HP OpenView GlancePlus Pak

Installation Guide

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Conventions

boldface	Words in boldface represent the names of programs and commands.
`computer font`	Words in computer font represent file names, syntax, directory path names, or text as you should enter it on your workstation or terminal, and text that appears on the screen.
italics	Italics are used to emphasize words, phrases, or characters in the text, or indicate variables in syntax strings.
Return or Enter keys	Depending on your keyboard, one or the other represents the key used to execute a command.

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GlancePlus Pak Components

GlancePlus Pak combines three products into one package: GlancePlus, VantagePoint Performance Agent and ITO-SE.

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

GlancePlus

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

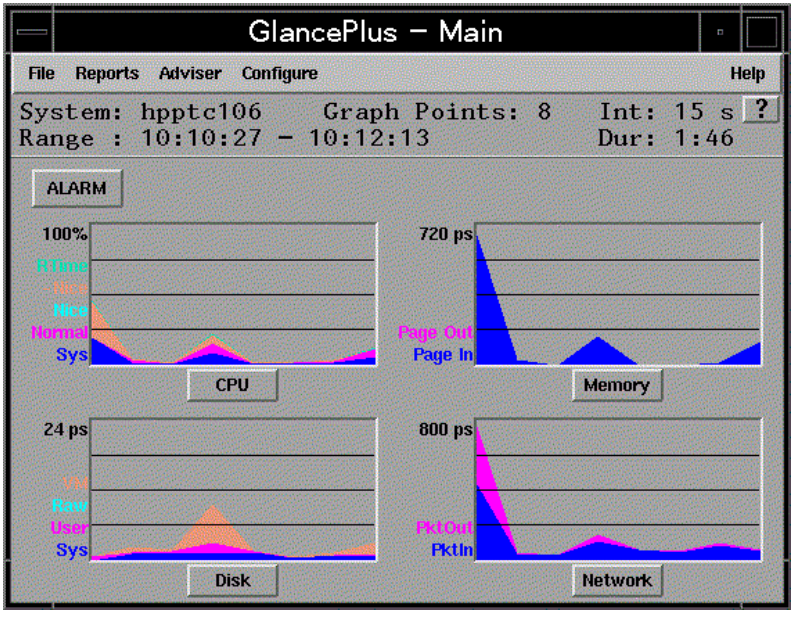

Figure 1: GlancePlus Motif-mode interface

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

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

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

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

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

VantagePoint Performance Agent

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

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

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

Specifically, VantagePoint Performance Agent lets you:

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

ITO Special Edition (ITO-SE)

ITO-SE provides additional monitoring capabilities to GlancePlus Pak. It features a Java-based user interface that displays system events and performance alarms. Integrated with GlancePlus Pak, ITO-SE lets you:

- Manage and invoke the entire GlancePlus Pak suite from one central and convenient graphical user interface.
- View system events and VantagePoint Performance Agent alarms through the message browser window.
- Execute predefined actions from the Operation View.
- Modify integrated template conditions to filter out messages that are not applicable to an individual node from the Configuration View.

ITO-SE also includes ITO-SE Operations agent software that is integrated with the GlancePlus and VantagePoint Performance Agent software to monitor additional system events such as system startup errors, security messages, and key system process terminations. ITO-SE's integration with GlancePlus Pak allows you to receive notification when key events occur that affect the performance and availability of your system. In addition, you can customize ITO-SE to execute corrective actions either automatically or interactively.

In the left pane of the ITO-SE window, switch between the Operation View and the Configuration View by clicking the down arrow next to the button labeled “Operation View” or “Configuration View”.

Configuring VP Performance Agent Alarms Using ITO-SE

In ITO-SE's Operation View you can edit VP Performance Agent-specific configuration files, like `alarmdef` (for VP Performance Agent alarms) or `parm` (for VP Performance Agent data collection) files. Within the interface, you can also start and stop VP Performance Agent and check its status.

Configuring ITO-SE to Display VP Performance Agent Alarm Messages

In the Configuration View, you can edit or add ITO-SE template conditions to alter the messages that are generated from VP Performance Agent alarms. The alarms display messages in the right pane. Double-click a message to open the Message Properties dialog box.

Licensing

GlancePlus Pak is licensed to be installed and used on one system only. The ITO-SE Operations agent supplied with this product is also licensed to be used only with the installed system. You can use this agent with HP OpenView VantagePoint Operations for Unix (VPO) software only if you purchase the appropriate VPO agent license.

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

Installation Requirements

Before installing GlancePlus Pak, be sure that your system meets these minimum requirements.

Hardware

System Requirements

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

The following is strongly recommended for running GlancePlus Pak ITO-SE Java user interface, **gpitose**:

- 100 MHz or faster processor
- 128 MB or higher

Display Requirements

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

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

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

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

The following is recommended for running GlancePlus Pak ITO-SE Java user interface, **gpitose**, on an X-terminal display:

- 26 MB RAM on an X-terminal display

Disk Requirements

- 50 MB in the `/opt/perf/`directory for first-time installations of GlancePlus and VantagePoint Performance Agent
- 33 MB in the `/opt/OV/` directory for first-time installations of ITO-SE
- 42 MB in the `/var/opt/perf/` directory for VantagePoint Performance Agent
- 3 MB in the `/var/opt/OV/` directory for ITO-SE
- Total: 128 MB

Software

- HP-UX 10.20 with X-Windows libraries X11R5 and Motif libraries 1.2, or
  HP-UX 11.0 with X-Windows libraries X11R5 or X11R6 and Motif libraries 2.1
- System patch requirements: Refer to the product Release Notes in `/opt/perf/ReleaseNotes`.
- Netscape 4.0 (or later) browser for viewing the ITO-SE and GlancePlus Pak online help files which are formatted in HTML.

N o t e :

You can download the Netscape browser at no charge at:
http://www.netscape.com/download/

Installing GlancePlus Pak

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

At installation, the ITO-SE component of GlancePlus Pak creates a locked (*=Password) account **opc_op** with a group of **opcgrp** for internal product use on the installed system. You may prefer to create this account centrally within NIS. If you would rather have this central configuration, create **opc_op** with group **opcgrp** in NIS. Prior to installation, ensure that the system is configured for NIS and proceed with the GlancePlus Pak installation. The NIS account and group are used instead of having to create these accounts locally.

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

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

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

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

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

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

If this is a new installation of GlancePlus Pak:

- Verify you have a minimum of 83 MB of disk space in the directory `/opt/`. If you do not have this much space, create a new *<path>*`/perf` directory in a location where you do have the space. Symbolically link the directory to `/opt/perf/`.

3. Run **swinstall** as shown here. Change the source to point to your installation media and select the GlancePlus Pak Software bundle.

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

If you need only GlancePlus and VantagePoint Performance Agent, you can deselect the ITO-SE portion of the GlancePlus Pak by not installing the following filesets: OVOPC-AGT, OVOPC-SE, OVOPC-SE-DOC and OVOPC-SE-GUI, OVOPC-SE-DFLT and MeasureWare.OVOPC-INT.

Updating the ITO-SE Templates

The GlancePlus Pak installation will replace the template configurations from C.02.30 or C.02.40 versions of the GlancePlus Pak. It will not overwrite any template configurations from C.02.60.00 or later versions of the GlancePlus Pak.

If you want to update your templates or restore the default settings of the original templates, you can execute a command that (1) stores your current configurations in a file and (2) installs the new templates. If you decide you would like to restore your old template configurations, you can execute the same command with the file name where the old templates reside.

- To update your current GlancePlus Pak template settings, from the command line enter:

  `gpseupdate`

When the command executes, text output provides you with the file location for the old templates.

- To restore template settings stored during the template update, from the command line enter:

  `gpseupdate -t` *<template_file_name>*

Results of Installation

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

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

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

Successful Installations

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

Incomplete Installations

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

Removing GlancePlus Pak

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

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

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

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

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

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

   ```
   swremove <file_ProductID>
   ```

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

Running the GlancePlus Pak Components

After you have installed GlancePlus Pak, some things occur automatically while others need your manual intervention. For example, the ITO-SE Operations agent starts up automatically while the VantagePoint Performance Agent data gathering and the alarm activation need to be started with a command. The sections that follow are sequenced according to how you should proceed.

Start VantagePoint Performance Agent

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

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

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

To start VantagePoint Performance Agent from the command line:

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

```
mwa start
```

To start VantagePoint Performance Agent from the ITO-SE interface:

1. Open the ITO-SE interface in the Operation View. (Refer to "Open ITO-SE" below for instructions.)
2. Click **VP Performance** to expand the hierarchy.
3. Double-click **Start Perf Agt (su)**.

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

Korn Shell: `export DISPLAY=<workstation_ID>:0.0`

C-Shell: `setenv DISPLAY <workstation_ID>:0.0`

Bourne Shell: `DISPLAY=<workstation_ID>:0.0`

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

Start GlancePlus

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

   or

   To start GlancePlus in the character mode interface, type: `glance`

Start ITO-SE User Interface

1. Enter:

   `gpitose <system_ID> &`
2. In the dialog box, enter **itose** for user name and **itose** for the password.

   When you first start the ITO-SE user interface, the Operations View is displayed in the left pane. To switch to the Configuration View, click the down arrow next to the button labeled "Operation View".

Performance Considerations

The ITO-SE Operations agent runs continuously but uses minimal system resources to gather the system events and alarms. However, the Java-based ITO-SE graphical user interface requires significant system memory, display memory, and CPU to respond to user interactions. This is not unusual for Java-based applications. Newer systems with higher CPU clock speeds, show significantly improved performance. If you want to alleviate some of the GUI loading, you have three options.

1. Increase the Refresh interval. To do this, select **Preferences** on the Edit menu of the ITO-SE interface and change the Refresh interval from **30** seconds to a minimum of **5 minutes**. This minimizes the load of refreshing the interface which can be the most significant recurring load.
2. Ensure that the default setting of **Latest messages** on the View menu is enabled (rather than **All messages**).
3. Reduce the message rate. You can do this by suppressing unwanted messages in the template conditions (see "Preventing Unwanted Messages" in online help for instructions). If the message rate is less than one message per minute, the GUI load is much less.

Starting and Stopping the ITO-SE Operations Agent

Sometimes it may be necessary to start or stop the agent.

1. On the managed node, log on as root.
2. To start the agent, enter: `/opt/OV/bin/OpC/opcagt –start`

   or

   To stop the agent, enter: `/opt/OV/bin/OpC/opcagt –kill`

Restricting Access to ITO-SE Products

This section describes how to reconfigure the way ITO-SE starts up so you can restrict access to ITO-SE integrated products.

Reconfigure ITO-SE

1. Enter one or more of the following commands to modify ITO-SE logon execution.

   - To change the log on and password for ITO-SE:

     `/opt/OV/bin/OpC/opcsekey -c "<*>" <username> <password>`

     In the first parameter, after "`-c`", type the double-quotes, the brackets, and the asterisk; do not substitute any other characters.

   - To add a log on and password for a specific product (see Note):

     `/opt/OV/bin/OpC/opcsekey -a <product_name> <username> <password>`

   - To change the log on and password for a specific product (see Note):

     `/opt/OV/bin/OpC/opcsekey -c <product_name> <username> <password>`

   - To delete the log on and password for a specific product (see Note):

     `/opt/OV/bin/OpC/opcsekey -d <product_name>`

     ITO-SE modifies the authorization table file, `/var/opt/OV/conf/OpC/authtab`, when you execute these commands.

2. Restart the ITO-SE Operations agent to activate the change(s). Enter:

   `/opt/OV/bin/OpC/opcagt –start`

3. Copy the modified authorization table file to the systems where you want restricted access.

User names and passwords that are created for specific products work only when the ITO-SE startup command includes that product's name as described below.

Run ITO-SE with Restricted Access

- When a user is ready to run ITO-SE on a restricted system, enter the ITO-SE startup command, specifying the system and product.

  `gpitose <system_ID> subproduct=<product_name>`

  For example, to start ITO-SE with only the GlancePlus Pak product actions and templates on a system named **mailserver106**, enter:

  ```
  gpitose mailserver106 subproduct=GlancePak
  ```

Start Actions that Require Superuser Permission

Some ITO-SE actions can only be executed by a user with superuser privileges. These actions are marked in the Operation View with **(su)**. If you logged on to the ITO-SE system as a root user, you can execute any action by double-clicking the action in the Operation View.

If you did not log in as a root user, but know the superuser password or have a superuser account on the system, you can still execute the **(su)** actions. When you double-click one of these actions, ITO-SE displays a dialog box. Enter the superuser account name and password.

You can also execute an **(su)** action by right-clicking the action, then selecting **Start customized...**.

Changing Template Conditions in the Configuration View

To change template conditions:

1. In ITO-SE's Configuration View, double-click the template name to view the conditions associated with the template.
2. Double-click the condition to open the conditions property sheet.
3. Make changes as needed.

In all but one situation, you can change template conditions without root user permissions. The exception is that only root users can modify or add operator or automatic actions to template conditions.

Checking GlancePlus Pak Status

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

Checking the Status of All Components

Enter the command: `perfstat`

The output appears as follows:

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

   Running midaemon    measurement interface daemon) pid 27088

PerfView status:
 Running rpcd/dced      DCE Host daemon) pid 985
WARNING: pvalarmd   is not active

MeasureWare scope status:
    Running scopeux              (MWA data collector) pid 27089

MeasureWare background daemon status:
    Running ttd            (Transaction Tracker daemon) pid 8044

MeasureWare server status:
    Running alarmgen      (alarm generator) pid 27105
    Running agdbserver    (alarm database server) pid 27104
    Running perflbd       (location broker) pid 27097

    The following data sources have running repository servers:
                            PID  DATA SOURCE

    Running rep_server    27102  SCOPE

    Running opcctla               (Control Agent) pid 12254
    Running opcmsga               (Message Agent) pid 12255
    Subagent 1:
    Running opcacta               (Action Agent) pid 12256
    Running opcle       Logfile Encapsulator) pid 12257 28759
    Running opcmona               (Monitor Agent) pid 12258

    Running opcmsgi         (Message Interceptor) pid 12259
    Subagent 3:
    Running opcuisrv        (ITO-SE GUI Server) pid 26267
    Running itose           (ITO-SE GUI) pid 28342 27549 26320
******** (end of perfstat output: note above warning) ********
```

Checking the Status of the ITO-SE Operations Agent

You can check whether or not the ITO-SE Operations agent is running by entering:

```
/opt/OV/bin/OpC/opcagt -status
```

The output appears as follows:

```
Control Agent      /opt/OV/bin/OpC/opcctla      (22774) is running
Message Agent      /opt/OV/bin/OpC/opcmsga      (2077) is running
Subagent 1:

Action Agent       /opt/OV/bin/OpC/opcacta      (2078) is running
Logfile Encapsulator /opt/OV/bin/OpC/opcle      (2079) is running

Monitor Agent      /opt/OV/bin/OpC/opcmona      (2080) is running
Message Interceptor  /opt/OV/bin/OpC/opcmsgi    (2081) is running
Subagent 3:

ITO-SE GUI Server  /opt/OV/bin/OpC/opcuisrv (2082) is running
```

Documentation

In addition to printed manuals for its integrated products, GlancePlus Pak also includes printable document files, online help and Release Notes.

Printable Files

The printable files are in three different formats: Adobe Acrobat® (`*.pdf`), PostScript® printer file (`*.ps`), and ASCII text file. The printable files are installed in subdirectories of the following directory:

```
/opt/perf/paperdocs
```

Online Help

ITO-SE online help is formatted for display with a web browser. To open the ITO-SE help file set outside of ITO-SE, start your web browser, then open the following file:

```
/opt/OV/www/htdocs/itose/help/glancepluspak/Index.htm
```

Release Notes

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

```
/opt/perf/ReleaseNotes
```

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

N o t e

You can download VantagePoint Performance Agent manuals from the Internet at this website:
http://ovweb.external.hp.com/lpe/cgi-bin/doc_serv/index.pl

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