agent on page 127
- HP Load Generator (UNIX) Configuration on page 129
- Establishing Connectivity with Oracle on page 135
- Enabling Downloading Standalone Applications on page 136
- Enabling MS-SQL Windows Authentication on page 138

## Configuring Host Security Settings

The need to secure communication channels from hackers attacking the corporate networks is critical. The ability to secure communication channels ensures confidentiality, integrity, and the user's authenticity within the scope of the testing application.

Secure communication is established between Performance Center hosts using a **security key**. This security key must be defined on each host. Then, as long there is one host with security enforced, secure channels can be established between that host and other hosts.

You configure initial security settings locally on the host using the **Host Security Setup** utility. To run this utility, on the host machine select **Start > Program Files > Performance Center Host > Tools > Host Security Setup**.

Another utility, the **Host Security Manager**, which is installed on the Performance Center Server machine, can be used to remotely and simultaneously update security settings on all the hosts. You can use the Host Security Manager to:

- Update the security key of **all** the hosts in the system simultaneously
- Change the mode of security on selected hosts. That is, you can enforce selected hosts to communicate over secure channels, or allow selected hosts to communicate over non-secure channels.

---

**Note:** Initial security settings must be set locally on each host using the Host Security Setup utility. After that, the Host Security Manager utility can be used to update security settings on all of the hosts.

---

For more information about configuring secure host communication, see the *HP ALM Performance Center Guide*.

## Windows XP Professional Configuration

If you are running Windows XP, the Windows Firewall is turned on by default. The firewall does not allow Performance Center components to function as designed and must be turned off on all host machines on which the upload/download features are used.

---

**Note:** Turning off the Windows Firewall increases the risk to your computer's security.

---

### To turn off the Windows Firewall:

- 1** Select **Start > Settings > Control Panel > Security Center** (not in Advanced look of Control Panel).
- 2** Click **Windows Firewall**.
- 3** In the General tab select **Off**.

For each process that needs the firewall, you can unblock the process by:

- clicking the unblock button in the popup window that indicates that the program needs it
- tuning the Windows Firewall manually from the Exceptions tab

## Configuring IIS on Performance Center Machines to Use SSL

IIS (Microsoft Internet Information Server) is a prerequisite software for the Performance Center Servers. You can configure the IIS Performance Center virtual directories (**PCS** and **LoadTest**) to use SSL (Secure Socket Layer).

This section describes how to configure IIS Performance Center virtual directories to use SSL.

### Before You Configure IIS

IIS uses port 443 to work over SSL. However, certain Performance Center components may also be configured to use this port. Therefore, you need to ensure that port 443 is available to be used by IIS and configure these Performance Center components to use a port other than 443.

---

**Note:** The **Remote Management agent** may be configured to use port 443.

---

### Changing the Port on the Remote Management Agent

On all Performance Center Server machines, you need to change the port being used by the Remote Management agent for over firewall communication.

**To change the port on the Remote Management agent:**

- 1** On the Performance Center Server machine, open **<Performance Center Server installation directory>\al\_agent\dat\mdrv.dat** in a text editor.
- 2** In the **[launcher]** section add the following line:

```
OFWPort=<port_number>
```

where **<port\_number>** is the port you want to open. Enter a number other than 443.

- 3** In the same directory, open the file **channel\_configure.dat** in a text editor.



- 4 In the **[General]** section add the following line:

```
OFWPort=<port_number>
```

where **<port\_number>** is the port you want to open. Enter the same number that you entered in step 2.

- 5 Restart the Remote Management agent service for the configuration changes to take effect. To restart the service, select **Start > Run** and type `services.msc`. The Services dialog box opens. Locate the service **RemoteManagement Agent Service** and restart it.

## Configuring IIS to Work Over SSL

This section describes the basic steps involved in setting up IIS on the Performance Center Server machine to use SSL.

**To configure IIS to use SSL on the Performance Center Server machine:**

- 1 Create the SSL certificate.
- 2 Install the certificate you created onto the relevant machine that you are configuring for SSL.
- 3 Install the certificate on the Performance Center Server that needs to communicate with the relevant machine that you are configuring for SSL.

The certificate should appear in the Microsoft Management Console under **Certificates (Local Computer) > Trusted Root Certification**.

---

**Note:** For more information about how to configure IIS with SSL, see <http://support.microsoft.com/>

---

## Configure IIS to Support Internal Communication

The following steps must be performed to enable secure internal communication on the Performance Center Server and Hosts.

### To support internal communication on the Performance Center Server:

- 1 Configure IIS to support SSL on port 443 as described above.
- 2 Edit the **web.config** file located in the following path: <install path>\PCS
  - a Under the <system.servicemodel><services> tag, there are six areas where the following comment appears: **Uncomment to enable SSL**. Uncomment the XML lines which appear thereafter. For example:

Before:

```
<!-- Uncomment to enable SSL -->
<!-- endpoint binding="basicHttpBinding"
bindingConfiguration="BasicHttpBinding_TransportSecurity"
contract="HP.PC.PCS.ILabService">
<identity><dns value="localhost"/></identity>
</endpoint -->
```

After:

```
<!-- Uncomment to enable SSL -->
<endpoint binding="basicHttpBinding"
bindingConfiguration="BasicHttpBinding_TransportSecurity"
contract="HP.PC.PCS.ILabService">
<identity><dns value="localhost"/></identity>
</endpoint>
```

- b Under the <system.servicemodel><behaviors> tag, there are six areas where the **httpsGetEnabled** parameter is set to **false**. Change each one so that the parameter is set to **true**. For example:

Before:

```
<serviceMetadata httpGetEnabled="true" httpsGetEnabled="false" />
```

After:

```
<serviceMetadata httpGetEnabled="true" httpsGetEnabled="true" />
```

- 3 Add the Performance Center Server to ALM and define the Internal URL to connect through port 443. The URL must begin with **https**.

**To support internal communication on a host:**

- 1 Configure SSL on the host for port 8731. For details, refer to the Microsoft Web Site: How To Configure a Port with an SSL Certificate, using the following URL: <http://msdn.microsoft.com/en-us/library/ms733791.aspx>.
- 2 Edit the **LtopSvc.exe.config** file located in the following path: <install path>\bin
  - a Under the <system.servicemodel><bindings><basicHttpBinding> tag, there are two areas where the following comment appears:  
**Uncomment to enable SSL**. Uncomment the XML lines which appear thereafter. For example:

Before:

```
<binding name="BasicHttpBinding_ILoadTestingService"
closeTimeout="00:10:00"
    openTimeout="00:01:00" receiveTimeout="00:20:00"
sendTimeout="00:10:00"
    allowCookies="false" bypassProxyOnLocal="false"
hostNameComparisonMode="StrongWildcard"
    maxBufferSize="2147483647" maxBufferPoolSize="2147483647"
maxReceivedMessageSize="2147483647"
    messageEncoding="Text" textEncoding="utf-8" transferMode="Buffered"
useDefaultWebProxy="true">
    <readerQuotas maxDepth="2147483647"
maxStringContentLength="2147483647" maxArrayLength="2147483647"
    maxBytesPerRead="2147483647"
maxNameTableCharCount="2147483647" />
    <!-- Uncomment to enable SSL -->
    <!--<security mode="Transport">
    <transport clientCredentialType="None"/>
    </security>-->
</binding>
```

After:

```
<binding name="BasicHttpBinding_ILoadTestingService"
closeTimeout="00:10:00"
    openTimeout="00:01:00" receiveTimeout="00:20:00"
sendTimeout="00:10:00"
    allowCookies="false" bypassProxyOnLocal="false"
hostNameComparisonMode="StrongWildcard"
    maxBufferSize="2147483647" maxBufferPoolSize="2147483647"
maxReceivedMessageSize="2147483647"
    messageEncoding="Text" textEncoding="utf-8" transferMode="Buffered"
    useDefaultWebProxy="true">
    <readerQuotas maxDepth="2147483647"
maxStringContentLength="2147483647" maxArrayLength="2147483647"
    maxBytesPerRead="2147483647"
maxNameTableCharCount="2147483647" />
    <!-- Uncomment to enable SSL -->
    <security mode="Transport">
        <transport clientCredentialType="None"/>
    </security>
</binding>
```

- b** Under the `<system.servicemodel><services>` tag, switch between the non-secured and secured endpoints and base addresses. For example:

Before:

```
<endpoint contract="HP.PC.LTOP.Services.ILoadTestingService"
address="LoadTestingService" name="basicHttp" binding="basicHttpBinding"
bindingConfiguration="BasicHttpBinding_ILoadTestingService"/>

    <!-- Use the first endpoint for regular communication and the second
endpoint for SSL -->
    <endpoint contract="IMetadataExchange" binding="mexHttpBinding"
name="mex" />
    <!--<endpoint contract="IMetadataExchange" binding="mexHttpsBinding"
name="mex" />-->

    <host>
    <baseAddresses>
    <!-- Use the first address for regular communication and the second
address for SSL -->
    <add baseAddress="http://localhost:8731/LTOP/LoadTestingService"/>
    <!--<add
baseAddress="https://localhost:8731/LTOP/LoadTestingService"/>-->
    </baseAddresses>
    </host>
</service>
```

After:

```
<service name="HP.PC.LTOP.Services.LoadTestingService"
behaviorConfiguration="CommonBasicHTTPBehavior">
  <endpoint contract="HP.PC.LTOP.Services.ILoadTestingService"
address="LoadTestingService" name="basicHttp" binding="basicHttpBinding"
bindingConfiguration="BasicHttpBinding_ILoadTestingService"/>

  <!-- Use the first endpoint for regular communication and the second
endpoint for SSL -->
  <!-- <endpoint contract="IMetadataExchange" binding="mexHttpBinding"
name="mex" />-->
  <endpoint contract="IMetadataExchange" binding="mexHttpsBinding"
name="mex" />

  <host>
    <baseAddresses>
      <!-- Use the first address for regular communication and the second
address for SSL -->
      <!--<add
baseAddress="http://localhost:8731/LTOP/LoadTestingService"/>-->
      <add baseAddress="https://localhost:8731/LTOP/LoadTestingService"/>
    </baseAddresses>
  </host>
</service>
```

- c Under the `<system.servicemodel><behaviors><serviceBehaviors><behaviorname="CommonBasicHTTPBehavior">` tag, change the `httpGetEnabled` parameter to **false**, and the `httpsGetEnabled` parameter to **true**. For example:

Before:

```
<serviceMetadata httpGetEnabled="true" httpsGetEnabled="false" />
```

After:

```
<serviceMetadata httpGetEnabled="false" httpsGetEnabled="true" />
```

- 3 Restart Windows on the host.

- 4 On the Performance Center Server, edit the **PCS.config** file, located in the `<install path>\dat` path, as follows: Change the value of the **ItoplsSecured** parameter to **true**. For example:

Before:

```
<PCSSettings ItopPortNumber="8731" ItoplsSecured="false"
StartRunMaxRetry="3" DataProcessorPendingTimeoutMinutes="2880"/>
```

After:

```
<PCSSettings ItopPortNumber="8731" ItoplsSecured="true"
StartRunMaxRetry="3" DataProcessorPendingTimeoutMinutes="2880"/>
```

- 5 Restart IIS on the Performance Center Server.

## Working with Performance Center Agent

The Performance Center Agent runs on the load generators and enables communication between the Controller, load generators, and MI Listeners (in over-firewall configurations). The agent receives instructions from the Controller to initialize, run, pause, and stop Vusers. At the same time, the agent also relays data on the status of the Vusers back to the Controller.

To check the agent's current configuration, move your mouse over the Agent's icon in the Task Bar area, and read the description. The description will display either **Performance Center Agent Service** or **Performance Center Agent Process**.

### Running the Performance Center Agent as a Process

In some cases, such as SAPGUI replay, running GUI Vusers on remote machines, or terminal sessions, the Performance Center Agent must run as a process.

**To change the Performance Center Agent from a service to a process:**

- On the host machine, select **Start > Programs > HP Performance Center Host > Advanced Settings > Performance Center Runtime Settings Configuration**, and select **Manual log in to this machine**.

## Running the Performance Center Agent as a Service

In most cases, the Performance Center Agent runs as a service.

**To change the Performance Center Agent from a process to a service:**

- On the host machine, select **Start > Programs > HP Performance Center Host > Advanced Settings > Performance Center Runtime Settings Configuration**, and select **Allow virtual users to run on this machine without user login**, and enter a valid user name and password.

## Configuring the Agent on Load Generator Machines

When working with protocols that use network files or Web protocol Vusers that access the Internet through a proxy server, the Load Generator agent must have network privileges. Note that the default user created by Performance Center, **IUSR\_METRO**, does not have network privileges.

By default, the agent runs as a service on the load generator machines. You can either run the agent as a process or you can continue running the agent as a service. To continue running it as a service, configure it to run the session using the local system account or another user account with network access privileges.

## Running SAPGUI Vusers

To run SAPGUI Vusers on a remote host, make sure of the following:

- The Performance Center agent is configured to run as a process (as described in "Running the Performance Center Agent as a Process" on page 127).
- A user with administrative privileges is logged on to the host machine during run-time.

## Mapping Network Drives when Running Agent as Service

For all Windows platforms, when the user is logged off, the service cannot resolve the mapping of network drives. For Windows XP, the service also cannot resolve the mapping of network drives when the user is logged on.

In cases when the service cannot work with mapped network drives, use the full path to the directory, for example, <\\<machine-name>\<directory>\>.



## HP Load Generator (UNIX) Configuration

You can increase the number of file descriptors, process entries, and amount of swap space by configuring the kernel, as described in this section.

---

**Note:** Most operating systems using the UNIX load generator have sufficient default file descriptors, process entries, and swap space, and rarely require reconfiguration.

---

This section includes recommendations for improving load generator performance. This section includes:

- "Increasing Process Entries" on page 129
- "Increasing File Descriptors" on page 131
- "Increasing Swap Space" on page 134

### Increasing Process Entries

Each Vuser requires several free process entries. To increase the number of process entries on your system, you must reconfigure the kernel.

#### Solaris

This section describes how to reconfigure the kernel for Solaris operating systems.

**To reconfigure the kernel for Solaris operating systems:**

- 1** Locate the `/etc/system` file.
- 2** Set the maximum number of processes in the system file. Type:

```
set max_nprocs=number (e.g.712)
```

- 3 Execute the touch/reconfigure command. Type:

```
touch /reconfigure
```

- 4 Reboot the machine.

## HP-UX

This section describes how to reconfigure the kernel for HP platforms.

### To reconfigure the kernel for HP platforms:

- 1 Log in as root.
- 2 Invoke the *sam* tool to reconfigure the kernel. Type:

```
sam &
```

- 3 Select **Kernel Configuration > Configurable Parameters**.
- 4 Set the following parameters to the desired values:
  - **nproc**: The number of simultaneous processes—(# of Vusers \* 2) + 200
  - **maxuser**: The number of maximum users—DB + RTE Vusers + 20
  - **maxuprc**: The number of processes per user—# of Vusers \* 2
- 5 Reboot the machine.

## Linux

This section describes how to reconfigure the kernel for Linux platforms.

### To reconfigure the kernel for Linux platforms:

- 1 Locate the */etc/security/limits.conf* file.
- 2 Set the maximum number of processes in the limits file. Type:

```
hard nproc 8192
```

- 3 Reboot the machine.

## Increasing File Descriptors

A load generator uses the following **File Descriptor** resources:

- 14 file descriptors for the launch service
- 20 file descriptors for the agent
- 30 file descriptors for each Vuser driver. By default, there is a driver for every 50 Vusers.

For example, to compute the number of file descriptors used in running 100 threaded Vusers, the load generator requires:

14	for the launcher
20	for the agent
60	for 2 drivers (30 x 2, each one drives 50 Vusers)
200	for 100 Vusers (each Vuser requires 2)

**Total:** 294 File Descriptors

If Vusers are run as processes instead of threads, one driver is run per Vuser. Therefore, each Vuser requires 30 file descriptors.

The procedure to increase the number of file descriptors differs between platforms and shells.

### All Platforms

In these examples, the number of descriptors is increased to the maximum of 1024.

- For sh and ksh users, type:

```
ulimit -n 1024
```

- For csh users type:

```
limit descriptors 1024
```

## Solaris

This section describes some alternate procedures to increase file descriptors on Solaris operating systems. In these examples, the number of descriptors is increased to the maximum of 1024.

- 1 Use the *adb* command to increase file descriptors (all shells). Note that 400 HEX is the equivalent to decimal 1024. In the following example, **kernel** is the name of the kernel file, e.g., **kernel/unix**.

```
adb -w -k /kernel/dev/mem  
rlimits+28?W 400  
rlimits+28/W 400
```

- 2 You can also increase the maximum number of file processes by reconfiguring the kernel.

Log in as root and set the *rlim\_fd\_max* parameter inside the **/etc/system** file by typing:

```
set rlim_fd_max=1024
```

- 3 Save the file and reconfigure the system by typing:

```
touch /reconfigure
```

- 4 After reconfiguring the system, reboot the machine.

## HP-UX

This section describes how to increase file descriptors for HP platforms.

### To increase file descriptors for HP platforms:

- 1 Log in as root.
- 2 Invoke the *sam* tool to reconfigure the kernel. Type:

```
sam &
```

- 3 Select **Kernel Configuration > Configurable Parameters**.
- 4 Set the *maxfiles* parameters to the desired values. This is the equivalent to file descriptors on Sun platforms.
  - **maxfiles**: The number of files open at a given time, typically set to 60. Change it to 500 - 1024.
- 5 Reboot the machine.

## Linux

This section describes some alternate procedures to increase file descriptors on Linux operating systems. In these examples, the number of descriptors is increased to the maximum of 8192.

### To increase file descriptors on Linux operating systems:

- 1 Add the following line to the */etc/security/limits.conf* file:

```
hard nfile 8192
```

- 2 Add the following line to the */etc/sysctl.conf* file:

```
fs.file-max = 8192
```

- 3 Reboot the machine.

## Increasing Swap Space

Each Vuser requires swap space ranging from 200 KB to 4 MB. Before adding space to your system configuration, you should determine your paging requirements. For environments running programs with very large memory requirements, it is recommended to have paging space of four times the physical memory. If you do not have enough paging space, certain processes may be killed, and others will be unable to start.

### Solaris

This section describes how to increase swap space for machines running Solaris.

#### To increase swap space for machines running Solaris:

- 1 List the available paging areas. Type:

```
swap -l
```

- 2 Display the available swap space. Type:

```
swap -s
```

- 3 Create a new paging file. Type:

```
mkfile size path (e.g. mkfile 50m /extra/page_1)
```

- 4 Add the page file to the existing configuration. Type:

```
/usr/etc/swapon -a /extra/page_1 0 102400
```

- 5 Enable all swap areas listed in the filesystem configuration. Type:

```
/usr/etc/swapon -a
```

## Establishing Connectivity with Oracle

When working with Oracle, ensure that the Oracle client is installed on the same machine as the Performance Center Server and that connectivity is established with the Oracle Server.

The **tnsnames.ora** file located on the Performance Center Server (**..\oracle\product\10.2.0\client\_1\NETWORK\ADMIN\tnsnames.ora**) must contain a TNS entry for the source and target database servers. This entry can be copied from the **tnsnames.ora** file on the Oracle server to the Oracle client machine.

For example, for the Oracle database instance, **ALMInst**, the **tnsnames.ora** file, should contain the following entry:

```
ALMInst =
  (DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS = (PROTOCOL = TCP)(HOST = <db_host>)(PORT = 1521))
    )
    (CONNECT_DATA =
      (SERVICE_NAME = ALMInst)
    )
  )t
```

**To test that the TNS name entry is properly configured:**

- 1** On the Performance Center Server machine, open a command prompt.
- 2** Type:

```
sqlplus system/manager@<instancename>
```

where <instancename> is the name of the current instance.

- 3** Verify that you are successfully connected to the Oracle server.

## Enabling Downloading Standalone Applications

This section explains the steps necessary to enable you to download standalone applications from the Download Applications window.

---

**Note:** To access the Download Applications window, in Lab Management or in the ALM project, select **Tools > Download Standalone Applications**.

---

**To enable downloading standalone applications:**

- 1** Insert the HP ALM Performance Center Additional Components installation disk (DVD 2) and navigate to the **Additional Components** directory. This directory contains the applications' execution (.exe) files.

---

**Note:** The necessary .exe files for downloading VuGen, Analysis, Snapshot Viewer, Standalone Load Generator, Monitor over Firewall, and MI Listener, are located in the **Applications** directory, which is contained within the **Additional Components** directory.

---

- 2** On the Performance Center server, navigate to the **Downloads** directory, which is located in **C:\Program files\HP\Performance Center Server\PCWEB\Downloads**.
- 3** To enable downloading an application, copy the relevant execution file (.exe) from the **Additional Components** directory on the DVD to the **Downloads** directory on the Performance Center server.

---

**Note:** You may need to refresh the Download Applications window for the changes to take effect.

---



## Customizing the Download Applications Window

You can edit and customize the appearance of the Downloads Applications window. To customize the window, edit the **downloads.xml** file located in the **Downloads** directory on the Performance Center server.

The following tags in the **downloads** file control the following features on the window. Edit the tags as desired to change the appearance of the window.

- **App Name.** The name of the application.
- **Image.** Whether the application's icon appears to the left or to the right of the name.
- **File Name.** If you changed the name of the application's execution file, you must update this section so that it matches the new name of the execution file.
- **Description.** The application's description.

## Enabling MS-SQL Windows Authentication

To configure an MS-SQL database with Windows authentication, perform the following steps:

---

**Note:** The procedure below requires you to make changes to the MS-SQL database. It is strongly recommended that you make these changes using the SQL Server Management Studio tool.

---

### To enable Windows authentication:

#### 1 Prerequisites:

- Make sure that the relevant project is created in Site Administration with the **MS-SQL (Win Auth)** database type. For more information, see the “Configuring Servers and Parameters” chapter in the *HP Application Lifecycle Management Administrator Guide*.
- Make sure that the Performance Center Server, ALM Platform, and database server, all belong to the same domain, and that there is a domain user with administrator privileges common to all the machines.
- Download the SQL Server Management Studio tool from the Microsoft Download Center (<http://www.microsoft.com/downloads/en/default.aspx>).

#### 2 In SQL Server Management Studio, perform the following actions:

- a** In the Object Explorer pane, expand the **Security** folder.
- b** Rich-click **Logins** and select **New Login**.
- c** Enter the domain user in the **Login name** box, and make sure that **Windows Authentication** is selected.

---

**Note:** Make sure that the domain user is assigned the same **Server Roles** as the database administrative user (**td\_db\_admin**).

---

- 3** On the Performance Center Server, open the Internet Information Services (IIS) Manager (select **Start > Run** and type `inetmgr`).
- 4** In IIS, perform the following actions:
  - a** In the Internet Information Services pane, select **Web Sites > Default Web Site**.
  - b** Right-click **LoadTest** and select **Properties**.
  - c** In the Properties dialog box, select the **Directory Security** tab.
  - d** Under **Authentication and Access Control**, click **Edit**. The Authentication Methods dialog box opens.
  - e** Select **Enable Anonymous Access** and enter the details of the domain user.
  - f** In the Authenticated Access area, select **Integrated Windows Authentication**.
  - g** Click **OK**, then **OK** again to close the Properties dialog box.
  - h** In the Default Website list, right-click **PCS** and select **Properties**.
  - i** Repeat steps **c** through **h**.
  - j** In the Internet Information Services pane, expand the Application Pools folder.
  - k** Right-click **LoadtestAppPool** and select **Properties**.
  - l** In the Properties dialog box, select the **Identity** tab.
  - m** Select **Configurable** and enter the domain user's details.
  - n** Click **OK** to close the Properties dialog box.
- 5** On the Performance Center server, select **Start > Run** and type `secpol.msc`. The Local Security policy window opens.
- 6** In the tree in the left pane, select **Local Policies > User Rights Assignment**.

- 7 In the Policy list in the right pane, right-click the following items and select **Add User to Group**. Then add the domain user specified above.

- Allow logon locally
- Log on as a batch job
- Log on as a service
- Access this computer from the network

For more information about these policies, see “Required Policies for the Performance Center System User” in the *HP ALM Performance Center Guide*.

# Part III

---

## Upgrade and Migration



# 5

---

## Upgrading to HP ALM Performance Center 11.00

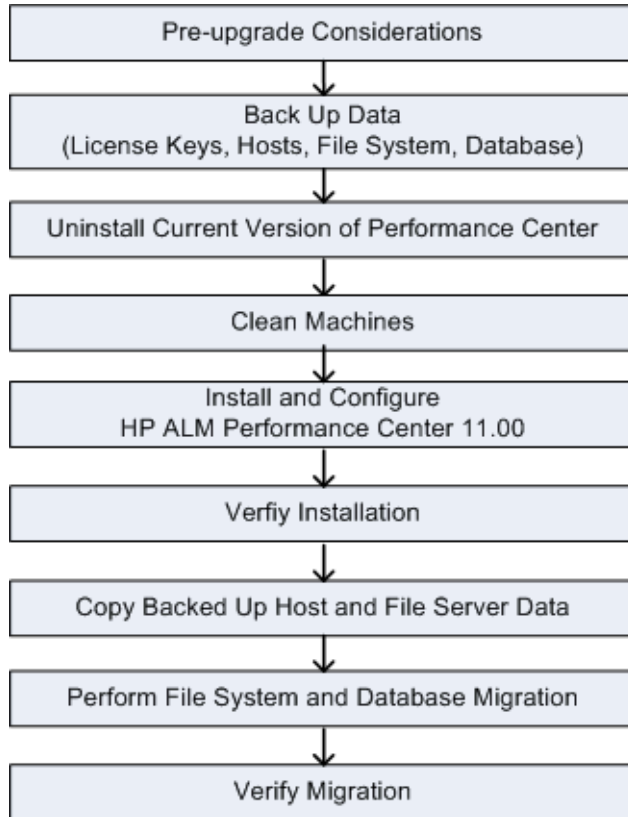
This chapter provides instructions for upgrading your Performance Center system (versions 8.1 and later) to HP ALM Performance Center 11.00. Before performing the upgrade, make sure you understand all the procedures involved in the upgrade process.

### **This chapter includes:**

- The Upgrade Process: Basic Steps on page 144
- Pre-Upgrade Preparation and Considerations on page 146
- Backing Up Performance Center Data on page 147
- Uninstalling Earlier Versions of Performance Center on page 150
- Installing and Configuring HP ALM Performance Center 11.00 on page 153
- Verifying Successful Installation on page 153
- Migrating Performance Center Data on page 154
- Post-Migration Verification on page 182
- Post Migration Considerations on page 185

## The Upgrade Process: Basic Steps

This section provides a general outline of the steps that you need to carry out to upgrade your current version of Performance Center to HP ALM Performance Center 11.00. Review these steps before you begin the upgrade process.





**To upgrade your current version of Performance Center to version 11.00:**

**1 Prepare your system for the upgrade process.**

For details, see "Pre-Upgrade Preparation and Considerations" on page 146.

**2 Back up Performance Center data.**

For details, see "Backing Up Performance Center Data" on page 147.

**3 Uninstall the current version of Performance Center.**

This step is relevant only when upgrading on a production environment. When upgrading on a staging environment do not uninstall or clean any of the machines in your current environment.

For details, see "Uninstalling Earlier Versions of Performance Center" on page 150.

**4 Install and Configure HP ALM Performance Center 11.00.**

For details, see Chapter 2, "Installing HP ALM Performance Center."

**5 Verify that the ALM Performance Center environment was installed correctly.**

For details, see Chapter 3, "Post Installation Verification."

**6 Migrate the data.**

Use the Performance Center Migration tool to migrate your Performance Center data to HP Performance Center 11.00. For details, see "Migrating Performance Center Data" on page 154.

---

**Note:** If you are migrating data from Performance Center versions 8.1 through 9.50, you must first run the Performance Center 9.51 Migration tool.

---

**7 Verify that the data was migrated successfully.**

For details, see "Post-Migration Verification" on page 182.

# Pre-Upgrade Preparation and Considerations

Before you start upgrading to HP ALM Performance Center 11.00:

- Estimate how long the upgrade process, including migration, will take and ensure that no timeslots are reserved from the time you start the upgrade process until you expect it to be complete.

For example, if you start the upgrade process today, and expect it to take 2 days, ensure that there are no timeslots reserved for the next 2 days.

- Ensure that there are no tests with any of the following run states:

Ready
Collating Results
Running
Stopping
Creating Analysis Data
Deleting Temporary Results

If there are runs in any of these states, make sure that the current operation finishes before performing the upgrade.

To check the run state of the test, do one of the following:

- Check in the Performance Center Administration Site, on the Test Runs page (**Site Management > Test Runs**)
- Run the following query on the Performance Center source database:

```
SELECT * FROM SessionRuns WHERE State in (1,2,3,7,8,13)
```

- Some tests may have finished running but may still be in the **Before Collating** or **Before Analyzing** state. To avoid losing data from these runs, you must collate and analyze the run results before performing the upgrade.

- Ensure that all host machines configured in the Administration Site actually exist. If a host does not exist, is turned off, or does not have a network connection, you must delete it from the Administration Site resources to prevent configuration problems later on.
- To avoid file server and database conflicts, stop IIS on all Performance Center Web server machines before backing up the data.
- Save your license key details. For more information, see "Backing Up License Keys" on page 148.

## Backing Up Performance Center Data

Before performing database migration you must back up your current Performance Center data.

---

**Note:** Make sure that the file system backup is synchronized with the database backup. To avoid file server and database conflicts, we recommend stopping IIS on all Performance Center Web server machines before backing up the data.

---

This section includes:

- "Backing Up License Keys" on page 148
- "Backing Up Host Data" on page 148
- "Backing Up the File System" on page 149
- "Backing Up the MI\_LRDB Database" on page 149

## Backing Up License Keys

After you migrate your database, all license information is deleted from the Performance Center system and you have to configure the license keys again. To use the same license keys in the migrated system, save the Performance Center and host license keys.

---

**Note:** ALM Performance Center 11.00 no longer supports host-locked licenses. To obtain a replacement license, contact HP Software Support.

---

**To save your license key:**

- 1** From the Performance Center Administration Site left menu, select **System Configuration > License**.
- 2** Copy the **License Key** strings displayed under **Performance Center License** and **Host License**.

This information is required when you reconfigure the Performance Center system settings in "Installing and Configuring Performance Center Servers and Hosts" on page 48.

## Backing Up Host Data

To avoid data loss from test runs that have not yet been collated or analyzed, perform the following steps before you start upgrading the system and migrating the data:

- Collate and analyze results from the load test runs on the User Site.
- Delete all unnecessary runs.
- Back up the **Temp** and **orchidtmp** directories on each host machine. To locate a machine's **Temp** directory, open Windows Explorer, type %temp% in the address bar, and press **Enter**. To locate the **orchidtmp** directory, navigate to <**Performance Center directory**>\orchidtmp.

## Backing Up the File System

Before migrating the Performance Center file system, you must back up the user data folders to protect your data in case of migration error.

- 1 On the File Server machine, open the <Performance Center directory>\LRFS directory.
- 2 Create a backup copy of the entire LRFS directory on a separate machine.

---

**Note:** After the file system data is backed up, this data becomes the source data for migration, and you should not continue working on your current version of Performance Center.

In addition, we strongly recommend that you copy the backed up LRFS directory to a location on the ALM Platform repository machine. This backed up copy is later used for migration.

---

## Backing Up the MI\_LRDB Database

Before performing database migration, you must create a database backup to protect your data in case of migration error.

For details about backing up and restoring your database, refer to the *HP ALM Database Best Practices Guide*.

## Uninstalling Earlier Versions of Performance Center

After backing up relevant data, you need to uninstall earlier versions of Performance Center and clean the machines.

---

**Note:**

- If you are upgrading to a staging environment, **skip this section!**
  - We support uninstallation of host machines only. We strongly recommend installing the Performance Center Server and other Performance Center components on clean machines with a new image.
- 

**To uninstall Performance Center:**

- 1** From the Windows Control Panel, open the Add/Remove Programs dialog box.
- 2** Select **HP Performance Center** from the list of currently installed programs and click **Remove**.
- 3** Follow the instructions in the wizard to complete the uninstall process.
- 4** Reboot the machine.

**To clean Performance Center machines:**

- 1** Ensure that you have backed up the relevant Performance Center subdirectories. For details, see Chapter 5, "Backing Up Performance Center Data."
- 2** Delete the Performance Center directory.

- 3 Ensure that the virtual directories were deleted. If they were not removed automatically, delete them manually as follows:
  - On the User Site machine, in IIS:
    - Under **Default Web Site**, delete the **Loadtest** virtual directory.
    - Open the Default Web Site Properties window. In the **ISAPI Filters** tab, ensure that there are no filters. If there are filters, remove them.
  - On the Administration Site machine, in IIS, delete the **Admin** virtual directory, located under **Default Web Site**.
  - **If you are uninstalling Performance Center 9.0:** On all Performance Center machines, in IIS, delete the **PCWSApplicationPool** virtual directory, located under **Application Pools**.
- 4 Delete the **IUSR\_METRO** user and the crypto key from the **Crypto** directory: Delete the files starting with **f9416f003254e6f10da1fbad8e4c383\_** from **C:\Documents and Settings\All Users\Application Data\Microsoft\Crypto\RSA\MachineKeys**
- 5 Delete cookies and temporary internet files from your browser to avoid user interface problems (**Tools > Internet Options > General tab**).
- 6 **If you are uninstalling Performance Center 8.1:** Remove the Performance Center folder from the Start menu. To do this, right-click **Start** and select **Explore All Users**. The Start Menu folder opens. Double-click the **Programs** folder, and delete the Performance Center folder.

**7 If you are uninstalling Performance Center 8.1:** Clean the environment variables.

- **On all Performance Center machines:** From the **path** system variable, delete the following paths: (These are paths that include the old Performance Center installation folder.)
  - <Old PC Installation folder>\java\J-INTE~1\com\bin
  - <Old PC Installation folder>\DbSetup
  - <Old PC Installation folder>\bin

---

**Note:** Some of the above paths may not exist on all of the Performance Center machines.

---

To edit the path system variable, right-click **My Computer** and select **Properties**. In the **Advanced** tab, click **Environment Variables** to open the Environment Variables dialog box. In the **System Variables** area, select the **Path** variable and click **Edit**.

- **On the User Site server only:** Delete the following Environment variables:
  - CATALINA\_HOME
  - CLASSPATH
  - JAVA\_HOME
  - JINTEGRA\_HOME

**8** Reboot the machine.



## **Installing and Configuring HP ALM Performance Center 11.00**

After you have backed up your Performance Center data, and cleaned your machines, install and configure HP ALM Performance Center 11.00.

For details on installing HP ALM Performance Center 11.00, see Chapter 2, "Installing HP ALM Performance Center."

## **Verifying Successful Installation**

After you have installed and configured HP ALM Performance Center 11.00, and before you start migrating data from your previous version of Performance Center to the new production environment, create a staging environment and verify that the components were installed successfully. For details, see Chapter 3, "Post Installation Verification."

## Migrating Performance Center Data

This section explains how to migrate the Performance Center file system and database (versions 8.1 and later) to HP ALM Performance Center 11.00.

This section includes:

- "Pre-Migration Considerations" on page 154
- "Copying and Restoring Backed Up Data" on page 155
- "Configuring the ALM Repository on a Linux system" on page 155
- "Performing the Migration" on page 161

### Pre-Migration Considerations

During the migration of the Performance Center source database, a data migration report and other tables are created and added to the source database. Check the disk space on the source database server to ensure that it can accommodate these extra tables.

---

#### Note:

- No users should be logged in to the system while the migration process is running.
  - If you performed the migration prior to installing the patch on your system, there is no need to verify and repair the migrated projects. You can continue to work normally. For details about verifying and repairing projects, see the "Upgrading Projects" chapter in the *HP Application Lifecycle Management Administrator Guide*.
  - Do **not** perform the verify and repair procedure on the LAB\_PROJECT.
-

## Copying and Restoring Backed Up Data

- If you backed up the host data (see "Backing Up Host Data" on page 148), you need to restore the **orchidtmp** and **temp** directories. To restore these directories, copy **orchidtmp** to the new installation directory (for example, C:\Program Files\HP\Performance Center Host\orchidtmp), and copy the **temp** directory to its original location on the host machines.
- To maximize performance during the migration process, copy the file system directory (**LRFS**) that you saved on a separate machine (see "Backing Up the File System" on page 149) to a directory on the same machine as the ALM Platform repository.
- Copy the backed up database (MI\_LRDB) on the database server that is to act as your source database server, and restore the database. For details about restoring your database, refer the *HP ALM Database Best Practices Guide*.

## Configuring the ALM Repository on a Linux system

If the ALM Platform is installed on a Linux system, you must configure the ALM Platform repository before migrating your Performance Center database and file system.

### To configure the ALM Platform repository:

- 1** Log in to your ALM Platform repository machine.
- 2** Make sure Samba is installed on the machine.
- 3** Configure the following Samba files:

**Note:** Separate the domain and user names with a slash '/', for example: DOMAIN/username.

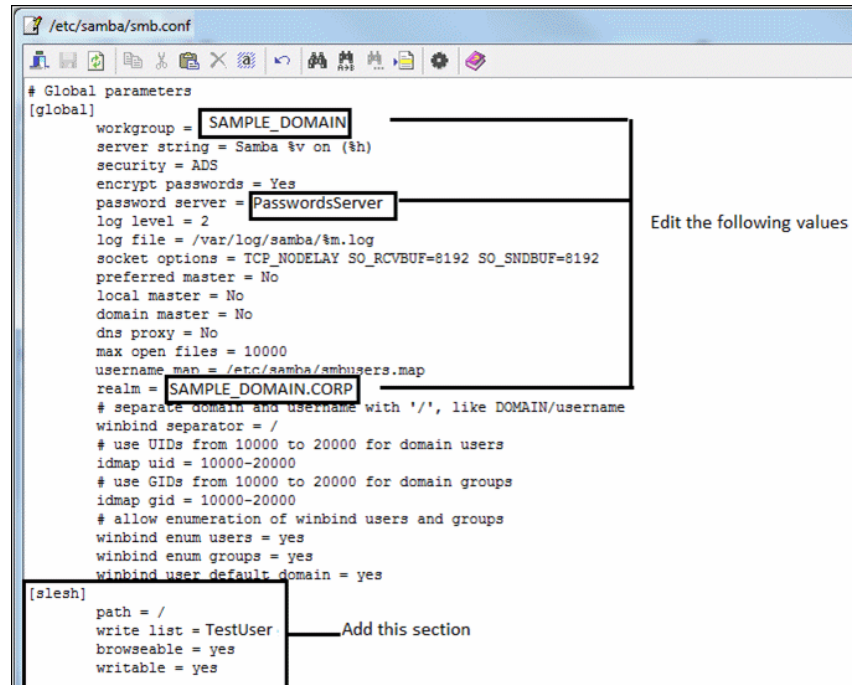
- a** Edit the following file: `/etc/samba/smb.conf`

- Under the **[global]** section, set the following attributes:

```
workgroup = <domain name>
password server = <domain controller>
realm = <domain name>
```

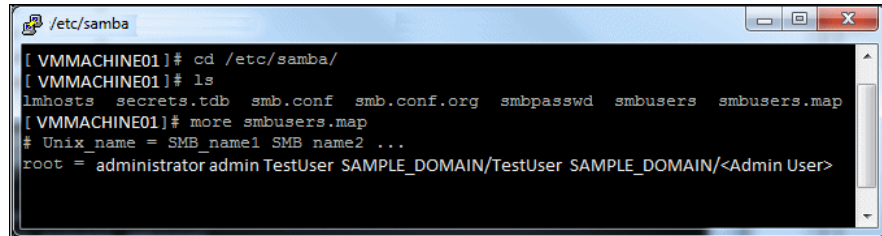
- Add the following section at the end of the file:

```
[slesh]
path = /
write list = user (For example: qcuser)
browseable = yes
writable = yes
```



- b** Create the file `/etc/samba/smbusers.map` with the following data:

```
root = administrator admin <username> <domain name>/<user name>
<domain>/<admin user on this domain>
```



```
/etc/samba
[VMMACHINE01]# cd /etc/samba/
[VMMACHINE01]# ls
lmhosts  secrets.tdb  smb.conf  smb.conf.org  smbpasswd  smbusers  smbusers.map
[VMMACHINE01]# more smbusers.map
# Unix_name = SMB_name1 SMB_name2 ...
root = administrator admin TestUser SAMPLE_DOMAIN/TestUser SAMPLE_DOMAIN/<Admin User>
```

- c** Edit the following file: `/etc/krb5.conf`

- Under the `[libdefaults]` section, set the following attribute:

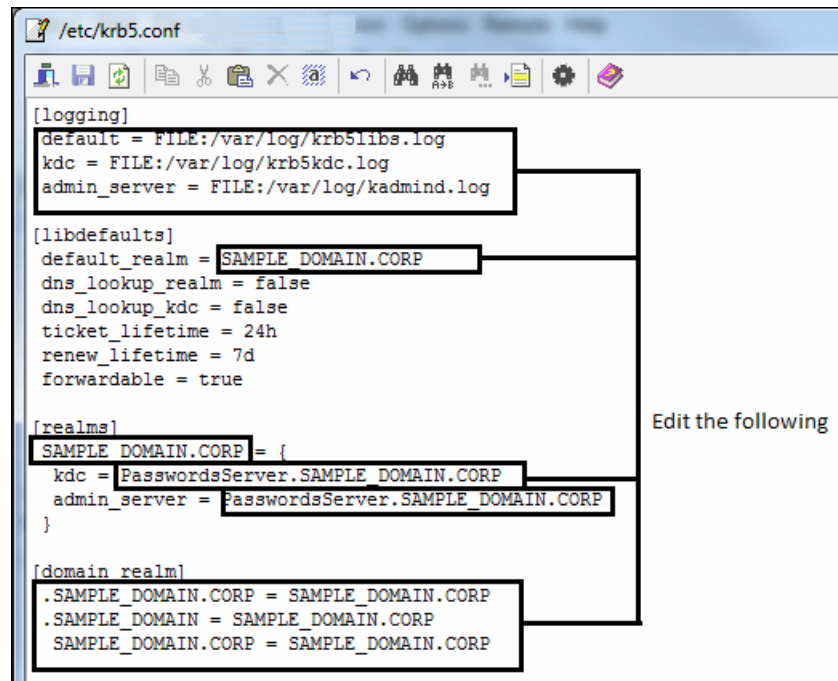
```
default_realm = <domain name>
```

- Under the `[realms]` section, set the following:

```
<domain name> = {
  kdc = <server name>
  admin_server = <server name>
}
```

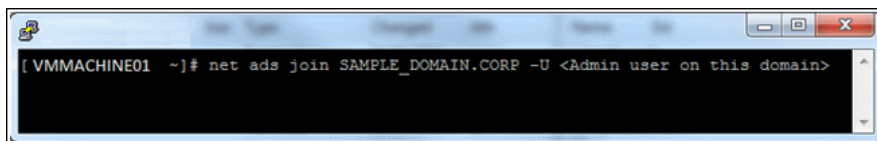
- Under the **[domain\_realm]** section, set the following attributes:

```
.<full domain name> = <domain name>
.<domain name> = <domain name>
<full domain name> = <domain name>
```



- d Run the following command:

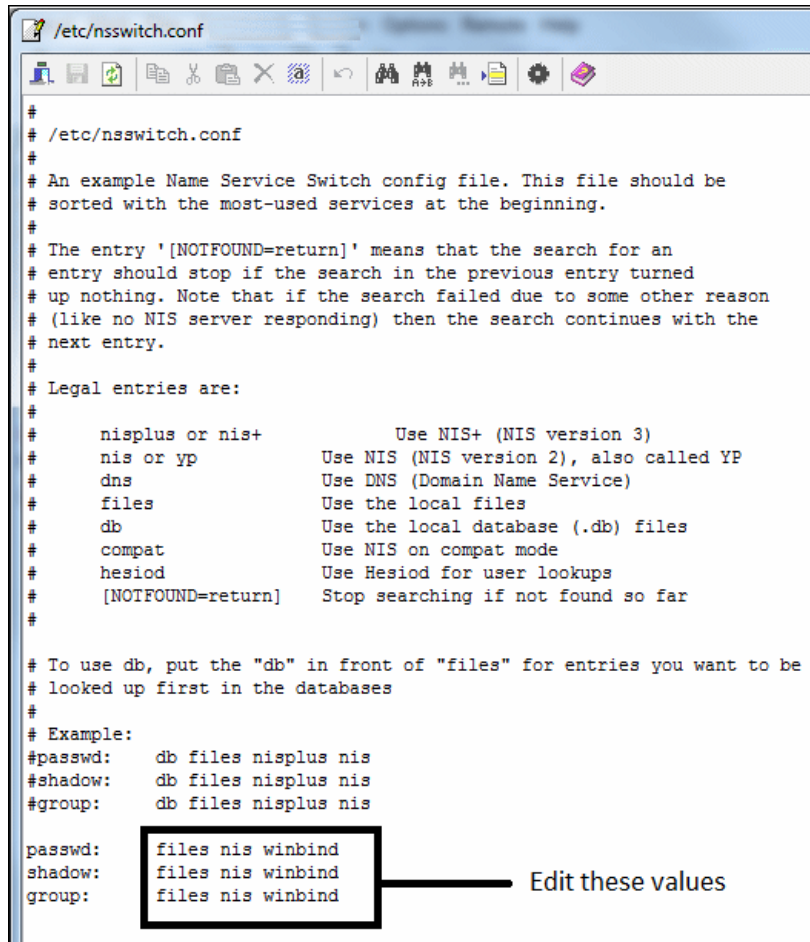
```
net ads join <domain name> -U <administrator username on the domain>
```



- e Edit the following file: `/etc/nsswitch.conf`

Add the winbind option:

```
passwd: files nis winbind
shadow: files nis winbind
group: files nis winbind
```



```
#
# /etc/nsswitch.conf
#
# An example Name Service Switch config file. This file should be
# sorted with the most-used services at the beginning.
#
# The entry '[NOTFOUND=return]' means that the search for an
# entry should stop if the search in the previous entry turned
# up nothing. Note that if the search failed due to some other reason
# (like no NIS server responding) then the search continues with the
# next entry.
#
# Legal entries are:
#
#   nisplus or nis+      Use NIS+ (NIS version 3)
#   nis or yp            Use NIS (NIS version 2), also called YP
#   dns                  Use DNS (Domain Name Service)
#   files                 Use the local files
#   db                   Use the local database (.db) files
#   compat               Use NIS on compat mode
#   hesiod                Use Hesiod for user lookups
#   [NOTFOUND=return]    Stop searching if not found so far
#
# To use db, put the "db" in front of "files" for entries you want to be
# looked up first in the databases
#
# Example:
#passwd:    db files nisplus nis
#shadow:    db files nisplus nis
#group:     db files nisplus nis
#
passwd:    files nis winbind
shadow:    files nis winbind
group:     files nis winbind
```

Edit these values

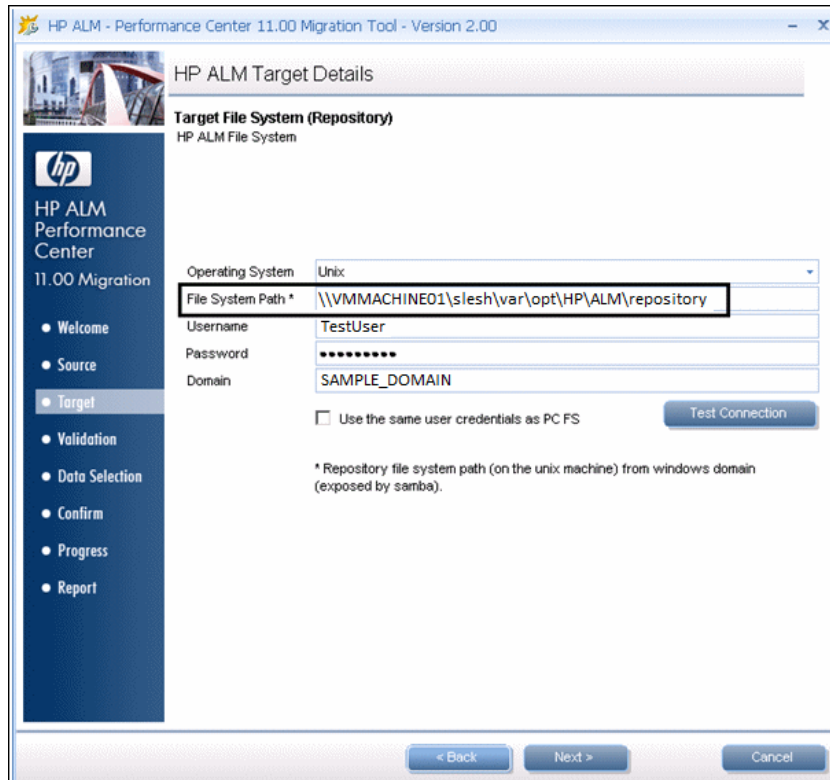
- f** Run the following commands:

```
/etc/init.d/winbind start  
/etc/init.d/smb start
```

- g** Verify successful configuration.

From a Windows machine, check that you can navigate to the ALM Platform repository using the UNC path and the domain user you defined. For example, `\\<ALM Platform server name>\sles\var\opt\HP\ALM\repository`.

You can now migrate your Performance Center data using the HP ALM Performance Center Migration tool. When prompted enter the same repository path as above.





## Performing the Migration

This section describes how to install and run the HP ALM Performance Center Migration tool to migrate your Performance Center database and file system to the ALM Platform database and repository.

---

**Note:** We recommend that you install and run the migration tool on the machine where the Performance Center Server is installed because the prerequisite software needed to run this tool is already installed on this machine.

---

**To migrate the data:**

### 1 Install the prerequisite software.

---

**Tip:** If you are performing the migration from the Performance Center Server machine, skip this step as the prerequisite software is already installed on this machine.

---

Ensure that the following prerequisite software has been installed on the machine on which you are going to install the migration tool:

- .NET Framework 3.5 SP1
- Oracle client: If you are working with an Oracle database, ensure that the Oracle client is installed, and that connectivity has been established with the Oracle Server. Ensure that the **tnsnames.ora** file contains a TNS entry for the source and target database servers.

### 2 Access the Migration tool.

Download and install the latest version of the HP ALM Performance Center Migration Tool, included with the latest Performance Center patch. Patches and the Migration Tool are available on the HP Software Support Web site (<http://h20230.www2.hp.com/selfsolve/patches>).

### 3 Launch the ALM Performance Center 11.00 Migration Tool wizard.

---

**Note:** If you are upgrading from Performance Center version 8.1 through Performance Center version 9.50, you must first run the Performance Center 9.51 Migration Tool. This tool is located in a subdirectory of the ALM Performance Center 11.00 Migration Tool installation directory (`..\ALM Migration\DBMigrationTool95\DBMigration95_SP1.exe`).

---

Navigate to the location where you installed the Migration tool, and run **MigrationToolStart.exe**. Alternatively, double-click the **MigrationToolStart.exe** icon on the desktop. The Migration Tool wizard opens on the Welcome page. Click **Next**.

#### 4 Provide the details of the source database.

On the HP Performance Center Source Details - Source Database page, enter the details of the HP Performance Center Database Server that contains the source database.

HP ALM - Performance Center 11.00 Migration Tool

Performance Center Source Details

**Source Database**  
Provide the details of the source database.

Database Type: MS-SQL

Database Server: vm14

Authentication Type: SQL Server Authentication

Username: sa

Password: ••••••••

Database Name: mi\_1rdb

Test Connection

< Back   Next >   Cancel

- **Database Type.** Select the type of source database: **Oracle** or **MS-SQL**.

---

**Note:** You can migrate one type of database to another. That is, if the source Performance Center database is MS-SQL, you can migrate it to a target Oracle database in ALM; if the source Performance Center database is Oracle, you can migrate it to a target MS-SQL database in ALM. It is recommended to migrate all projects to the same database or server on which the Lab project is located.

---

- **Database Server. (MS-SQL only)** Enter the path and name of the source database server.

---

**Tip:** Click the **Browse** button to browse to a server instance where the database is installed.

---

- **Authentication type. (MS-SQL only)** Enter the method used to connect to the database: **SQL Server Authentication** or **Windows Authentication**.
- **SID. (Oracle only)** Enter the Service ID of the source database server as defined in the **tnsnames.ora** file.
- **Username and Password.** Enter the user name and password:
  - **For Oracle:** Enter the Performance Center database user (DB Name), for example, **MI\_LRDB**, and its password.
  - **For MS-SQL:** Enter the user name and password of the Performance Center database administrator user. When running the migration tool, always use the same database administrator user.
- **Database Name. (MS-SQL only)** Enter the name of the source database schema. By default, the schema name is **MI\_LRDB**.

Click **Test Connection** to verify that you can connect to the source database. If the connection fails, a message displays the possible reasons. In this case, verify that the details you provided are correct and that the database server is up and running.

Click **Next**.

## 5 Provide the details of the source file system.

On the HP Performance Center Source Details - Source File System (LRFS) page, enter the details of the directory containing the backed up Performance Center source file system (LRFS).

**Tip:** To avoid network traffic delays and for a more reliable migration, it is strongly recommended to save a copy of this directory in a location on the same machine and parallel to the ALM Platform repository.

HP ALM - Performance Center 11.00 Migration Tool

Performance Center Source Details

**Source File System (LRFS)**

The Performance Center file system directory (LRFS) contains scripts and results from previously run load tests. Provide the source file system location. We recommend to use a local copy of the source file system.

File System Path:

Username:

Password:

Domain:

Test Connection

< Back Next > Cancel

- **File System Path.** Enter the path and name of the backed up copy of the source file system (LRFS) that you saved on the same machine as the ALM Platform repository.
- **Username and Password.** Enter the user name and password of a user with file system administration privileges on the backed up copy of the source file system (LRFS).
- **Domain.** Enter the domain in which the backed up copy of the source file system is located.

Click **Test Connection** to verify that you can connect to the backed up copy of the source file system. If the connection fails, a message displays possible reasons for the failure. In this case, verify that the details you provided are correct.

Click **Next**.

## 6 Provide ALM Platform credentials.

On the HP ALM Target Details - Site Administration Details page, enter the details of the ALM Platform, and the credentials of the user with administrative privileges on the ALM Platform.

- **ALM Platform URL.** Enter the URL of the ALM Platform in the following format:

```
http://<ALM Platform name>:<port number>/qcbin
```

For example, `http://alm_platform139:8080/qcbin`.

- **Username and Password.** Enter the Site Administrator user name and password, as defined when installing the ALM Platform.

- **Communication Security Passphrase.** Enter the passphrase used for secure communication with the ALM Platform, as defined when installing the ALM Platform.

Click **Test Connection** to verify connectivity with the ALM Platform. If connectivity fails, a message displays possible reasons for the failure. In this case, verify that the details you provided are correct.

Click **Next**.



## 7 Provide the details of the target database.

On the HP ALM Target Details - Target Database page, enter the details of the ALM Platform database server to which the source database is to be migrated.

---

**Note:** If you are performing the migration from a remote location:

- If you are migrating to an MS-SQL database, ensure that the MS-SQL Server name defined when configuring ALM is not **localhost** or **localhost\SQLSERVER**, and that its name is a full host machine name, for example, **DbServerMachine23.domain.it**.
  - If you are migrating to an Oracle database, the client configuration file (tnsnames.ora) must include a **servicename** section that is exactly the same as the **servicename** section located on the ALM client configuration. Click the **Server Details** button on the HP ALM Target Details - Target Database page to view the SID that must be used.
-

HP ALM - Performance Center 11.00 Migration Tool

### HP ALM Target Details

**Target Database**  
HP ALM supports multiple databases defined in Site Administration. In this page, select the database server to which to migrate your projects, and provide the database credentials.

**Target Database Credentials**

Database Server: vm03 [Server Details...](#)

DB Username: sa

DB Password: •••••••• [Test Connection](#)

[< Back](#) [Next >](#) [Cancel](#)

- **Database Server.** From the dropdown list, select a target ALM Platform database server, as defined in ALM.

Click the **Server Details** button to view the full details of the server.

---

**Note:** You can migrate one type of database to another. That is, if the source Performance Center database is MS-SQL, you can migrate it to a target Oracle database in ALM; if the source Performance Center database is Oracle, you can migrate it to a target MS-SQL database in ALM.

---

- **DB Username and DB Password.** Enter the password of the database administrator user.
- **Server Name (Oracle only).** The SID defined in the Server Details.

- **Tablespace and Temp Tablespace (Oracle only).** The tablespaces to which the projects are migrated.

Click **Test Connection** to verify that you can connect to the database server. If the connection fails, a message displays possible reasons for the failure. In this case, verify that the details you provided are correct and that the database server is up and running.

Click **Next**.

## 8 Provide the details of the target file system directory.

On the HP ALM Target Details - Target File System (Repository) page, enter the details of the ALM Platform repository. The data in the Performance Center source file system directory (**LRFS**) is migrated to this repository.

HP ALM - Performance Center 11.00 Migration Tool

HP ALM Target Details

**Target File System (Repository)**  
HP ALM File System

File System Path: \\vm651C\$\\ProgramData\\HP\\ALM\\repository

Username: user2

Password: ••••••••

Domain: domain2

☐ Use the same user credentials as PC FS

Test Connection

HP ALM Performance Center 11.00 Migration

- Welcome
- Source
- **Target**
- Validation
- Data Selection
- Confirm
- Progress
- Report

< Back   Next >   Cancel

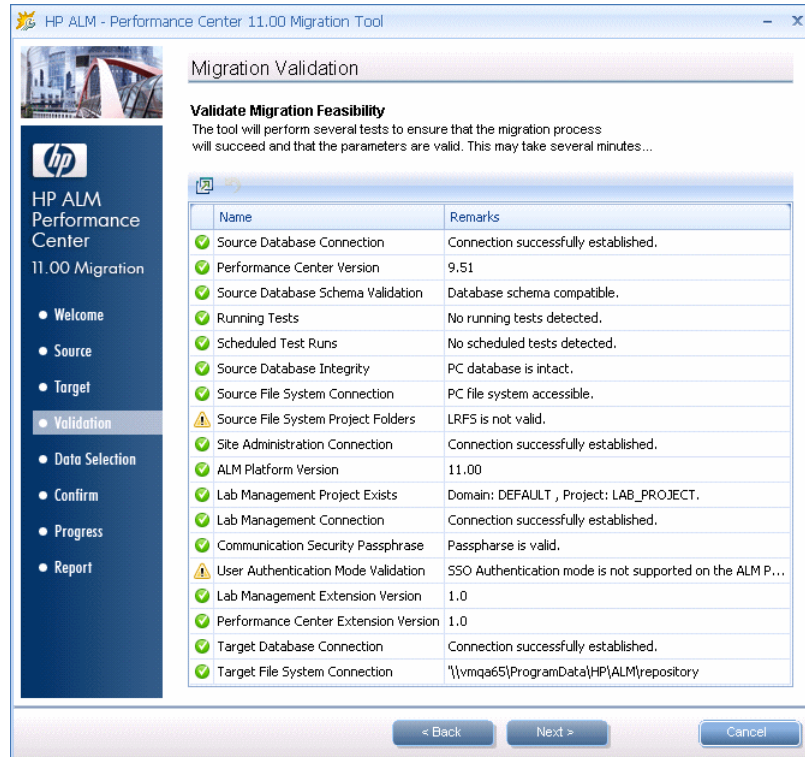
- **File System Path.** The path to the ALM Platform repository. The source file system (LRFS) will be migrated to this repository. This value is read-only and is taken directly from the ALM Platform.
- **Username and Password.** Enter the user name and password of the user with file system administration privileges on the ALM Platform repository. To use the same user as the source file system directory (LRFS) user, select **Use the same user credentials as the PC FS.**
- **Domain.** Enter the user domain.

Click **Test Connection** to verify that you can connect to the ALM Platform repository. If the connection fails, a message displays possible reasons for the failure. In this case, verify that the details you provided are correct.

Click **Next**.

## 9 View the migration validation.

With all the relevant source and target details, the tool validates the feasibility of the migration. Review the list of warnings and errors. If you need to make any changes before you migrate the data, close the migration tool, and start the tool again when you are ready.



## 10 Specify whether to migrate administration data.

The Data Selection - Migrate Administration Data page opens.

The screenshot shows the 'Data Selection' window of the HP ALM - Performance Center 11.00 Migration Tool. The window has a title bar with the HP logo and the text 'HP ALM - Performance Center 11.00 Migration Tool'. On the left is a dark blue sidebar with the HP logo and the text 'HP ALM Performance Center 11.00 Migration'. Below this is a list of steps: Welcome, Source, Target, Validation, Data Selection (highlighted), Confirm, Progress, and Report. The main content area has a header 'Data Selection' and a section 'Migrate Administration Data' with the text: 'This page enables you to migrate the Administration Site data and to create the domain into which to migrate the data.' Below this is a section 'Administration Data Migration' with the text: 'This option enables you to migrate all administration data (Pools, Hosts, Reservations, Runs and so on) to Lab Management.' A 'Note' follows: 'If you have performed this migration before, migrating this data again will overwrite the current data in Lab Management, that is, all previously migrated data and migrated projects, as well as any new data in Lab Management, will be deleted.' There is a checkbox labeled 'Migrate Lab Project Data (All migrated projects will be deleted and have to be migrated again)' which is checked. Below this is a section 'HP ALM Platform Domain' with a label 'Target Domain Name' and a text input field containing 'Migration'. At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

- To migrate all of the data from the Performance Center Administration site, such as Performance Center resources (hosts, host pools, locations, MI Listeners), user-project assignments, and server data, select **Migrate Lab Project Data**.

If you are running the migration tool **to migrate additional projects only**, but you do not want to migrate the administration data again, ensure that **Migrate Lab Project Data** is **NOT** selected.

---

**Note:** The first time you run the Migration Tool, the **Migrate Lab Project Data** option is selected by default, and the Performance Center administration data is migrated the first time by default. In subsequent migrations, you can select whether or not to migrate the administration data. It is important to note that when you migrate the administration data again, all Performance Center administration data and other Performance Center projects that have already been migrated are deleted. For this reason, it is strongly recommended to ensure that the migration process is fully complete before working with new data and projects in ALM Performance Center 11.00.

---

- **HP ALM Platform Domain.** Enter the name of the ALM domain to which to migrate the projects that you select in the next wizard page. You can enter the name of an existing domain, or enter a new domain name. If you enter a new domain name, the domain is created on the ALM Platform.

---

**Note:** Administration data is always migrated to the LAB\_PROJECT, which is located on the default domain.

---

Click **Next**.

11 Select Performance Center projects to migrate.

On the Data Selection - Select Projects to Migrate page, select the Performance Center projects to migrate. You must select at least one project.

HP ALM - Performance Center 11.00 Migration Tool

Data Selection

**Select Projects to Migrate**  
In this page you select the projects to migrate.  
You must select at least one project.

	Project Name	Project Migration Status	Project ID
<input checked="" type="checkbox"/>	Default	Not migrated	1
<input type="checkbox"/>	DIAGNOSTICS_PROJECT_1	Not migrated	34
<input type="checkbox"/>	DIAGNOSTICS_PROJECT_2	Not migrated	19
<input type="checkbox"/>	MIGRATION_1	Not migrated	11
<input type="checkbox"/>	LT_PROJECT_2	Not migrated	35
<input type="checkbox"/>	Execute_LT	Not migrated	20
<input type="checkbox"/>	H_tests	Not migrated	8
<input type="checkbox"/>	H_tests2	Not migrated	12
<input type="checkbox"/>	MONITORS_PROJECT_1	Not migrated	28
<input type="checkbox"/>	MONITORS_PROJECT_2	Not migrated	29
<input type="checkbox"/>	LT_PROJECT	Not migrated	13
<input type="checkbox"/>	M_project	Not migrated	10
<input type="checkbox"/>	MIGRATION_1	Not migrated	38
<input type="checkbox"/>	MIGRATION_2	Not migrated	39
<input type="checkbox"/>	MONITORS_PROJECT	Not migrated	17
<input checked="" type="checkbox"/>	ONLINE_PROJECT	Not migrated	14
<input type="checkbox"/>	SCRIPTS_PROJECT	Not migrated	18
<input type="checkbox"/>	SCS_PROJECT	Not migrated	22

< Back   Next >   Cancel



To select all of the projects, click the **Select All** button.

Projects that have already been migrated are marked **Migrated** in the **Project Migration Status** column. If you select a project that has already been migrated, the project is deleted from ALM before it is migrated again.

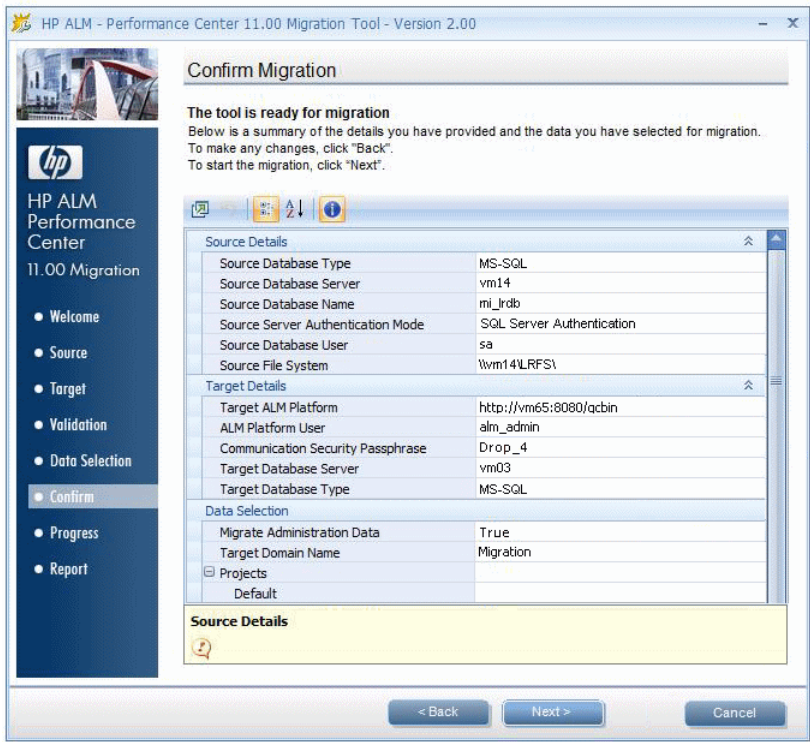


**Note:** If you are running the migration tool **only to migrate additional projects**, but you do not want to migrate the administration data again, ensure that the **Migrate Lab Project Data** option on the previous wizard page is **NOT** selected.

Click **Next**.

**12 Confirm the migration.**

The Confirm Migration page opens, displaying a summary of the options you selected in the preceding steps.

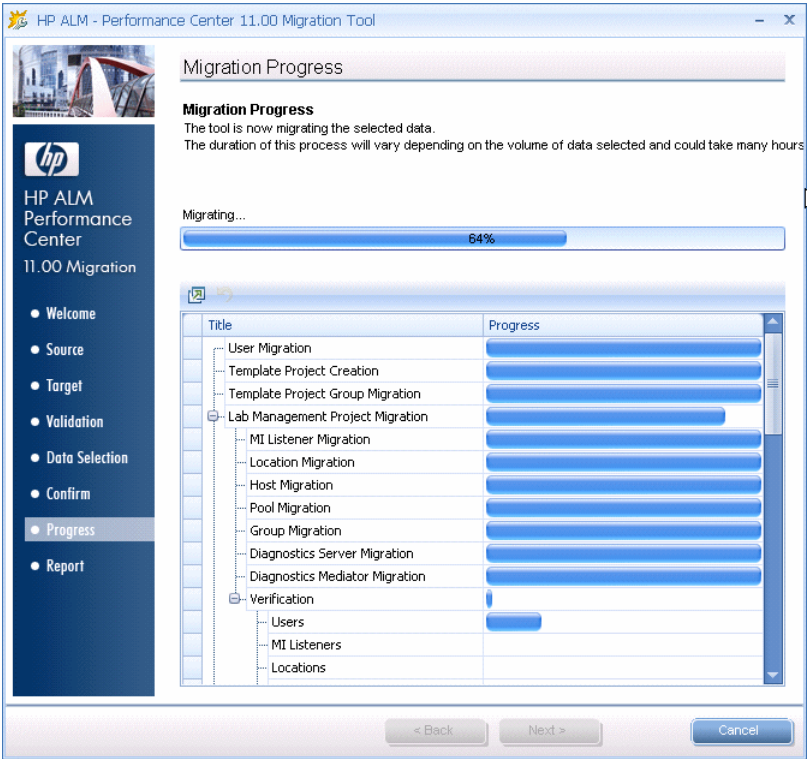


Click **Next**.

**13 Track the migration progress.**

On the Migration Progress page, you can track the migration progress.

In addition, for each project, you can view the migration progress of project entities such as scripts, load tests, monitors, timeslots, and so on.



## 14 View migration report.

---

**Note:** After the migration, you are prompted to restart the ALM Platform before starting to work in ALM Performance Center.

To restart the machine do one of the following:

- Reboot the machine
- Go to services (services.msc), restart the **HP Application Lifecycle Management** service, and then restart IIS.

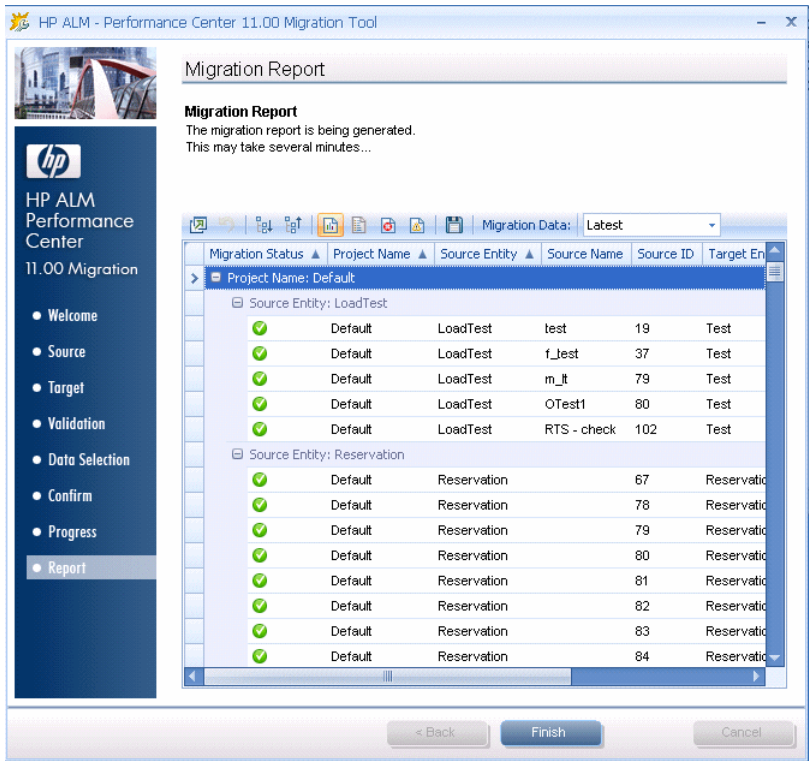
---

When the migration is complete, the Migrate Report page opens. The report displays the migration results for each project, including warnings and errors.

---

**Note:** The report may take several minutes to generate.

---



You can generate the following filtered reports:

- A summary for each migrated project
- Errors only (per project)
- Warnings only (per project)

You can also select to view data from all migration procedures performed on the machine, or only from the latest migration.



To save the report, click the **Save** button, and select a location to save the report.

If necessary, the report data can also be accessed from the source Performance Center database, from the **EntityMappings** table that is created and updated during migration.

To access the report, run the following SQL query:

```
select * from EntityMappings  
order by CompanyID, EntityType, PCID
```

Click **Finish** to exit the HP ALM Performance Center Migration tool.

If you did not save the migration report, you are prompted to save it before closing the wizard.

## 15 Reconfigure the Performance Center hosts.

---

**Note:** If you did not yet restart the ALM Platform after the migration, it is recommended to do so before continuing with this step. See step 14 on page 179.

---

After migration, the status of all migrated hosts is **Unavailable**.

**For staging environment:** Keep the migrated hosts in the **Unavailable** status, and add several new hosts to validate your environment.

**For production environment:** To change the status of the hosts after migration to **Operational** and set up the host license, you must reconfigure the hosts.

- a** Log in to Lab Management.
- b** Select **Lab Resources > Hosts**, select the migrated host, and click the **Reconfigure Hosts** button.

## 16 Verify the migration.

After migrating the file system and database, verify that the data was migrated successfully. For details, see "Post-Migration Verification" on page 182.

## Post-Migration Verification

After migrating the files and database, verify that the data was migrated successfully.

---

**Note:** Ensure that the hosts were reconfigured as described at the end of the migration process. For details, see step 15 on page 181.

---

### Site Administration

- 1** Log in to Site Administration as Site Administrator.
- 2** Check that the domain you created during migration exists and that the projects you selected are listed in the domain and are active.
- 3** Choose two projects and check that the correct users are assigned to the projects.
- 4** In the **Lab Management** tab, check that assigned users are the same as source Performance Center administrators.

### Lab Management

- 1** Log in to Lab Management with your Performance Center administrator credentials.
- 2** Verify the following:
  - On the Lab Management sidebar, under **Lab Settings**, select **Project Settings**, and verify that the migrated projects are listed and that the host pool and Vuser limit, Concurrent Run limit, and Host limit details are correct.
  - On the Lab Management sidebar, under **Lab Resources**, verify that the data listed in the Hosts, Host Pools, Locations, and MI Listeners modules includes all data relevant to the migrated projects.

- On the Lab Management sidebar, under **Lab Usage**, verify that the following data exists for a selected migrated project:
  - **Timeslots module**: A month's worth of past timeslots and, if relevant, existing future timeslots.
  - **Test Runs module**: Test runs from the last month.
  - **Usage Report module**: Reports for the last month.

## HP Application Lifecycle Management

- 1 Log in to a migrated project in ALM, using your Performance Center administrator credentials.
- 2 Verify the following:
  - On the ALM sidebar, under **Lab Resources**, verify that the Hosts module contains the hosts that belong to the project you are logged in to.
  - On the ALM sidebar, under **Testing**, select **Test Resources**, and review the monitor profiles listed in the tree. Verify the details and monitor configuration for a familiar monitor profile.

- On the ALM sidebar, under **Testing**, select **Test Plan**.
    - Review the full tree for scripts and performance tests. Check also for failed performance tests, if you know of any that exist.
    - Review one familiar VuGen script - Details and Test Script tabs.
    - Review one test in the project that you are familiar with. Click the **Test Design** tab and check the details in the General Details section. Verify that there are no errors.

Click **Edit Test**. In the **Workload** tab, verify that the Controller, load generator distribution method, Vuser groups, runtime settings, and test schedule details are all correct. Check also that the monitor profiles selected in the **Monitors** tab are correct.
  - On the ALM sidebar, under **Testing**, select **Test Lab**. Review the data in the **Test Runs** tab. If you do not see any data, ensure that the filter is clear.
- 3** Try to run a familiar test with its original hosts. Ensure that the hosts have been upgraded to Performance Center 11.00 hosts.



## Post Migration Considerations

This section points out issues to consider after migration.

This section includes:

- "User Migration" on page 185
- "Roles (Groups) Migration" on page 186
- "Project Migration" on page 189
- "Host and Pool Migration" on page 190
- "Load Test Migration" on page 190
- "Timeslot Migration" on page 191
- "Script Migration" on page 192
- "General Notes" on page 192

### User Migration

- Deleted / Non-Active / Expired users in Performance Center
  - Shown in entities - Timeslots (Reserved By), Test Runs (User Name), Event Log (not relevant, not migrated), Trend Reports - Run By
  - Shown in Lab Usage reports - Site Users Report, Resource by Duration Report, Resource by Runs Report in the Resource Usage by User tab
- Migrating deleted users (may have the same name as existing users):
  - This type of user does not exist in ALM.
  - Deleted users are not migrated.
- Migrating Non-Active / Expired users:
  - Non-Active or Expired Users -
    - Migrates the user and assigns it the groups and project
    - Non-active users are migrated as **Expired**.
  - Users with future expiration date are migrated as explained above and assigned the appropriate expiration date.

- User name issues:
  - If a user name contains invalid characters, all invalid characters are replaced with an underscore (\_). For details on invalid characters, see "General Notes" on page 192.
  - If ALM contains the same user name as in the migrated Performance Center project:
    - If both user definitions contain an email address, and the email address is identical, this indicates that this is the same user, and the user is not migrated.
    - If both user definitions contain a full name and they are identical, this indicates that this is the same user, and the user is not migrated.
    - If there is a user in the ALM target system with the same user name, and it has been established that they are not the same user, then the new (migrated) user is created with a **01 (02, 03, ...)** suffix appended.

**Roles (Groups) Migration**

- Canned group migration

PC 9.5		PC 11.00	
Admin Site	Administrator	Lab Management	TDAdmin (existing ALM group)
User Site	Guest	Project	Viewer (existing ALM group)
User Site	LT Adviser	Project	Performance Adviser (new ALM group, customized when Performance Center extension is deployed)
User Site	Tester	Project	Performance Tester (new ALM group, customized when Performance Center extension is deployed)

PC 9.5		PC 11.00	
User Site	Power Tester	Project	Performance Test Specialist (new ALM group, customized when Performance Center extension is deployed)
User Site	Project Manager	Project	Project Manager (existing ALM group)

- Roles marked as **Administration from User site only** are not migrated, and users who belongs only to such roles in the scope of Performance Center are not added to Lab Management.
- Customized Groups migration
  - A Performance Center Template project is created which includes all the customized groups from the source Performance Center system.
  - Enabling the Performance Center extension on a project adds the canned Performance Center groups to the project.
  - Migrated projects will be attached to a Performance Center Template project that will include all the customized groups defined in Performance Center 9.x.
- ALM Consolidated installation:

Performance Center	Consolidated Installation	Flow
Internal	Internal	<ul style="list-style-type: none"> <li>➤ Define match - Username, Full Name (optional)</li> <li>➤ Create unmatched users in ALM (with password)</li> </ul>
Internal	LDAP	<ul style="list-style-type: none"> <li>➤ Define match – Username</li> <li>➤ Create unmatched users in ALM (no password)</li> <li>➤ New user in ALM require LDAP lookup on the first login (no DN in ALM)</li> </ul>

Performance Center	Consolidated Installation	Flow
LDAP	Internal	<ul style="list-style-type: none"> <li>➤ Define match – Username</li> <li>➤ Create unmatched users in ALM (default password – Welcome)</li> </ul>
LDAP	LDAP	<ul style="list-style-type: none"> <li>➤ Define match – Username</li> <li>➤ Create unmatched users in ALM (no password)</li> <li>➤ New user in ALM will require LDAP lookup on the first login (no DN in ALM)</li> </ul>
SSO	Internal	<ul style="list-style-type: none"> <li>➤ Define match – Username</li> <li>➤ Create unmatched users in ALM (default password – Welcome)</li> </ul>
SSO	LDAP	<ul style="list-style-type: none"> <li>➤ Define match – Username</li> <li>➤ Create unmatched users in ALM (no password)</li> <li>➤ New user in ALM will require LDAP lookup on the first login (no DN in ALM)</li> </ul>

- Validation stage messages regarding authentication:
  - If Performance Center 9.5x uses SSO, then warns that ALM does not support SSO.
  - If Performance Center 9.5x uses LDAP or SSO and ALM is not LDAP, then warns that then user should configure LDAP in ALM before migration. If LDAP is not configured, all of the users password are reset to **Welcome1**.

## Project Migration

- Performance Center project expiration date:
  - If the Performance Center source project has expired, the project is migrated as Deactivated.
  - If Performance Center source project has not expired, it is migrated as Active. If the project had an expiration date, a warning is included in the migration report with the expiration date.
- Project names:
  - Invalid characters are replaced with underscores (\_). For details on invalid characters, see "General Notes" on page 192.
  - The user enters a domain name to which to migrate the projects. If this domain already exists in ALM, projects are migrated to this domain. If it does not exist, then the new domain is created.
  - When migrating a project with the same name as a project that was previously migrated, the migrated project is deleted and is migrated again.
  - When migrating a project, and a project with the same name already exists, then the migration of the project fails.
- Migrating deleted projects:
  - Deleted projects can be viewed in the Resource by Duration Report and Resource by Runs Report in the Resource Usage by Project tab.
  - Deleted projects are named **<project>\_deleted**.
  - Data from deleted projects is migrated only if it is requested by the user.
  - Data is relevant to Test Runs in Lab.

Host and Pool Migration

- Merged pools are not supported in Performance Center 11.00. Hosts are migrated with direct connection to their pools.
- Host priority changes:
  - In Performance Center 9.5x the priority was a number between 1 and 30000, where the lower the number the higher the priority.
  - In Performance Center 11.00 the priority has a value between 1 and 9, where 1 is the lowest priority and 9 is the highest priority.
  - During migration, the values are changed based on their priority relative to each other. For example: Priorities 1, 2, 3 in Performance Center 9.5x change to 9, 5, 1 respectively.

Load Test Migration

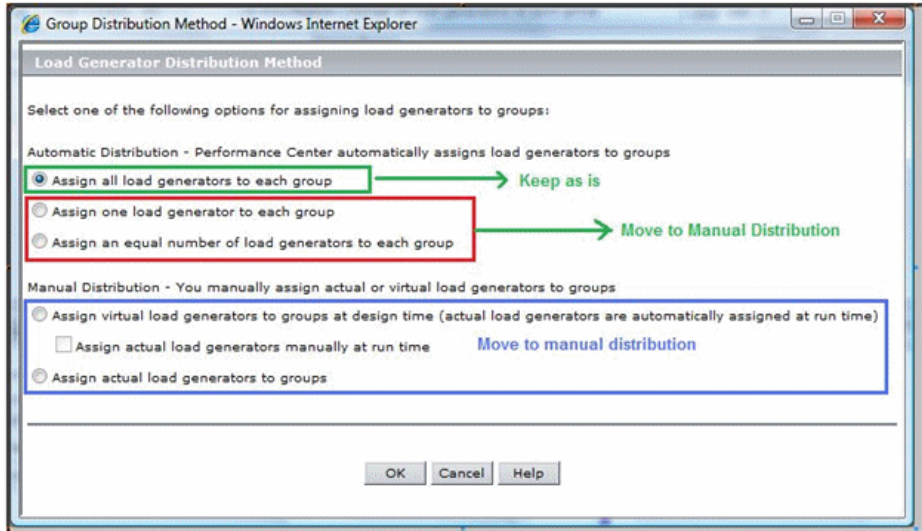
- Performance Center 11.00 does not support the **Real-World > By test > By Number** scheduler mode. This needs to be changed to Real-World > By test > By percent. This change should be logged in the migration log.
- Migrating Load Generator distribution methods in Performance Test Designer:

Performance Center 9.5x had 5 distribution methods (see image below) and Performance Center 11.00 only has 2.

Migration changes the distribution method in the following way:

PC 9.5 Distribution Method	PC 11.00 Distribution Method
Assign all load generators to each group	Assign all load generators to each group
Assign one load generator to each group	Manual distribution
Assign an equal number of load generators to each group	Manual distribution
Assign virtual load generators to groups at design time	Manual distribution
Assign actual load generators to groups	Manual distribution

The following image illustrates the mapping of Performance Center 9.5x to Performance Center 11.00 load generator distribution methods:



- Controller selection was not available in Performance Center 9.5x. During migration this option is set to **Dedicated Controller** for all tests.
- Local Monitor Profile:
  - Does not exist in Performance Center 11.00. A local monitor profile is migrated to Performance Center 11.00 as a monitor profile in the Test Resources module, under the name **Local\_Profile\_<LT\_Name>**.
  - The test is connected to the migrated monitor profile if the test used a local monitor profile.
- Topology: Not migrated. If a test is associated with a topology, the association is removed.

## Timeslot Migration

- If the timeslot is connected to a test, then the Controller option in the new timeslot is set to **Automatic**. If the timeslot is not connected to a test then it is set to **Allocate only Controller that is also LG** or **Automatic** based on whether the timeslot in Performance Center 9.5x was set to allow Users on Controller or not respectively.

## Script Migration

- URL-based scripts are migrated to regular Web (HTTP/HTML) scripts.
- When migrating script files, MDRV logs are not migrated.

## General Notes

- Event logs and topologies are not migrated.
- Run states are migrated as follows:

ID	Pre-Migration State	Migrated State	Migrated Status	Comments
1	Ready	Run Failure	Not Completed	Run Failure with a comment
2	Collating Results	Run Failure	Not Completed	Run Failure with a comment
3	Running	Run Failure	Not Completed	Run Failure with a comment
4	Finished	Finished	Not Completed	Same
5	Run Failure	Run Failure	N/A	Same
7	Stopping	Run Failure	Not Completed	Run Failure with a comment
8	Creating Analysis Data	Run Failure	Not Completed	Run Failure with a comment
9	Before Collating Results	Before Collating Results	Not Completed	Same
10	Before Creating Analysis Data	Before Creating Analysis Data	Not Completed	Same
11	Failed Collating Results	Failed Collating Results	Not Completed	Same
12	Failed Creating Analysis Data	Failed Creating Analysis Data	Not Completed	Same



ID	Pre-Migration State	Migrated State	Migrated Status	Comments
13	Deleting Temporary Results	Finished	Not Completed	With a comment
14	Temporary Results Deleted	Finished	Not Completed	
15	Failed Delete Results	Finished	Not Completed	
16	Deleted		Deleted	Migrate only to lab as deleted
17	Results Deleted	Finished	Not Completed	

- Source File System (LRFS) <=> Target File System (Smart repository) changes:

In the source file system (LRFS) all project files were located in the same folder with meaningful file names. In the new Smart Repository all project files are still located in the same folder but file names have no meaning—they are numbers.

- Special characters change as a result of migration:
- In Performance Center the following characters are invalid:

Entity	Invalid Characters
Script name	Only "!" can be used. User cannot write any other special characters.
LT name	/\<>.;:!?&*#
MP name	;"'&!@#\$\$%*\
Group name	Only "!" can be used. User cannot write any other special characters.
User name	;&*\'/ #~.?}\$% <>+~= `@^()[]!
Project name	;&*\'/ #~.?}\$% <>+~= @()[]^
Roles name	</>
Location name	No special character can be used.
Host pools name	;"'<>%\$&+`"

- In ALM the following characters are invalid (depends on the entity):

Entity	Invalid Characters
Test	\/:\"?'<> *%&
Resource	\/:\"?'<> *%!{}&
Library	\/:*?\"<> &
Project	=~`!@#\$\$%^&*() + {}()[]: ";<>?,./\-&
Domain	=~`!@#\$\$%^&*() + {}()[]: ";<>?,./\-&
Group	~`!@#\$\$%^&*() + {}[]: ";<>?,/
User	()@ \/[]": <>+~= ;,?*%&

- If the project you are upgrading includes QuickTest tests, you must use the HP QuickTest Professional Asset Upgrade Tool to upgrade these tests for use with ALM Performance Center 11.00. This upgrade tool is installed with QuickTest Professional 11.00 on your Performance Center host or Standalone Load Generator machine. For more information, see the *HP QuickTest Professional Asset Upgrade Tool for Quality Center Help* (available from HP Software Self-solve knowledge base article KM910435 (<http://h20230.www2.hp.com/selfsolve/document/KM910435>)).

---

**Tip:** You must migrate each QuickTest test in each migrated project. You can verify which projects contain QuickTest tests by running the following SQL query on the migrated database:

```
SELECT DISTINCT(NAME) FROM COMPANIES WHERE COMPANYID IN  
(SELECT COMPANYID FROM SCRIPTS WHERE SCRIPTTYPE=5)
```

---

- If you experience problems with the migration process, check the database migration log file for any errors or relevant messages. The log file (**log.txt**) is located in the **..\<Migration tool Installation>bin\orchidtmp\LTLogger\** directory.

For example, if you installed the migration tool on the Performance Center Server machine, the log file is located at **\<PC Server installation>\orchidtmp\LTLogger\HP.PC.PCS.Configurator\log.txt**.



# **Part IV**

---

## **Working with Firewalls**



# 6

---

## Working with Firewalls

You can set up your Performance Center system to run Vusers and monitor servers over a firewall.

**This chapter includes:**

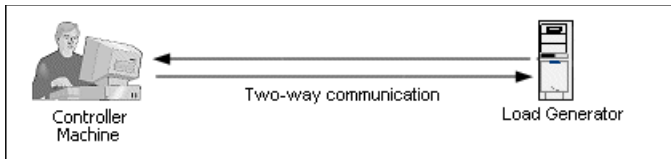
- About Using Firewalls in Performance Center on page 200
- Example: Over Firewall Deployment on page 202
- Setting Up the System to Use Firewalls: Basic Steps on page 203
- Installing Over-Firewall Components on page 205
- Initial Configuration of the Over-Firewall System on page 205
- Specifying MI Listeners in ALM on page 210

## About Using Firewalls in Performance Center

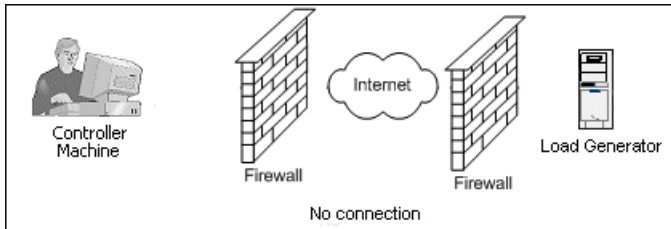
Working with a firewall means that you can prevent unauthorized access to or from a private network, on specific port numbers.

For example, you can specify that no access is allowed to any port from the outside world, with the exception of the mail port (25), or you can specify that no outside connection is allowed from any ports to the outside except from the mail port and WEB port (80). The port settings are configured by the system administrator.

In a regular performance test (not over a firewall), the Controller has direct access to the Performance Center agents running on remote machines. This enables the Controller to connect directly to those machines.



When running Vusers or monitoring applications over a firewall, this direct connection is blocked by the firewall. The connection cannot be established by the Controller, because it does not have permissions to open the firewall.

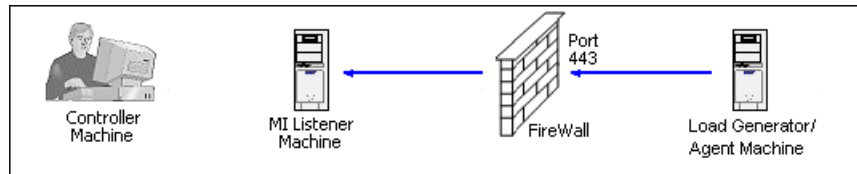


Performance Center solves this problem by using a communication configuration based on HTTPS or secured TCP/IP. This configuration uses the standard SSL port on the firewall (port 443). For more information on HTTPS and TCP/IP system configuration, see "Setting Up Your Deployment (TCP or HTTPS)" on page 206.



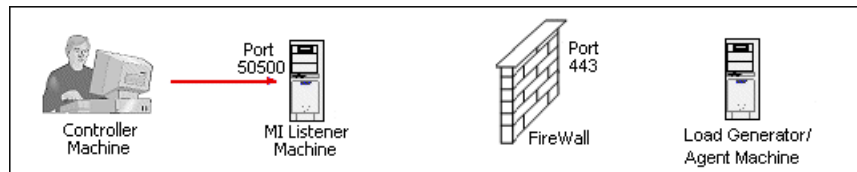
A Performance Center agent is installed on load generators running Vusers over a firewall, and on Monitor Over Firewall machines that monitor the servers that are located over a firewall. The agent communicates with the MI Listener machine through port 443 in the firewall.

The MI Listener is a component that serves as router between the Controller and the Performance Center agent.

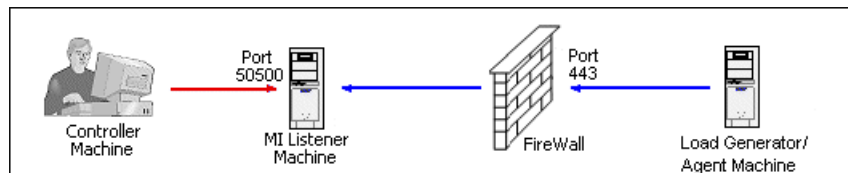


When the Performance Center agent connects to the MI Listener, the MI Listener keeps a listing of the connection to the agent using a symbolic name that the agent passed to it.

When the Controller connects to the MI Listener, it communicates to the MI Listener through port 50500.

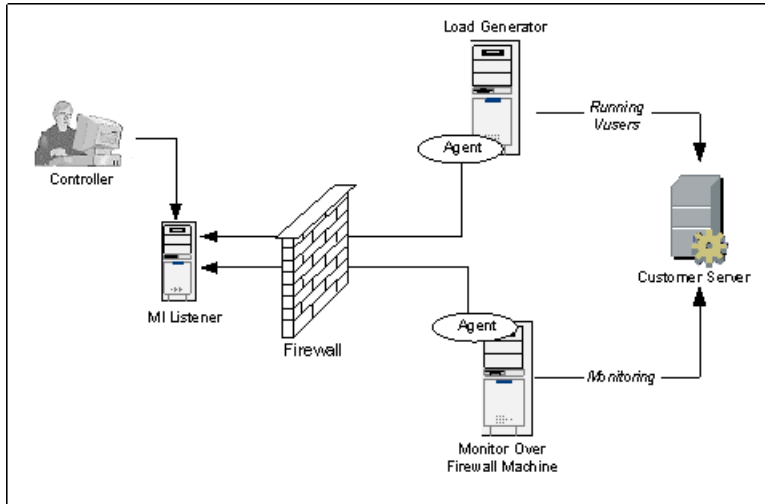


The Controller uses a symbolic name for the agent, and provides the MI Listener machine's name. If there has been a connection from the agent with the same symbolic name to this MI Listener, the connection is made between the Controller and the agent. Once you have a connection with the agent, you can run or monitor Vusers over a firewall.



## Example: Over Firewall Deployment

The following diagram is a basic example of a Performance Center deployment over a firewall.



As explained in the previous section, the Performance Center agent is installed on both the load generator machine and the Monitor Over Firewall machine. During installation, the Performance Center agent is added as a Windows service.

The MI Listener serves as a router between:

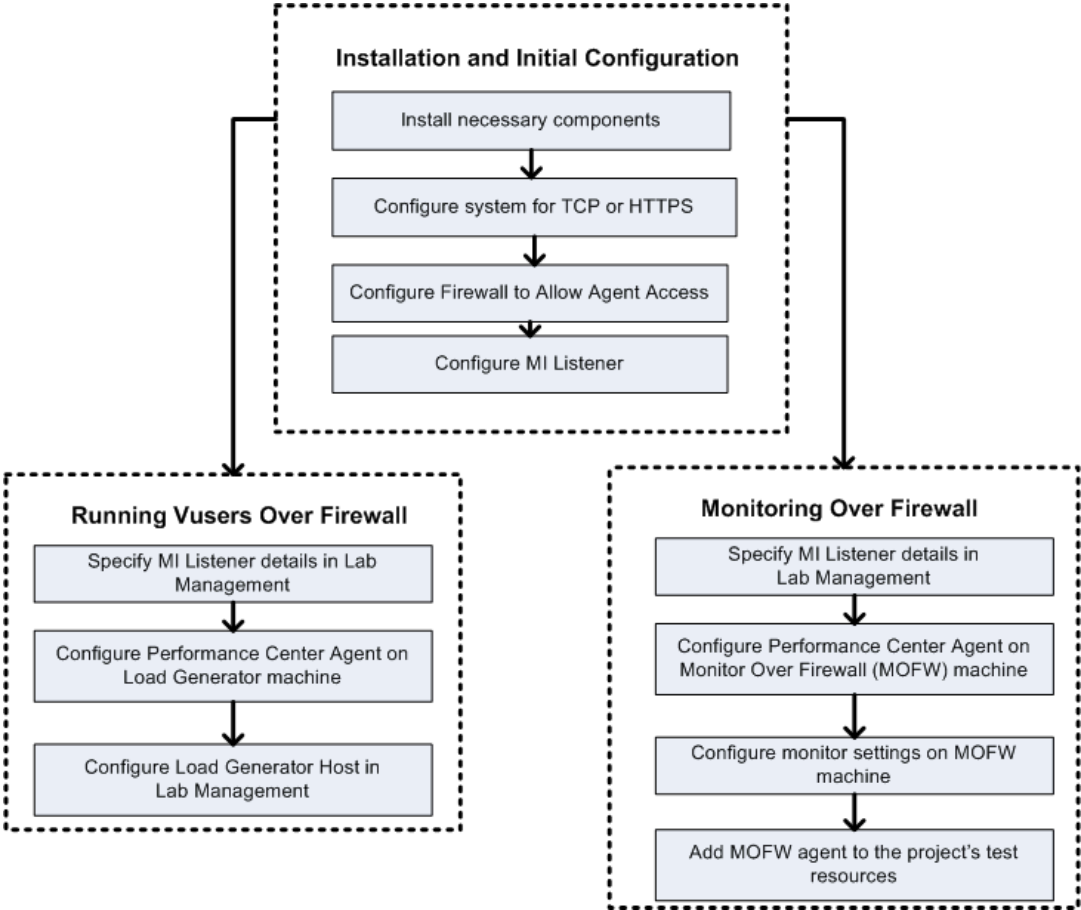
- The agent on the load generator machine and the Controller, enabling the Controller to run Vusers over a firewall.
- The agent on the Monitor Over Firewall machine and the Controller, enabling the Controller to monitor the servers that are located over a firewall.

## Setting Up the System to Use Firewalls: Basic Steps

Setting up the system to use firewalls involves the following stages of configuration:

- **Installation and initial configuration.** Install the necessary components and perform initial configuration settings. For details, see "Installing Over-Firewall Components" on page 205, and "Initial Configuration of the Over-Firewall System" on page 205.
- **Enabling running Vusers over a firewall.** When there is a firewall between the Controller and load generator host machines, set up the system to run Vusers over the firewall. For details, see "Running Vusers Over a Firewall" on page 213.
- **Enabling monitoring over a firewall.** Set up your system to monitor the application under test (AUT) when there is a firewall between the Controller and the AUT. For details, see "Monitoring Over a Firewall" on page 219.
- **Checking Connectivity.** After installing and configuring all the necessary components, check that you are able to establish a connection between the Performance Center agent, the MI Listener, and the Controller machine. For details, see "Checking Connectivity" on page 240.

The following flow chart provides a general outline of the steps that you need to perform to set up your system to work with firewalls.



## Installing Over-Firewall Components

To enable over-firewall communication, ensure that you have installed the following Performance Center components:

- **MI Listener.** Serves as a router between the Controller and the Performance Center agent. You install the MI Listener component on a dedicated machine. For installation instructions, see "Installing Standalone Components (Windows)" on page 80.

For instructions on configuring the MI Listener machine, see "Configuring the MI Listener" on page 208.

- **Monitor Over Firewall component.** Used to monitor the servers that are located over a firewall. You install the Monitors over Firewall component on a dedicated machine. For installation instructions, see "Installing Standalone Components (Windows)" on page 80.

For information about configuring the Monitor Over Firewall machine, see "Monitoring Over a Firewall" on page 219.

## Initial Configuration of the Over-Firewall System

After you have installed the necessary components as described in "Installing Over-Firewall Components" on page 205, you are ready to configure your over-firewall system.

**To perform initial configuration of your over-firewall system:**

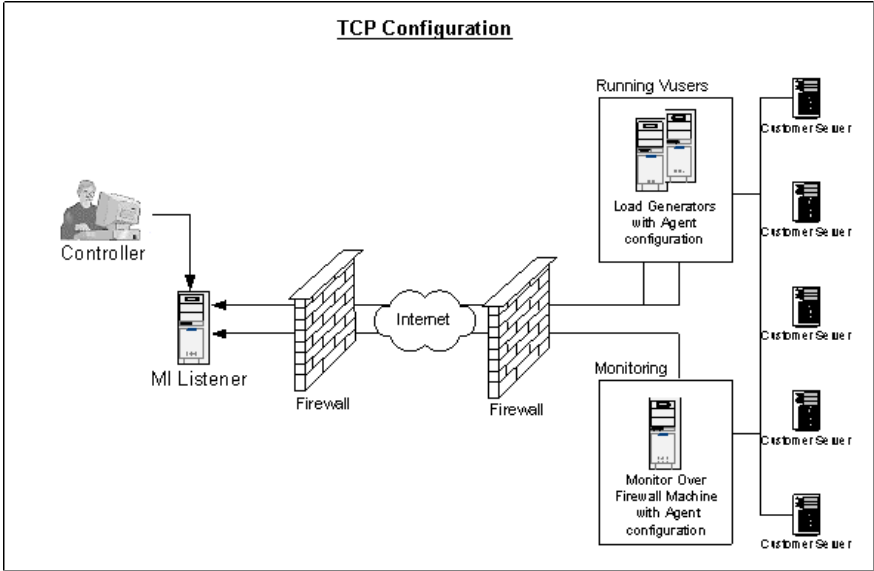
- 1** Configure the system according to TCP or HTTPS.  
See "Setting Up Your Deployment (TCP or HTTPS)" on page 206.
- 2** Modify the firewall settings to enable communication between the machines on either side of the firewall.  
See "Configuring the Firewall to Allow Agent Access" on page 207.
- 3** Configure the MI Listener.  
See "Configuring the MI Listener" on page 208.

## Setting Up Your Deployment (TCP or HTTPS)

To run Vusers or monitor servers over the firewall, configure your system according to one of the following configurations. Note that these configurations contain a firewall on each LAN. There may also be configurations where there is a firewall for the Over-Firewall LAN only.

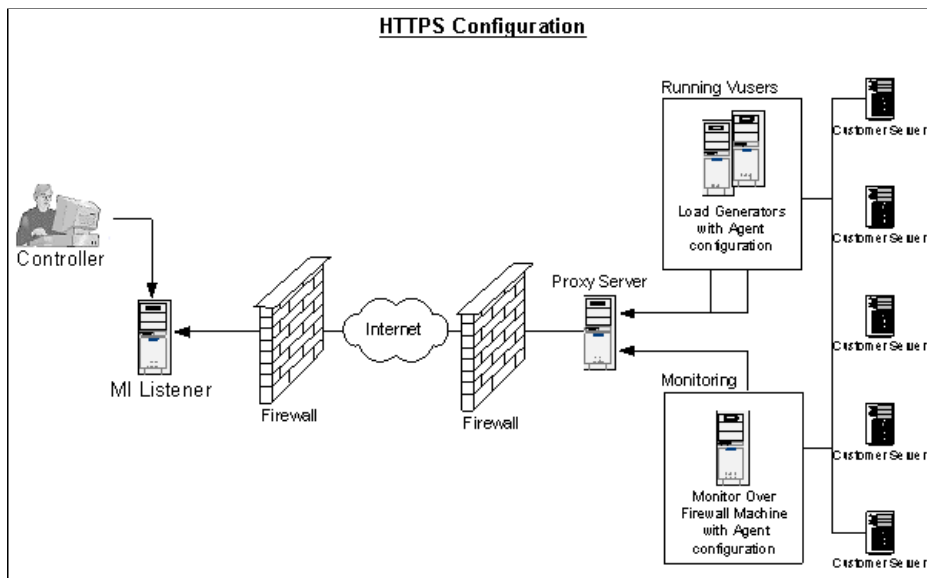
### ► TCP Configuration

The TCP configuration requires every Performance Center agent machine behind the customer's firewall to be allowed to open a port in the firewall for outgoing communication.



## ► HTTPS Configuration

In the HTTPS configuration, only one machine (the proxy server) is allowed to open a port in the firewall. Therefore it is necessary to tunnel all outgoing communications through the proxy server.



## Configuring the Firewall to Allow Agent Access

You modify your firewall settings to enable communication between the machines inside the firewall and machines outside the firewall.

## TCP Configuration

The Performance Center agent attempts to establish a connection with the MI Listener using port 443, at intervals specified in the Connection Timeout field in the Agent Configuration dialog box. To enable this connection, allow an outgoing connection for HTTPS service on the firewall for port 443. The agent can then connect to the MI Listener, and the MI Listener can connect back to the agent. From this point on, the agent listens to commands from the MI Listener.

## HTTPS Configuration

The Performance Center agent attempts to establish a connection with the MI Listener, using the proxy port specified in the Proxy Port field, and at intervals specified in the Connection Timeout field in the Agent Configuration dialog box. When the connection is established, the proxy server connects to the MI Listener. To enable this connection, allow an outgoing connection for HTTPS service on the firewall for port 443. The proxy server can then connect to the MI Listener, and the MI Listener can connect back to the agent through the proxy server. From this point on, the agent listens to commands from the MI Listener.

## Configuring the MI Listener

To enable running Vusers or monitoring over a firewall, you need to install the MI Listener on one or more machines in the same LAN as the Controller outside the firewall. For installation instructions, see, Chapter 2, "Installing Standalone Components (Windows)."

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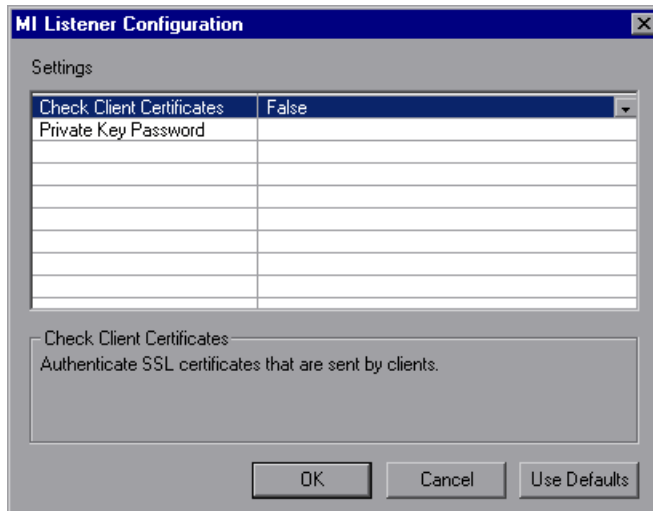
**Note:** When installing the MI Listener:

- The MI Listener must be installed on a dedicated machine.
  - Make sure that IIS is not running on the MI Listener or Monitor Over Firewall machine. IIS uses port 443 and does not allow the access required by the listening and monitoring processes.
-



**To configure the MI Listener:**

- 1** Open incoming HTTPS service for port 443. The port settings are set by your system administrator.
- 2** Stop the Performance Center agent by right-clicking its icon in the system tray and selecting **Close**.
- 3** Select **Start > Programs > Performance Center > Advanced Settings > MI Listener Configuration**, or open  
<Performance Center root>\launch\_service\bin\MILsnConfig.exe.



4 Set each option as described in the following table:

Option	Default Value	Description
Check Client Certificates	False	Select <b>True</b> to request that the client send an SSL certificate when connecting, and to authenticate the certificate.
Private Key Password	None	The password that may be required during the SSL certificate authentication process.

Click **OK** to save your changes or **Use Defaults** to use the default values.

5 Restart the Performance Center agent from **Start > Programs > HP Performance Center**.

## Specifying MI Listeners in ALM

In Lab Management, you specify one or more MI Listeners to enable running Vusers or monitoring data over a firewall.

To add an MI Listener:

1 On the Lab Management sidebar, under **Lab Resources**, select **MI Listeners**.



2 In the MI Listeners module, click the **New MI Listener** button. The New MI Listener dialog box opens.

**3** Enter the following details:

Field	Description
<b>Description</b>	A description of the MI Listener.
<b>MI Listener IP</b>	<p>The IP address of the MI Listener.</p> <p><b>Note:</b> If you have two different IP addresses for the same MI Listener—one for internal communication with the Controller and a second for public communication with a load generator located over a firewall—enter the <b>internal IP address</b> here. Enter the public IP address in the <b>MI Listener Name</b> field (see below).</p>
<b>MI Listener Name</b>	<p>The name of the MI Listener.</p> <p><b>Note:</b> If you have two different IP addresses for the same MI Listener—one for internal communication with the Controller and a second for public communication with a load generator located over a firewall—enter the <b>public IP address</b> here. Enter the internal IP address in the <b>MI Listener IP</b> field (see above).</p>
<b>Purpose</b>	<p>The role designated to the MI Listener:</p> <ul style="list-style-type: none"> <li>➤ Diagnostics data collection over a firewall</li> <li>➤ Monitoring over a firewall</li> <li>➤ Running Vusers over a firewall</li> </ul>

**4** Click **OK**. The MI Listener is added to the table.



# 7

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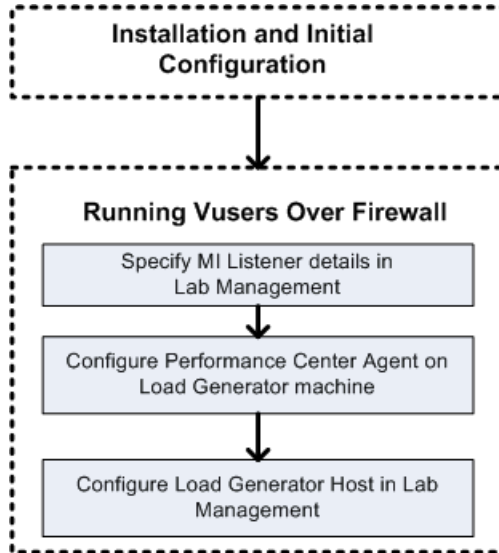
## Running Vusers Over a Firewall

You can set up Performance Center to run Vusers over a firewall.

**This chapter includes:**

- Running Vusers Over a Firewall: Basic Steps on page 214
- Configuring Hosts to Run Vusers Over a Firewall on page 216

## Running Vusers Over a Firewall: Basic Steps



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**Note:** Before you configure your system to run Vusers over the firewall, ensure that you have completed the configuration steps described in "Initial Configuration of the Over-Firewall System" on page 205.

---

**To run Vusers over a firewall:**

- 1** In Lab Management, specify the details of the MI Listener that will be used to run Vusers over the firewall. For details, see "Specifying MI Listeners in ALM" on page 210.
- 2** Configure the Performance Center agent on each load generator machine that will run over a firewall to communicate with the MI Listener.

For information on how to configure the Performance Center agent, see "Configuring the Performance Center Agent" on page 231.

---

**Note:** After you configure the Performance Center agent on the load generator machine, you can edit the configuration settings from Lab Management. For more information, see the *HP ALM Performance Center Guide*.

---

- 3** In Lab Management, configure the relevant load generator hosts to run over a firewall. For details, see "Configuring Hosts to Run Vusers Over a Firewall" on page 216.

# Configuring Hosts to Run Vusers Over a Firewall

To use a Performance Center host to run Vusers over a firewall, you need to configure the relevant hosts as load generators in Lab Management.


Part of the process of configuring a Performance Center host involves selecting a location for your host. For example, locations can be defined according to physical areas. The location also determines whether the host is located over a firewall.

Before you configure the host, you need to ensure that you have added a location over a firewall. When you are configuring a host to operate over a firewall, you select a location that is located over a firewall.

This section describes the basic steps of how to add a host as a load generator for running Vusers over a firewall. For detailed information about adding hosts in Performance Center, refer to the *HP ALM Performance Center Guide*.

## To configure a host to run Vusers over a firewall:

### 1 Add the location that is over a firewall.

- 
- a** On the Lab Management sidebar, under **Lab Resources**, select **Locations**.
  - b** In the Host Locations module, and click the **New Host Location** button. The New Host Location dialog box opens.
  - c** Enter the following details:

Field	Description
Description	A description of the host location.
Location Name	The name of the host location. The name should have a logical connection to the host location
Over Firewall	Indicates whether the host location is over a firewall or not.



**2 Add the over-firewall host.**

- a** On the Lab Management sidebar, under **Lab Resources**, select **Hosts**.
- b** In the Host module, click the **New Host** button. The New Host dialog box opens.
- c** Enter the following details:

Field	Description
<b>Belongs to Pools</b>	The host pools to which the host is assigned. Host pools enable you to control which hosts are allocated to which projects.
<b>Description</b>	A description of the host.
<b>Host Attributes</b>	Attributes of the host. <b>Example:</b> Memory, strength, installed components
<b>Installation</b>	Indicates the type of host installation. For a standalone installation of the load generator, select <b>Windows Standalone LG</b> .
<b>Location</b>	The location of the host that is over the firewall.
<b>MI Listener</b>	The IP address or name of the MI Listener that enables data collection.  If no MI Listener is found, it means that the Load Generator Performance Center Agent was not correctly configured to operate over a firewall. In this case, you need to manually select an MI Listener from the MI Listener list and then configure the Performance Center Agent on the load generator machine to operate over a firewall.  For more information about configuring the Performance Center Agent to operate over a firewall, see Chapter 9, "Configuring the Performance Center Agent."
<b>Name</b>	The fully qualified domain name or IP address of the host that was assigned when creating the host.

Field	Description
<b>Password</b>	The password of the Performance Center system user on the host machine.
<b>Priority</b>	A rank assigned to the host. The higher the priority you give the host, the more likely the host will be allocated to a test. There are a number of criteria to consider when assigning priority. The main considerations are whether the host is a dedicated machine or a shared resource, and the type of hardware installed on the machine.
<b>Purpose</b>	A host over a firewall can only have a load generator purpose.
<b>Enable SSL</b>	<p>Indicates whether the load generator is to communicate with the Controller via SSL (Secure Socket Layer) or not. This option is available when the load generator is located over a firewall.</p> <p><b>Note:</b> The load generator uses SSL to communicate with the Controller during run time only. For non runtime functionality (including collating results), the load generator does not use SSL as the communication protocol.</p>
<b>Status</b>	<p>The status of the host. An indicator is displayed next to the host name, representing its current status.</p> <p>The possible statuses are:</p> <ul style="list-style-type: none"> <li>➤ <b>Operational.</b> The host machine is up and running.</li> <li>➤ <b>Non-operational.</b> The host machine is down.</li> <li>➤ <b>Unavailable.</b> There is no information available about the status of the host.</li> </ul>
<b>User Name</b>	The user name of the UNIX load generator machine.

# 8

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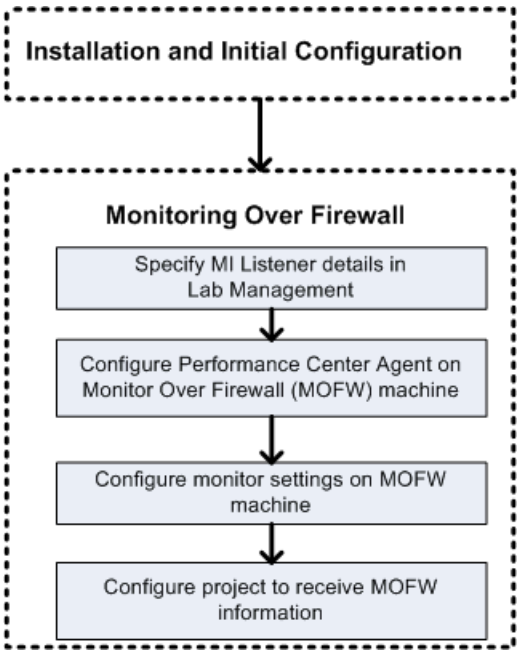
## Monitoring Over a Firewall

You can set up Performance Center to monitor servers over a firewall.

**This chapter includes:**

- Monitoring Over a Firewall: Basic Steps on page 220
- Configuring Monitor Settings on page 222
- Configuring the Project to Receive Monitor Over Firewall Information on page 228
- Editing Monitor Over Firewall Machines During a Test Run on page 229

# Monitoring Over a Firewall: Basic Steps



**Note:** Before you configure your system to monitor servers over a firewall, ensure that you have completed the configuration steps described in "Initial Configuration of the Over-Firewall System" on page 205.

**To set up your system to monitor servers over a firewall:**

**1** In Lab Management, specify the details of the MI Listener that will be used to monitor servers over the firewall. For details, see "Specifying MI Listeners in ALM" on page 210.

**2** Configure the Performance Center agent on each Monitor Over Firewall machine to communicate with the MI Listener.

For details, see "Configuring the Performance Center Agent" on page 231.

**3** Use the Monitor Configuration tool to configure the servers to monitor and define specific measurements that Performance Center collects for each monitored server.

For details, see "Configuring Monitor Settings" on page 222.

**4** In the relevant project, establish a connection between the tests you are running and the Monitor Over Firewall machines.

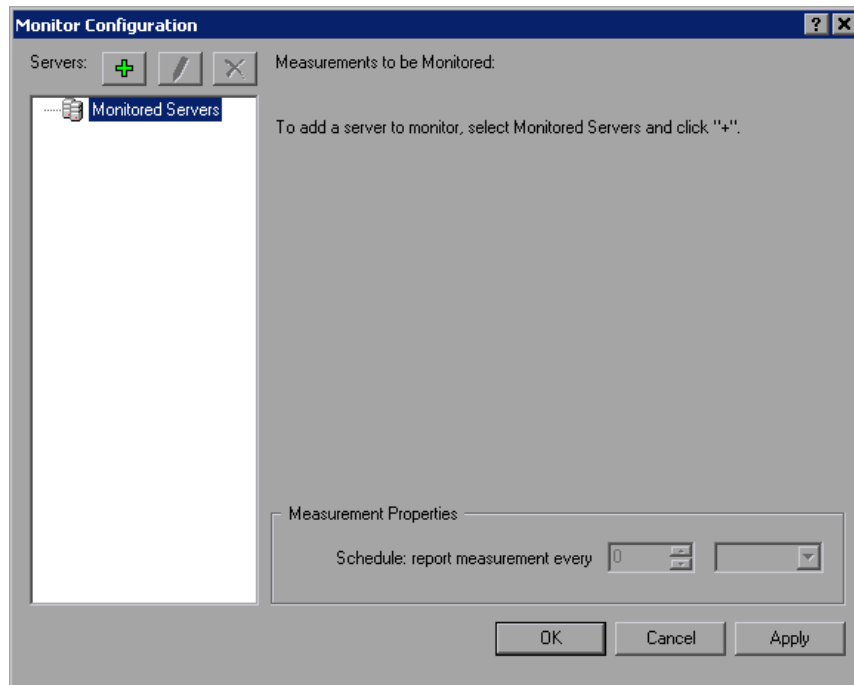
For details, see "Configuring the Project to Receive Monitor Over Firewall Information" on page 228.

## Configuring Monitor Settings

You configure the monitor settings from the Monitor Over Firewall machine, using the Monitor Configuration tool. You select the type of monitors to run and the server whose resources you want to monitor, add the measurements to monitor for each server, and specify the frequency at which the monitored measurements are to be reported.

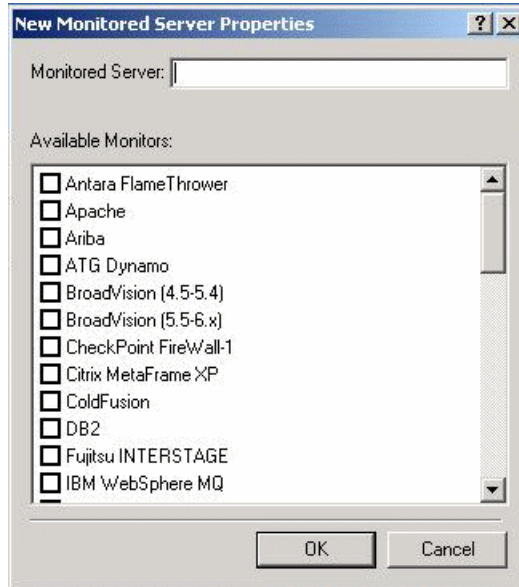
**To configure monitor settings:**

- 1 On the Monitor Over Firewall machine, choose **Start > Programs > HP LoadRunner > Advanced Settings > Monitor Configuration**. For machines without the complete Performance Center installation, choose **Start > Programs > Server Monitor > Monitor Configuration**. The Monitor Configuration dialog box opens.





- 2 Click the **Add Server** button. The New Monitored Server Properties dialog box opens.



- 3 In the **Monitored Server** box, type the name or IP address of the server whose resources you want to monitor.

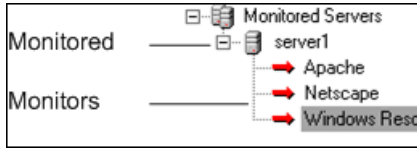
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**Note:** To add several servers simultaneously, you can specify IP ranges, or separate the server names or IP ranges with commas. For example, 255.255.255.0-255.255.255.5, or server1, server2.

---

- 4 From the **Available Monitors** list, select the monitors suitable for the server being monitored.

- 5 Click **OK** to close the New Monitored Server Properties dialog box. The Monitored Servers list is displayed in the Monitor Configuration dialog box.



Default measurements are displayed for some of the monitors in the Measurements to be Monitored section. You can specify the frequency at which to report the measurements in the Measurement Properties section.

- 6 To add additional monitored servers to the list, repeat steps 2 through 5.
- 7 To edit the monitor configuration properties for a server, click the **Edit** button. The Monitored Server Properties dialog box opens enabling you to edit the monitors for the server whose resources you are monitoring.
- 8 Click **Apply** to save your settings.



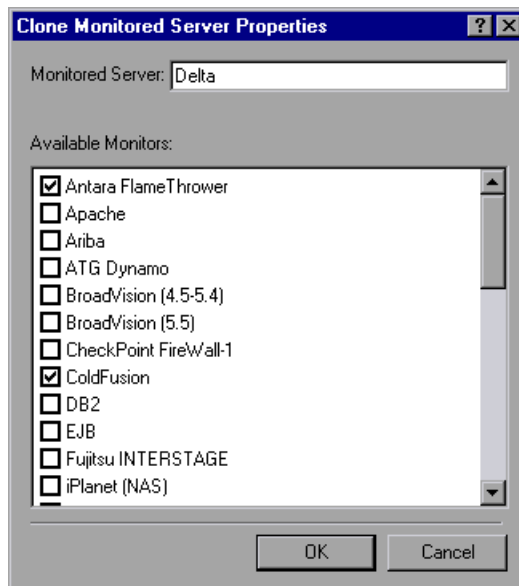


## Cloning a Monitored Server's Properties

To monitor the same properties on different server machines, you can clone a selected server's properties using the Clone Monitored Server Properties dialog box.

**To clone a monitored server's properties:**

- 1 Open the Monitor Configuration dialog box.
- 2 Right-click the server you want to clone, and select **Clone**. The Clone Monitored Server Properties dialog box opens.



- 3 In the **Monitored Server** box, type the name or IP address of the cloned server you want to create.

---

**Tip:** To create several cloned servers simultaneously, you can specify IP ranges, or separate the server names or IP ranges with commas. For example, 255.255.255.0-255.255.255.5, or server1, server2.


---

- 4** The **Available Monitors** list displays the monitors that were selected for the server being cloned. Select additional suitable monitors for the cloned server.
- 5** Click **OK** to close the Clone Monitored Server Properties dialog box. The cloned server is displayed in the Monitored Servers list.
- 6** Click **Apply** to save your settings.


## Adding and Removing Measurements

After you configure one or more server machines to monitor, you add measurements to monitor for each server. If Performance Center added default measurements, you can edit them as required.

**To add a measurement to monitor:**

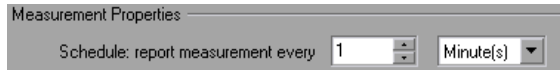
- 1** Open the Monitor Configuration dialog box.
- 2** Select a server from the Monitored Servers list.
-  **3** Click the **Add Measurement** button. Select the appropriate monitor. A dialog box opens, enabling you to choose measurements for the monitor you selected.
- 4** Select the measurements that you want to monitor, and click **OK**.
- 5** Click **Apply** to save your settings.

**To remove a measurement from the measurements list:**

-  **1** Select the measurement, and click the **Delete** button.
- 2** Click **Apply** to save your settings.

## Configuring Measurement Frequency

After you have configured monitor measurements, you set a schedule for reporting each measurement.



### To configure measurement frequency:

- 1** In the Monitor Configuration dialog box, under the **Measurement Properties** section, select the configured server measurement you want to schedule.
- 2** Specify the frequency at which you want Performance Center to report the measurement.
- 3** Click **Apply** to save your settings.

## Configuring the Project to Receive Monitor Over Firewall Information

After you configure the monitors, you configure the project to receive Monitor Over Firewall information during performance test runs.

---

**Note:** The steps in the section are described in more detail in the section about monitor profiles in the *HP ALM Performance Center Guide*.

---

**To configure the project to receive Monitor Over Firewall information:**

- 1** Add a monitor over firewall which can be accessed by performance tests in this project.
  - a** On the ALM sidebar, select **Test Resources**.
  - b** In the Test Resources module, right-click and select **New Resource**.
  - c** In the **Type** box, select **Monitor Over Firewall**.
  - d** Enter a name, the machine key, and select the MI Listener with which the monitor is to connect.
- 2** Select the Monitor Over Firewall agent to use in a specific performance test.
  - a** In the Test Plan module, right-click a performance test, and click **Edit Test** to open the test in the Performance Test Designer window.
  - b** In the Monitors tab, select the Monitor Over Firewall agent.

## Editing Monitor Over Firewall Machines During a Test Run

While a performance test is running, you can change the status of a Monitor Over Firewall agent or add another monitor to the test.

**To modify the Monitor Over Firewall machines:**

- 1** On the Test Run page, click the **Design** button. The Performance Test Designer window opens.
- 2** Click **Settings**. The Settings dialog box opens.
- 3** In the **Server Monitors** tab, you can view the Monitor Over Firewall agents that are monitoring the test, as well as their connection status.
  - To connect or disconnect a Monitor Over Firewall agent, click the **Connect/Disconnect** button.
  - To add a Monitor Over Firewall agent to the test, select it from the **Add Monitor Over Firewall** list.
- 4** Click **OK**.
- 5** Click **Close** to close the Settings dialog box.



# 9

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## Configuring the Performance Center Agent

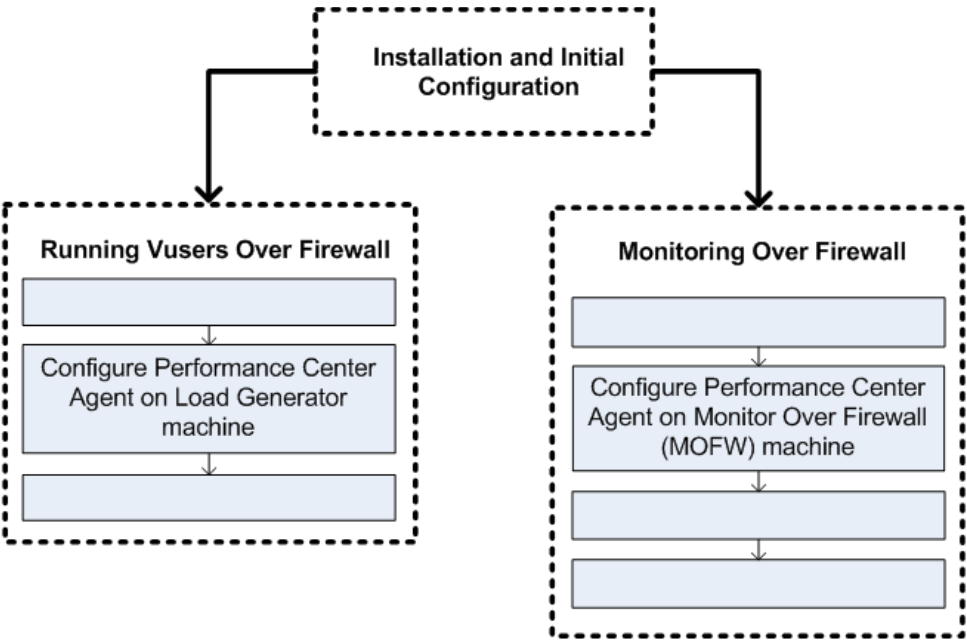
You can set up your Performance Center system to run Vusers and monitor servers over a firewall. As part of the process of setting up your Performance Center system to work over firewalls, you configure the Performance Center agent.

**This chapter includes:**

- About Configuring Performance Center Agents Over the Firewall on page 232
- Configuring the Windows Performance Center Agent on page 233
- Configuring and Running the UNIX Performance Center Agent on page 235
- Agent Configuration Settings on page 237
- Checking Connectivity on page 240

# About Configuring Performance Center Agents Over the Firewall

As part of the process of setting up your Performance Center system to work over firewalls, you configure the Performance Center agent on each load generator machine that will be running over a firewall and on each Monitor Over Firewall machine.



You configure the Performance Center agent to communicate with the MI Listener. The MI Listener serves as a router between the Performance Center agent and the Controller.



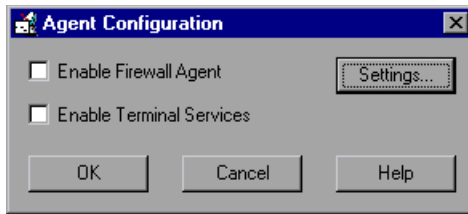
## Configuring the Windows Performance Center Agent

This section describes how to configure the Performance Center Agent on Windows machines to communicate with the MI Listener.

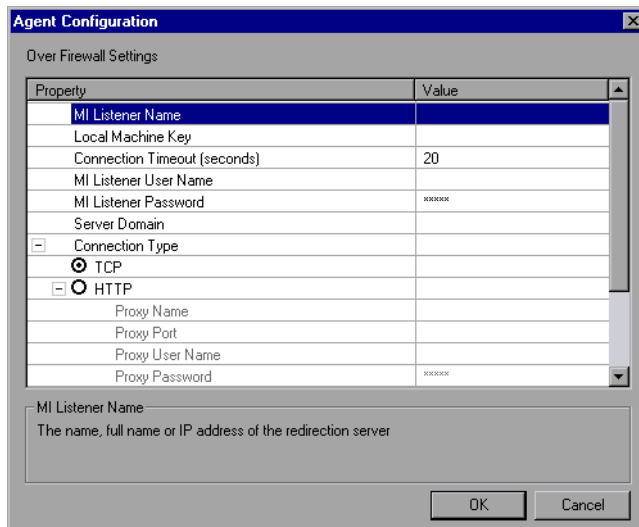
To configure the Performance Center agent on Windows machines:

- 1 Select **Start > Programs > Performance Center > Advanced Settings > Agent Configuration**, or run  
`<Performance Center root>\launch_service\bin\AgentConfig.exe`.

The Agent Configuration dialog box opens.



- 2 Select **Enable Firewall Agent**.
- 3 Click **Settings**. The Agent Configuration dialog box displays a list of settings.



- 4 Set each option as described in "Agent Configuration Settings" on page 237. Pay careful attention to the first three settings.

---

**Note:** When specifying the **Local Machine Key**, you must use the format `hostname_locationname` where `hostname` is the name of the host, as defined in the Hosts module in Lab Management, and `locationname` is the name of the host location, as defined in the Host Location module.

---

- 5 Click **OK** to save your changes.
- 6 When prompted, click **OK** to restart the Performance Center agent.
- 7 Check the connection status between the Performance Center agent and the MI Listener.



An illuminated green light next to the Performance Center Agent icon in the system tray indicates a successful connection between the agent and the MI Listener. A red light indicates that there is no connection between the agent and the MI Listener.

---

**Notes:**

- When you configure the Performance Center agent on Windows machines, the Remote Management agent is automatically configured with the same settings. The Remote Management agent enables you to manage remote machines from Lab Management or from ALM.
  - After you have configured the Performance Center agent on the load generator machine, you can edit the configuration settings from Lab Management. For more information, see the *HP ALM Performance Center Guide*.
-

## Configuring and Running the UNIX Performance Center Agent

Load generator hosts can be installed on UNIX machines. This section describes how to configure and run Performance Center agents on UNIX machines.

---

**Note:** As part of the process of configuring the Performance Center Agent on UNIX machines, you also need to configure the Remote Management agent. The Remote Management agent enables you to manage remote machines from Lab Management or from ALM.

---

**To configure the Performance Center Agent on UNIX machines:**

- 1** Activate the firewall service for the Performance Center agent:
  - a** Open <Performance Center root folder>/dat/br\_Inch\_server.cfg in a text editor.
  - b** In the **Firewall** section, set **FireWallServiceActive** to **1** and save your changes.
- 2** Activate the firewall service for the Remote Management agent:
  - a** Open <Performance Center root folder>/al\_agent/dat/br\_Inch\_server.cfg in a text editor.
  - b** In the **Firewall** section, set **FireWallServiceActive** to **1** and save your changes.
- 3** Run **agent\_config** from the <Performance Center root folder>/bin directory and enter the agent configuration settings (see "Agent Configuration Settings" on page 237).

---

**Note:** When you set the agent configuration settings, they are applied to both the Performance Center and Remote Management agents.

---

- 4 Restart the Performance Center agent for the configuration changes to take effect.

- a To stop the Performance Center agent, run the following command from the <Performance Center root folder>/bin directory:

```
m_daemon_setup -remove
```

- b To start the Performance Center agent, run the following command from the <Performance Center root folder>/bin directory:

```
m_daemon_setup -install
```

---

**Note:** When the Performance Center agent is configured to run over a firewall, and the agent is connected to the MI Listener, a file called <local\_machine\_key>\_connected\_to\_MI\_Listener is created in the temporary directory of the Performance Center agent machine. This file is deleted when the Performance Center agent disconnects from the MI Listener.

---

- 5 Restart the Remote Management agent for the configuration changes to take effect.

- a To stop the Remote Management agent, run the following command from the <Performance Center root folder>/al\_agent/bin directory:

```
al_daemon_setup -remove
```

- b To start the Remote Management agent, run the following command from the <Performance Center root folder>/al\_agent/bin directory:

```
al_daemon_setup -install
```

## Agent Configuration Settings

The following table provides an explanation of the agent configuration settings:

Setting	Default Value	Description
<b>MI Listener name</b>	none	The name, full name, or IP address of the MI Listener.
<b>Local Machine Key</b>	none	<p>A symbolic string identifier used to establish a unique connection between the Controller host and the agent machine, via the MI Listener machine.</p> <p>When configuring to monitor over a firewall, you can enter any logical name, using lowercase letters only.</p> <p>When configuring to run Vusers over a firewall, you must use the format <code>hostname_locationname</code> where:</p> <ul style="list-style-type: none"> <li>➤ <code>hostname</code> is the name of the host as found in Lab Management's Hosts module.</li> <li>➤ <code>locationname</code> is the name of the host location as found in Lab Management's Host Locations module.</li> </ul>
<b>Connection Timeout (seconds)</b>	20 seconds	The length of time you want the agent to wait before retrying to connect to the MI Listener machine. If zero, the connection is kept open from the time the agent is run.
<b>MI Listener User Name</b>	none	The user name needed to connect to the MI Listener machine.

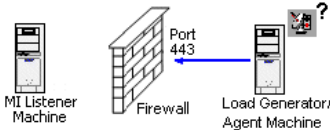
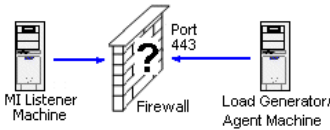
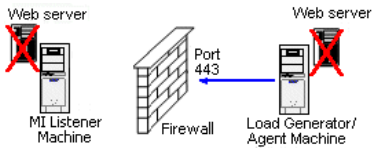
Setting	Default Value	Description
<b>MI Listener Password</b>	none	The password needed to connect to the MI Listener machine.
<b>Server Domain</b>	none	The domain name needed to connect to the MI Listener machine. This field is required only if NTLM is used.
<b>Connection Type - TCP/HTTP</b>	TCP	Select either <b>TCP</b> or <b>HTTP</b> , depending on the configuration you are using.
<b>Connection Type - HTTP Proxy Name</b>	none	The name of the proxy server. This field is mandatory if the <b>Connection Type</b> setting is <b>HTTP</b> .
<b>Connection Type - HTTP Proxy Port</b>	none	The proxy server connection port. This field is mandatory if the <b>Connection Type</b> setting is <b>HTTP</b> .
<b>Connection Type - HTTP Proxy User Name</b>	none	The user name of a user with connection rights to the proxy server.
<b>Connection Type - HTTP Proxy Password</b>	none	The password of the user with connection rights to the proxy server.
<b>Connection Type - HTTP Proxy Domain</b>	none	The user's domain if defined in the proxy server configuration. This option is required only if NTLM is used.
<b>Use Secure Connection (SSL)</b>	disabled	Enable to connect using the Secure Sockets Layer protocol.

Setting	Default Value	Description
<b>Use Secure Connection (SSL) - Check Server Certificates</b>	none	Authenticates the SSL certificates that are sent by the server. Select <b>Medium</b> to verify that the server certificate is signed by a trusted Certification Authority. Select <b>High</b> to verify that the sender IP matches the certificate information. This setting is available only if <b>Use Secure Connection</b> is set to <b>True</b> .
<b>Use Secure Connection (SSL) - Private Key Password</b>	none	The password that might be required during the SSL certificate authentication process. This option is relevant only if the <b>Client Certificate Owner</b> option is enabled.
<b>Use Secure Connection (SSL) - Use Client Certificate</b>	disabled	Enables you to upload the SSL certificate (if required by the server to allow the connection to be made). This option is relevant only if the <b>Use Secure Connection</b> option is enabled.

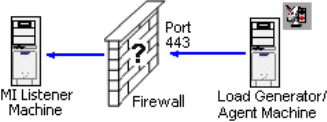

# Checking Connectivity

To run Vusers or monitor servers over a firewall, you must be able to establish a connection between the Performance Center agent, MI Listener, and the Controller machine.

If you encounter connectivity problems after installing and configuring all the necessary components, check the table below for troubleshooting tips.

Check	Solution
<p><b>To check that the Firewall service was activated on the agent machine:</b></p> 	<p>There should be a traffic light to the right side of the Performance Center Agent icon on the machine running/monitoring Vusers over a firewall. If there is no traffic light, this indicates that the <b>FirewallServiceActive=1</b> is not set in the [FireWall] section of the Agent Settings. For details, see "About Configuring Performance Center Agents Over the Firewall" on page 232.</p>
<p><b>To check that port 443 is open:</b></p> 	<p>On the agent machine, open a command prompt window, and type the following: telnet &lt;MI_Listener_IP&gt; 443. For example: telnet 111.111.111.1111 443. If port 443 is open, a new Telnet window opens. If port 443 is not open, contact your network administrator.</p>
<p><b>To check that port 443 is available:</b></p> 	<p>If a Web server is running on the MI Listener or Monitor Over Firewall machine, port 443 does not allow the access required by the listening and monitoring processes. Contact your network administrator to change the Web server port.</p>



Check	Solution
<p><b>To check connectivity between the agent and the MI Listener, when running the Performance Center agent as a service:</b></p>  <p>The diagram illustrates the network setup for the Performance Center agent. On the left is the 'MI Listener Machine'. In the center is a 'Firewall' represented by a brick wall with a question mark. On the right is the 'Load Generator/Agent Machine'. A blue arrow points from the Load Generator/Agent Machine to the Firewall, labeled 'Port 443'. Another blue arrow points from the Firewall to the MI Listener Machine.</p>	<p>If there is a red light to the right of the Performance Center agent icon  when running the Performance Center agent as a service, do the following:</p> <ul style="list-style-type: none"> <li>➤ Check that port 443 is open. See above.</li> <li>➤ Check that the Agent Settings and Agent Configuration are correctly set. For details, see "About Configuring Performance Center Agents Over the Firewall" on page 232.</li> <li>➤ Run the agent as a process by launching <b>Installation&gt;\Launch_service\bin\magent proc.exe</b>. If you are successful, this indicates an authentication issue with the Performance Center Agent Service. Browse to the <b>Service &gt; Performance Center Agent Service</b> and change the properties of this service to System User Account, or provide the username and password of a user who has administrative privileges on this machine.</li> </ul>



# Part V

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## Troubleshooting



# 10

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## Troubleshooting Installation

This chapter provides troubleshooting for issues that arise when installing ALM Performance Center 11.00 components, when migrating data from earlier versions of Performance Center, and during initial configuration.

### **This chapter includes:**

- HP ALM patch installation fails on Windows 2003 on page 247
- Cannot run the Performance Center Extension installation on page 248
- After Performance Center Extension deployment, the configuration tool does not run on page 248
- The application cannot locate an extension with path  
  \Extensions\PCProject.qcx on page 249
- During Performance Center Server setup, installation of a prerequisite fails on page 249
- Performance Center Server installation cannot be completed: IIS is not installed on page 251
- Cannot connect to Performance Center Server or Host on page 251
- Failed to add Performance Center Server to Lab Management during Performance Center Server configuration on page 253
- Performance Center Server cannot be added to ALM due to mismatch in Communication Security Passphrase on page 255
- Performance Center host cannot be added to Lab Management, or is non-operational, due to mismatch in Communication Security Passphrase on page 256
- Cannot add hosts to Lab Management / Cannot start LTOP service on host machine on page 257

- Connection to Controller failed when starting a run and the online run screen did not load on page 258
- Uninstall of host failed or has frozen on page 258
- Patch Installation Fails on page 259
- Installing a patch requires you to stop the Performance Center Load Testing Service on the host machine on page 260
- Cannot launch ALM: Message that software not installed on page 261
- Cannot log in to Performance Center via the client machine: Error regarding JavaScript on page 261
- When starting a test run, the host is added, but the Initializing Run page does not load on page 262
- Cannot run Performance Center component installation from a network drive on page 262
- Installing Performance Center components does not start when selecting them from the DVD menu on page 264
- Installing one of the Performance Center components cannot use default port. Port already in use. on page 264
- Cannot connect to the hosts using IUSR\_METRO user with the MIOrchid#1 password on page 266
- Errors in the Migration Tool Report on page 267
- Cannot Connect to Oracle Database on 64-bit Windows OS on page 268
- Cannot Migrate a Project Again Because it Cannot be Deleted on page 269
- Errors in the Migration Log on page 270
- A Migrated Project is not Linked to a PC\_PROJECT\_TEMPLATE Project After the Migration on page 270
- Migration Tool Logs on page 272
- Migration Tables Not Found on page 274
- Migration Tool Report Data Not Found on page 275
- Error When Opening Timeslot Module and Saving a Performance Test on page 276

## HP ALM patch installation fails on Windows 2003

One of following errors is displayed:

- Failed to resolve source. The installation source for this product is not available. Verify that the source exists and that you can access it.
- File was rejected by digital signature policy.

### Troubleshooting

A detailed explanation of the issue and hotfix provided by Microsoft can be found at the following URL: <http://support.microsoft.com/kb/925336>.

## Cannot run the Performance Center Extension installation

This problem occurs when you run the installation from a network path.

### Troubleshooting

Do one of the following:

- On the network drive, run the **runPcQcConfigurator.bat** script located in the following folder: **HP ALM Performance Center 11.00 DVD\Setup\Install\ALM Extension\Configurator**.
- Install NET Framework 3.5 SP1 before running the setup.

## After Performance Center Extension deployment, the configuration tool does not run

After deploying the Performance Center Extension, the Performance Center Extension configuration tool that creates Lab Management does not run.

### Troubleshooting:

The configuration tool cannot run if the JBoss service is down. Even if you started the JBoss service at the end of the Performance Center Extension deployment, it is possible that the service did not start. In this case, you need to redeploy the Performance Center Extension, and start the JBoss service manually.

- 1** Run the Performance Center Extension deployment again from:

```
<PC Server DVD>\Setup\Install\ALM Extension\Configurator\  
runPcQcConfigurator.bat
```

- 2** In the last step of the deployment tool, you are prompted to start the JBoss service—this option is selected by default. Clear the check box and start service manually as follows:
  - a** Select **Start > Run** and type **Services.msc**.
  - b** Start the **HP Application Lifecycle Management** service.



- 3 Click **Finish** to complete the deployment phase. The Configuration tool that creates Lab Management schema opens. Continue with the instructions described in "Deploying the Performance Center Extension" on page 45.

## **The application cannot locate an extension with path \\Extensions\\PCProject.qcx**

The following error is displayed when running the HP ALM Platform Extension Deployment Wizard:

**The application cannot locate an extension with path  
\\Extensions\\PCProject.qcx.**

### **Troubleshooting**

This error occurs when the user copies the Performance Center extensions locally and runs the configuration tool. Extension deployment fails if both the configuration tool and extensions folders were not copied.

To resolve this issue:

- 1 Copy both configuration tool and the extensions folder to the same location.
- 2 Run **runPcQcConfigurator.bat** from the configuration tool folder.

## **During Performance Center Server setup, installation of a prerequisite fails**

Some of the system components require installation of various software as a prerequisite to successful setup of the component.

For example, the setup of the Performance Center Server requires an installation of WSE 2.0. This installation may fail during installation of Performance Center components.

Example of the error:



## Troubleshooting

Component setup uses MSI. This error is often related to problems with the MSI engine.

Restart the machine and try again. If the problem persists, contact Microsoft.

For more information, see the following Microsoft knowledge base articles:  
<http://support.microsoft.com/kb/315346> and  
<http://social.technet.microsoft.com/Forums/en/officesetupdeploy/thread/83b15708-b22e-4744-8c6d-375bf1cf7d6f>

## Performance Center Server installation cannot be completed: IIS is not installed

The Performance Center Server installation did not complete successfully. The virtual directories are not created on the Performance Center Server.

### Troubleshooting

This error occurs when IIS is not installed prior to installation of the Performance Center Server.

- 1** Complete the Performance Center Server installation by skipping the ALM Platform and Performance Center Server configuration steps.
- 2** Install IIS.
- 3** Run Performance Center Server Configuration Tool from:  
**Start > Program Files > HP Performance Center Server > Tools > HP Performance Center Server Configuration Wizard**
- 4** (Optional) Set Performance Center and Performance Center Host license keys.

## Cannot connect to Performance Center Server or Host

Connection issues may cause different errors.

These include:

- Inability to add Performance Center Server to the system
- Inability to add Performance Center Host to the system
- Cannot view Performance Center web pages (for example: License page, Performance Test Designer, and so on)

### Troubleshooting

- Make sure a network connection is available from one machine to the other. To check connectivity, make sure you can ping from one machine to another, or alternatively use telnet <port number>.

- Verify all servers (ALM Platform, Performance Center Servers and database server) and Performance Center hosts are configured with the same time and time zone. A difference in the date and time of the servers may cause various exceptions and errors. We recommend synchronizing all machines with the domain server or time server.
- Make sure that the Communication Security passphrase on the Performance Center Server and Performance Center hosts match the passphrase defined on the ALM Platform in Site Administration.

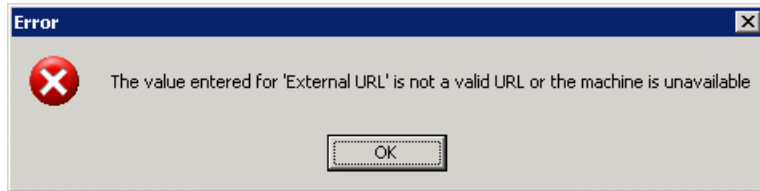
For more information see the following:

- "Performance Center Server cannot be added to ALM due to mismatch in Communication Security Passphrase" on page 255.
- "Performance Center host cannot be added to Lab Management, or is non-operational, due to mismatch in Communication Security Passphrase" on page 256.
- For the Performance Center Server: Make sure that IIS is up and running. For more details, see "Failed to add Performance Center Server to Lab Management during Performance Center Server configuration" on page 253.
- For hosts, see "Cannot add hosts to Lab Management / Cannot start LTOP service on host machine" on page 257.

## Failed to add Performance Center Server to Lab Management during Performance Center Server configuration

Cannot connect the Performance Center Server to Lab Management during Performance Center configuration.

The following error is displayed:



### Troubleshooting

- Check that the Performance Center Server is up and running.
- Check that IIS is running.

The error may occur if IIS on the Performance Center Server is in **Stopped** mode.

- a** On the Performance Center Server machine open the IIS Manager:  
Select **Start > Run** and enter `inetmgr`. IIS Manager opens.
  - b** In the IIS Manager, select **Web Sites > Default web site**, and make sure that IIS is running. If not, click the **Reset** button.
  - c** In Lab Management, add the Performance Center Server to the system.  
For details see the *HP ALM Performance Center Guide*.
- **Modify the configuration files.**
    - a** Identify the following configuration files:
      - `C:\Windows\Microsoft.NET\Framework\v2.0.50727\aspnet.config`
      - `C:\Windows\Microsoft.NET\Framework\v2.0.50727\CONFIG\machine.config`

- b** Open each configuration file. Under the **<configuration>** element, add the following:

```
<runtime>  
<generatePublisherEvidence enabled="false"/>  
</runtime>
```

If the **</runtime>** element already exists, you must replace it with the above.

► **Check that port 80 is open.**

The Performance Center Server connects by default through port 80.

- a** On ALM Platform, select **Start > Run** and enter the following:

```
telnet <PC_Server_machine_Name> 80
```

- b** If the connection was not established, open port 80 or change the Default web site port and set the new port in the external and internal Performance Center Server URL. For information about changing the external and internal Performance Center Server URL, see the *HP ALM Performance Center Guide*.

## Performance Center Server cannot be added to ALM due to mismatch in Communication Security Passphrase

The Communication Security passphrase on the Performance Center Server and the ALM Platform do not match and the servers cannot communicate.

### Troubleshooting

This can occur if an incorrect Communication Security passphrase was provided during the initial configuration of the Performance Center Server, or if the passphrase on the ALM Platform was changed.

To solve the mismatch, update the Communication Security passphrase on the ALM Platform and on the Performance Center Server.

#### To update the Communication Security passphrase on the ALM Platform:

- 1** Log in to Site Administration.
- 2** In the **Site Configuration** tab, update the **COMMUNICATION\_SECURITY\_PASSPHRASE** parameter.
- 3** Restart the **HP Application Lifecycle Management** service on the ALM Platform server.

#### To update the Communication Security passphrase on the Performance Center Server:

- 1** On the machine where the Performance Center Server is installed, run the Performance Center Server Configuration Wizard:  
**Start > Program Files > HP Performance Center Server > Tools > HP Performance Center Server Configuration Wizard**
- 2** On the Communication Security page, enter the new Communication Security passphrase.
- 3** Click **Next** on all of the subsequent wizard pages and **Finish** to close the wizard.

## Performance Center host cannot be added to Lab Management, or is non-operational, due to mismatch in Communication Security Passphrase

The Communication Security Passphrase should be the same on both the host and the Performance Center Server. The mismatch may occur if you run the Host Configuration wizard, since this wizard resets the Communication Security Passphrase value.

### Troubleshooting

Check that both the host and the Performance Center Server have the same Communication Security Passphrase value. If the values are not the same, you can change them in one of two ways: Directly on the Performance Center Server or host, or by reconfiguring the Performance Center Server or host from Lab Management:

- **From Lab Management.** For information about reconfiguring Performance Center Servers and hosts, see the *HP ALM Performance Center Guide*.
- **Directly on the Performance Center Server.** On the Performance Center Server, navigate to the **PCS.config** file as follows: <Performance Center Server path>\dat\PCS.config. Under the <appSettings> tag, the value appears by the **LW\_CRYPTO\_INIT\_STRING** key.

For information about how to configure the Communication Security Passphrase via the Performance Center Server Configuration Wizard, see "Performance Center Server cannot be added to ALM due to mismatch in Communication Security Passphrase" on page 255.

- **Directly on the host.** On the host, navigate to the **LTS.config** file as follows: <Performance Center Host path>\dat\LTS.config. Under the <appSettings> tag, the value appears by the **LW\_CRYPTO\_INIT\_STRING** key.



## Cannot add hosts to Lab Management / Cannot start LTOP service on host machine

You cannot add hosts to the system if the Performance Center Load Testing Service is not running.

---

**Note:** This issue does not arise if you add the host to Lab Management after installing HP ALM Performance Center 11.00 Patch01.

---

### Troubleshooting

#### 1 Modify the host installation configuration files.

- a** Identify the following configuration files in the host installation directory (<Performance Center installation dir>\bin\):
  - LTOPSvc.exe.config
  - HP.PC.LTOP.QCOTAOperationServiceWrapper.exe.config
  - HP.PC.AnalysisWrapper.exe.config
  - Collator.exe.config
  - Wlrun.exe.config
- b** Open each configuration file. Under the <configuration> element, add the following:

```
<runtime>
<generatePublisherEvidence enabled="false"/>
</runtime>
```

If the </runtime> element already exists, you must replace it with the above.

#### 2 Restart the Performance Center Load Testing Service.

- a** Select **Start > Run**, and type `services.msc`. The Services window opens.
- b** In the services list, right-click **Performance Center Load Testing** and select **Start**.

## Connection to Controller failed when starting a run and the online run screen did not load

A connection to a Controller must be made during run initialization in order to start the test. The initialization screen shows that the connection failed and as a result the online run screen did not open.

### Troubleshooting

- Check the Performance Center Server names and make sure they are recognized by the host.
- If the Performance Center Server and host are in separate domains, use fully qualified names.
- When using machine names, make sure the Performance Center Server and host belong to the same domain.

**To verify that the Performance Center server is recognized by the host, perform the following steps on each host:**

- 1** Open the Host machine.
- 2** Open the Hosts file from C:\windows\system32\drivers\etc\hosts.
- 3** Add Performance Center Server machine name and IP to this file.

## Uninstall of host failed or has frozen

This error may present itself in various ways:

- Uninstall of the Performance Center host did not complete successfully.
- Uninstall of the Performance Center host is taking a long time and seems to have frozen.
- When trying to uninstall the Performance Center host again, the Performance Center host is not found in Add/Remove Programs.

## Troubleshooting

- 1 Try to reboot the machine and uninstall again (unless the Performance Center host no longer appears in Add/Remove Programs).
- 2 Open a command prompt and run:  
`<Host installation path>\bin\HP.PC.PCS.Configurator.exe  
/CFG:..\dat\setup\Its\xml\Configurator.xml /G:Uninstall`
- 3 Delete the host installation folder. The default path for the host installation folder on a Windows 2008 64-bit machine is:  
`C:\Program Files (x86)\HP\Performance Center Host`
- 4 Delete **HP Performance Center Host** from **Start menu > Programs**.

## Patch Installation Fails

Installing a patch on the Performance Center Server or host from Lab Management fails and the following message is displayed:

**“Patch installation on host/server <host/server name> failed. Reason: Failed installing Patch. Abnormal termination. The installation process is not found”**

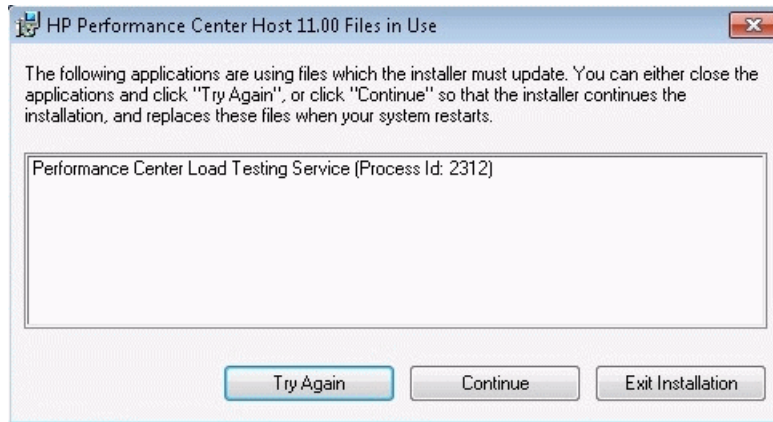
## Troubleshooting

In order to install the patch from Lab Management, you must make sure that the **Remote Procedure Call (RPC)** service is started. You start the service as follows:

- 1 On the Performance Center Server or host, select **Start > Run**, and type `services.msc`. The Services window opens.
- 2 Right-click the **Remote Procedure Call (RPC)** service and select **Start**.

## Installing a patch requires you to stop the Performance Center Load Testing Service on the host machine

**Problem:** The HP Performance Center Host Files in Use dialog box appears, displaying the following message:



### Troubleshooting

It is recommended that you click **Continue** and continue with the installation. Alternatively, you can perform the procedure below:

- 1 Select **Start > Run**, and type `services.msc`. The Services window opens.
- 2 Stop the Performance Center Load Testing service.
- 3 When the service has stopped, click **Try Again**.
- 4 When the installation is complete, manually restart the service.

## Cannot launch ALM: Message that software not installed

When launching ALM, a message such as the following is displayed:

**“Microsoft Visual C++ 2005 SP1 ATL Security Update Redistributable is not installed. Application will not be able to run. Contact your system administrator.”**

### Troubleshooting

This problem occurs if one of the client prerequisites, .NET Framework 3.5 SP1 or Microsoft Visual C++ 2005 SP1 ATL Security Update Redistributable, is not installed.

To solve this problem, install the software manually from the following locations:

.NET Framework 3.5 SP1	<Installation_Disk_Root_Directory>\Setup\Common\dotnet35_sp1\dotnetfx35_sp1.exe
Microsoft Visual C++ 2005 SP1 Redistributable Package (x86)	<Installation_Disk_Root_Directory>\Setup<environment>\prerequisites\vc2005_sp1_redist\vc redistrib_x86.exe

## Cannot log in to Performance Center via the client machine: Error regarding JavaScript

Login to Performance Center fails, and the following error is displayed:

**JavaScript is not installed or is disabled in your browser.....**

### Troubleshooting

This problem is related to running JavaScript in your browser.

To resolve this issue:

- 1 In Internet Explorer, select **Tools > Internet options > Security**.
- 2 Select **Internet zone**.
- 3 Click **Custom Level**.

- 4 Make sure that **Active Scripting** is enabled.
- 5 Enable the following items under **ActiveX controls and Plug-ins**:
  - **Automatic prompting for ActiveX controls**
  - **Binary and script behaviors**
  - **Run ActiveX controls and plugins**
  - **Script ActiveX controls marked safe for scripting**

## **When starting a test run, the host is added, but the Initializing Run page does not load**

When starting a test run, the host is added, but the Initializing Run page does not load.

### **Troubleshooting**

The client needs to have access to the machine. For example, if the Administrator inserted the machine name without domain, you might need to add the IP address and machine name to the host file (C:\WINDOWS\system32\drivers\etc\hosts) on the client machine.

## **Cannot run Performance Center component installation from a network drive**

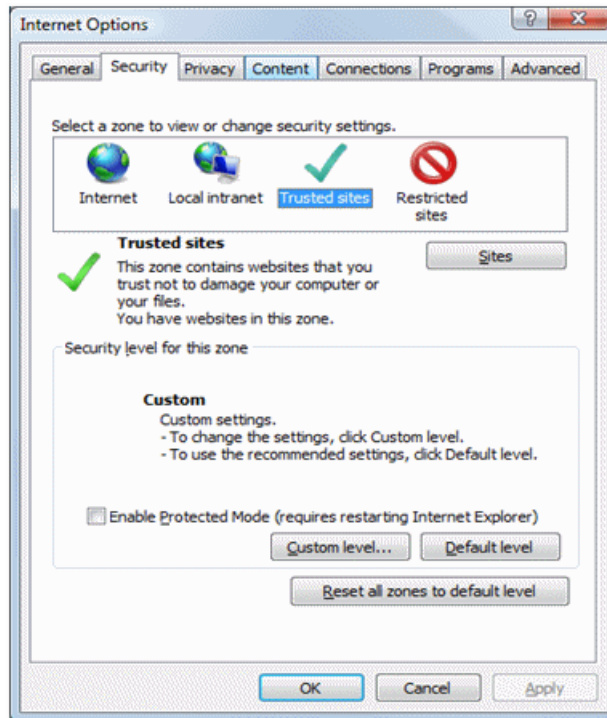
Cannot run the setup (Performance Center Server or host) when attempting to run it from a network drive.

### **Troubleshooting**

In order to run **setup.exe** from a network location, you need to add the network server location to your Trusted Sites, and then run setup.exe again.

To add the network server to your Trusted Sites in Internet Explorer:

- 1 Open **Tools > Internet Options**.
- 2 Select the **Security** tab and click **Trusted Sites**:



- 3 Click **Sites**.
- 4 In the Trusted Sites dialog box, add the location of the network server where the Performance Center component setup file is located, to the list of trusted sites.

# Installing Performance Center components does not start when selecting them from the DVD menu

When clicking the installation option on the DVD menu nothing happens.

## Troubleshooting

- 1 Make sure the user running the installation has sufficient permissions to launch executable files.
- 2 Restart the machine and try again.

# Installing one of the Performance Center components cannot use default port. Port already in use.

**Problem:** The installation cannot use a default port because it is already in use.

## Troubleshooting

If the installation cannot use a default port because it is already in use, change the port as per the instructions in the following table:

Component	How to change the port
Performance Center Server IIS	To change this port, see <a href="http://support.microsoft.com/kb/149605">http://support.microsoft.com/kb/149605</a> .
Performance Center host	<b>To change port 8731 to a different port:</b> <b>1</b> On each Performance Center host, open <b>LTOPSvc.exe.config</b> (located in <Host Installation directory>\bin\) and change all four occurrences of <b>8731</b> to a new port number. Restart the <b>Performance Center Load Testing Service</b> . <b>2</b> On the Performance Center Server, open <b>pcs.config</b> (located in <Performance Center Server Installation directory>\dat\). Under <b>PCSSettings</b> , change <b>ltopPortNumber</b> to the new port number.



Component	How to change the port
<b>MI Listener</b>	<p>To change port 443 to a different port, perform the following steps on the following machines:</p> <ul style="list-style-type: none"> <li>➤ Controller machine (if used as MI Listener)</li> <li>➤ Load Generator machine</li> <li>➤ MI Listener</li> </ul> <p><b>To change port 443:</b></p> <ol style="list-style-type: none"> <li><b>1</b> Open &lt;Component installation directory&gt;\launch_service\dat\mdrv.dat. and locate the [launcher] section.</li> <li><b>2</b> Add <b>OFWPort=&lt;port&gt;</b>, where &lt;port&gt; is the new port number.</li> <li><b>3</b> Go to &lt;Component installation directory&gt;\launch_service\dat\channel_configure.dat and locate the [General] section.</li> <li><b>4</b> Add <b>OFWPort=&lt;port&gt;</b>, where &lt;port&gt; is the new port number.</li> <li><b>5</b> Restart the agent.</li> </ol> <p><b>Note:</b> There is no support for changing port 50500.</p>
<b>LoadRunner/ Performance Center Agent Autolab Agent</b>	<p><b>To change HTTP tunneling ports 5001 and 5002:</b></p> <ol style="list-style-type: none"> <li><b>1</b> Open &lt;LR&gt;\launch_service\dat\mdrv.dat, and locate the [launcher] section.</li> <li><b>2</b> Add the following to the <b>ExtCmdLine=</b> key: <ul style="list-style-type: none"> <li>➤ For port 5001 add : -lnch_http_nd_port=&lt;port&gt;</li> <li>➤ For port 5002 add: -lnch_http_dummy_port=&lt;port&gt;</li> </ul> where &lt;port&gt; is the new port number.</li> </ol> <p><b>To change HTTP tunneling port 5003:</b></p> <ol style="list-style-type: none"> <li><b>1</b> Create or open &lt;LR&gt;\launch_service\dat\merc_agent.cfg</li> <li><b>2</b> Locate the [Attributes] section, and add the following: <b>NMMRouterPort=&lt;port&gt;</b>, where &lt;port&gt; is the new port number.</li> </ol> <p><b>Note:</b> There is no support for changing ports 54345 and 54245.</p>

Component	How to change the port
SiteScope (Topology)	In Performance Center, change the port of the Topology entity to the same port as that defined during the SiteScope configuration.
SiteScope (Topology) - SSL	In Performance Center, change the port of the Topology entity to the same port as that defined during the SiteScope configuration.
SiteScope (Monitor Profiles)	In Performance Center, change the port of the Monitor Profile entity to the same port as that defined during the SiteScope configuration.
Diagnostics Server	In Lab Management, change the port of the Diagnostics Server entity to the same port as that defined during the Diagnostics Server configuration.
Diagnostics Server - SSL	In Lab Management, change the port of the Diagnostics Server entity to the same port as that defined during the Diagnostics Server configuration.

## Cannot connect to the hosts using IUSR\_METRO user with the MIOrchid#1 password

Cannot log in to any of the hosts using the IUSR\_METRO account, with the default MIOrchid#1 password.

### Troubleshooting

The default password for IUSR\_METRO has changed. The new password is (case sensitive): **P3rfoRm@1nce**

## Errors in the Migration Tool Report

### Problem Description

The migration tool report may contain errors about specific entities or projects.

The errors in the migration tool report indicate two types of problems:

- The entity is corrupted in the PC 9.51 database and thus could not be migrated properly to ALM Platform.
- There was a temporary error in the environment while the migration tool was running.

### Troubleshooting

The troubleshooting instructions depend on the nature of the problems.

#### Troubleshooting the migrated database

If the migrated database exists and it's possible to locate the problematic entity, open the ALM platform, find the problematic project and entity, and manually fix the problem.

#### Troubleshooting an entity problem that existed in the database before migration

- 1** Open the PC 9.51 environment.
- 2** Open the project with the problematic entity.
- 3** Check if the entity has errors in the PC 9.51 environment.
  - a** Fix the errors in the PC 9.51 environment or delete the entity if it is not needed.
  - b** Check the log files of the migration tool (MigrationTool, ProjectMigrationWrapper). The log files may contain additional data about the error. For more information about locating the log files, see the Migration Tool Logs section of this document.
  - c** In the log files find the section containing the project with the problematic entity, based on the PC 9.51 database project ID (located in the Companies table).

- d** Find the problematic entity error.
- 4** Fix the problematic entity in the PC 9.51 environment, and then migrate the project again.

### **Troubleshooting an environment problem that existed before migration**

The following environment problems can cause migration errors:

- **Network problems that caused errors while copying the script files** - migrate the project again, or manually upload the problematic scripts.
- **Database problem (insufficient resources, connection problems)** - migrate the project again.
- **ALM Platform errors**
  - not enough memory - restart the ALM Platform and migrate the project again.
  - somebody was working on the environment during the migration and caused some operations to fail - migrate the project again.
- **Insufficient resources on the machine running the migration tool** - migrate the project again.
- **Not enough disk space on the ALM Platform repository** - free enough storage on the ALM Platform repository and migrate the failed projects again.

If there is a problem migrating the project again, see the Cannot Migrate a Project Again Because it Cannot be Deleted section of this document.

## **Cannot Connect to Oracle Database on 64-bit Windows OS**

### **Problem Description**

When you began running the migration, an error appeared when trying to define an Oracle database.

The following error message appears when you define an Oracle source or target database: "Failed to connect to the database. Reason: ORA-12154: TNS: could not resolve the connect identifier specified"

## Troubleshooting

This is caused by a bug in the Oracle client. The Oracle client cannot resolve third party software applications which have "special" characters in their installation paths (including parentheses).

For example, the following path is invalid because it contains parentheses:

**C:\Program Files (x86)\HP\ALM Migration**

Check that the migration tool installation path does not contain invalid characters. If the path contains invalid characters, reinstall the migration tool to a directory without any invalid characters.

## Cannot Migrate a Project Again Because it Cannot be Deleted

### Problem Description

You may want to migrate a project again after modifying something in the project or environment.

Before migrating a project again, the migration tool deletes the first project (migrated for the first time) from the ALM Platform, including its database.

If the database has open sessions it may not be successfully deleted.

### Troubleshooting

- 1** Close all open sessions to the project's database schema and migrate the project again.
- 2** If the project still cannot be deleted, delete it from the ALM Site Administration and migrate the project again.

## Errors in the Migration Log

### Error Message

*MigrationLogic.Tasks.Transformers.MonitorProfileTransformer* - Error re-encoding Password field for {MONITOR\_TYPE} Monitor on {SERVER\_NAME}, Monitor Profile {MONITOR\_PROFILE\_NAME}. Probably incompatible decryption key.

### Troubleshooting

The source monitor has a password which cannot be decrypted. The encryption key originally used is different from the default key used in the Migration application. First recreate the monitor in the same Monitor Profile using a correct password and then run the migration again.

### Error Message

*Failed to dispose ProjectMigrationProxy*

### Troubleshooting

This error can be ignored.

## A Migrated Project is not Linked to a PC\_PROJECT\_TEMPLATE Project After the Migration

### Problem Description

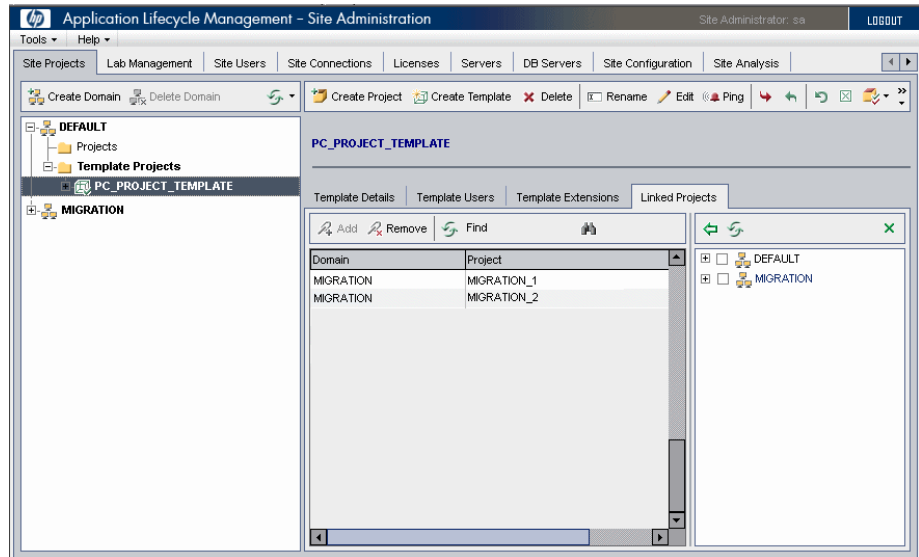
The following error message, *"Maximum retries exceeded 2. Manual apply customization required,"* indicates that the project needs to be manually linked to the PC\_PROJECT\_TEMPLATE project.

The project may not be linked to the template if it was migrated to a different domain.

**Note:** This troubleshooting procedure can also be used for new projects that need to be linked to a PC\_PROJECT\_TEMPLATE project.

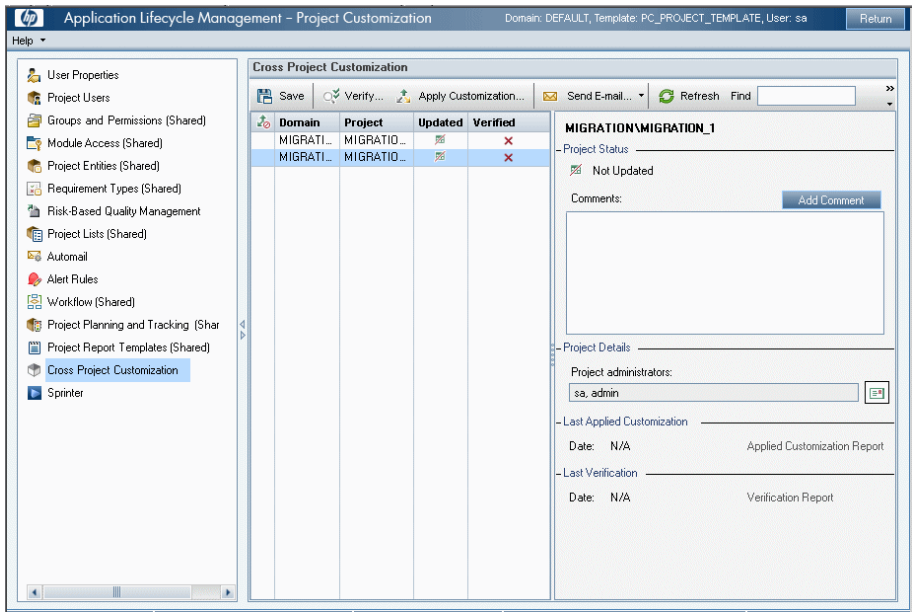
## Troubleshooting

- 1 In Site Administration > Site Projects tab, verify that the project appears in the Linked Projects list of the PC\_PROJECT\_TEMPLATE. If necessary, add it to the Linked Projects list.



- 2 Log in to the PC\_PROJECT\_TEMPLATE project in ALM.
- 3 Select **Tools > Customize**.
- 4 From the left menu pane, select **Cross Project Customization**.
- 5 In the Cross Project Customization table, select your project and click the **Verify** toolbar button.

6 Click the **Apply Customization** toolbar button.



# Migration Tool Logs

## Problem Description

Cannot find the Migration Tool log files.

## Troubleshooting

The migration tool creates log files in two directories:

- **MigrationTool directory** - general migration tool logs.
- **ProjectMigrationWrapper directory** - log related to project and entity migration.



These directories are located in the following location:

**<InstallationDir>\orchidtmp\LTLogger.**

- If there are other Performance Center components installed in the machine, like the Performance Center Server or Performance Center Host, the **<InstallationDir>** directory is the installation folder of the performance center component.
- If there are no other Performance Center components installed on the machine, the directories are located in **<MigrationToolInstallation>\bin\orchidtmp\LTLogger.**

To check the value of **<InstallationDir>** in the registry, find the following key:

[HKEY\_LOCAL\_MACHINE\SOFTWARE\Mercury  
Interactive\LoadRunner\CurrentVersion]

If you still cannot find the log files, check that the

**<InstallationDir>\dat\ltlogconf.xml** file exists. **If this file is missing, no logs will be written.**

## Problem Description

The migration tool writes error message to the log file by default. You can change the migration tool log level to view additional messages.

## Troubleshooting

- 1** Open the **<InstallationDir>\dat\ltlogconf.xml** file with a text editor.
- 2** Scroll to the bottom of the file and find the **<root>** section:

```
<root>

  <level value="Error" />

  <appender-ref ref="ROLLING_4CHAINSAW"/>

  <appender-ref ref="ROLLING" />

</root>
```

- 3** Replace the word Error with one of the following: Debug, Warn, Info, Error.

**4** Save the file.

---

**Note:**

- Switching the log level to Debug may significantly affect the performance of the migration tool.
  - When you modify the log level, it takes effect immediately. You can repeatedly modify the log level while the migration tool runs.
  - Changing the log level may affect other Performance Center components installed on the machine.
- 

## Migration Tables Not Found

### Problem Description

Tables not found: **ProjectMigrationState**, **EntityMappings**, **MigrationConfiguration**. These three tables are created in the source (PC 9.51) database to save the migration processing state.

If they do not exist the first time the migration runs, the log indicates that the tables are not found.

## Troubleshooting

These errors can be ignored. These tables are created by the migration process, so they will not exist the first time that migration runs.

## Migration Tool Report Data Not Found

### Problem Description

**Report Data Not Found:** Cannot find the report data because the migration report wasn't saved at the end of the migration.

### Troubleshooting

The status of the migration of all projects can be found in the **ProjectMigrationState** table.

The report data is saved on the source (PC 9.51) database, in the EntityMappings table. This table contains all of the mappings between PC 9.51 entities and the migrated ALM Platform entities.

Here are some details about entity mappings:

- **CompanyID = 0** means that this is either a LAB\_PROJECT project entity (like host, pool, or location), or a Site Administration entity (like user or group).
- The **EntityType** field values are defined as:
  - LoadTest - 1
  - Reservation - 2
  - Script - 3
  - Run - 4
  - Location - 5
  - Pool - 6
  - Host - 7
  - MonitorProfile - 8
  - DiagnosticsServer - 9

- DiagnosticsMediator - 10
- User - 11
- Role - 12
- Trending - 13
- MListener - 14
- MonitorOfw - 15
- Project - 16
- TargetIP - 17

## **Error When Opening Timeslot Module and Saving a Performance Test**

### **Problem Description**

After running the migration, both of the following occur:

- An error message is displayed when opening the Timeslot module, and none of the timeslots are displayed.
- An unknown failure occurs when saving a performance test in the Online screen and the test is not saved.

### **Troubleshooting**

This troubleshooting is for cases when both (and not one) of the above errors occur.

In the Site Administration LAB\_PROJECT project, delete all of the rows from the LAB\_DEMAND\_HOST\_ALLOCATION table.



