

HP OpenView Performance Agent

For the Windows Operating System

Release Notes

Software version: C.04.50 / October 2005

This document provides an overview of the changes made to OpenView Performance Agent (OVPA) version C.04.50. It contains important information not included in the manuals or in online help.

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In This Version

OpenView Performance Agent (OVPA) was formerly called the MeasureWare Agent (MWA). In some places, the name MeasureWare Agent and MWA might still appear.

This release of OVPA supports the following features:

- Support on Windows 2000, Windows XP and Windows 2003.
- Support for HTTP and HTTPS-based data communication.
- Support for single port communication.

Using HTTPS enables secure communication. OVPA continues to support existing DCE or NCS-based communication. You can configure OVPA to use either DCE or NCS, or HTTP(S)-based data communication. Refer to Chapter 2 of the *HP OpenView Performance Agent Installation and Configuration Guide for Windows* for more details.

Important points to note are:

- HTTPS-based secure communication is supported only in the OVO 8.x environment.
- HTTP(S) data communication is supported using CODA.
- Applications that use performance data from OVPA can communicate with OVPA using HTTPS data communication. OV Performance Manager 5.0 can communicate with OVPA using HTTPS, while OV Reporter 3.6 and OV Performance Insight 5.1 can only communicate using HTTP data communication.

What is CODA?

CODA is a daemon that handles data communication (both HTTP and HTTPS) when delivered as part of OVPA. It also handles communication with `perfalarm`, the alarm management daemon. CODA, when delivered as part of OV Operations Agent enables lightweight system performance collection and Smart Plug-In support.

OVPA shares the Black Box Communication functionality with OV Operations. It includes the `ovbbccb` daemon that is started with and used by CODA. Switching to the new data communication facility makes communication across firewalls easier (see the *HP OpenView Performance Agent Installation and Configuration Guide for Windows* for details).

- The RPC based alarm management daemon, `alarmgen`, has been replaced by the HTTP-based `perfalarm`. The `Perfalarm` daemon is the preferred daemon to send alarms to OVO servers. The `alarmgen` daemon is still supported for sending alarms to OVPM 3.x (PerfView). Refer to Chapter 2 of the *HP OpenView Performance Agent Installation and Configuration Guide for Windows Systems* for information on how to set up `alarmgen` as the default alarm management daemon.
- Following Metrics have been added in this release:
 - `GBL_SYSTEM_UPTIME_SECONDS`
 - `GBL_STATTIME`
 - `GBL_INTERVAL`
 - `GBL_INTERRUPT_RATE`
 - `GBL_INTERRUPT`
 - `GBL_SYSCALL`
 - `GBL_MEM_CACHE`
 - `GBL_MEM_USER`

- GBL_MEM_SYS
- GBL_MEM_PAGEIN_RATE
- GBL_NET_ERROR_RATE
- PROC_THREAD_COUNT
- BYCPU_INTERRUPT
- BYCPU_CPU_TOTAL_TIME
- FS_SPACE_USED
- FS_SPACE_RESERVED
- GBL_SWAP_SPACE_AVAIL
- GBL_BOOT_TIME
- GBL_GMTOFFSET
- The scaling for the following metrics has been changed (OV Performance Agent will now report these metrics in MB):
 - GBL_MEM_AVAIL
 - GBL_MEM_PHYS
 - GBL_MEM_FREE
- rxitemid has been updated to reflect new metric ids for the following metrics:
 - GBL_MEM_PHYS
 - GBL_SWAP_SPACE_AVAIL_KB
 - GBL_MEM_FREE
- Extract summarization option has been obsoleted. Export summarization is still available. You can still create extracted log files on detail data. Refer *HP OpenView Performance Agent for Windows User's Manual* for details of extract.
- The number of applications that can be defined in the parm file has been increased to 998. Increase in number of application definitions increases the overhead on performance of these tools.
- This release includes minor enhancements and defect fixes. For details, refer the [Enhancements and Fixes](#) section.

Installation Notes

For installation requirements and instructions, refer the *HP OpenView Performance Agent for Windows Installation and Configuration Guide*, provided as part of the product in Adobe Acrobat (.pdf) format. You can find this document, ovpainst.pdf in the \paperdocs directory on the product's CD.

After installation, you can find the document at:

```
<INSTALLDIR>\paperdocs\ovpa\C\ovpainst.pdf
```

Software and Hardware Requirements

Before installing OV Performance Agent, make sure that your system meets the following minimum requirements described below:

- Software

OV Performance Agent requires one of the following operating system versions:

- Microsoft Windows 2003 Series
 - Standard Edition
 - Enterprise Edition
 - Datacenter Edition
 - Web Edition
 - Server for Itanium-based Systems
 - Server for x64 Editions
- Microsoft Windows 2000 Series
 - Datacenter Server
 - Professional Server
 - Advanced Server with Service Pack 4 or later
- Microsoft Windows XP Series
 - Standard with Service Pack 1 or later
 - Professional x64 Edition

- Hardware

OV Performance Agent runs on Microsoft Windows with the following minimum hardware requirements:

- Intel Pentium processor or equivalent
- Intel Itanium2
- AMD Opteron
- Intel Pentium with EM64T
- Intel Xeon with EM64T

- Supported Architecture and Operating Systems

Architecture	Operating System	Protocol
X86	<ul style="list-style-type: none"> Windows 2003 Standard Edition Windows 2003 Enterprise Edition Windows 2003 Datacenter Edition Windows 2003 Web Edition Windows 2000 Datacenter Server Windows 2000 Professional Server Windows 2000 Advanced Server with Service Pack 4 or later Windows XP Standard with Service Pack 1 or later 	HTTP(S), RPC
X86_64, AMD 64, EM64T	<ul style="list-style-type: none"> Windows 2003 Server for x64 Editions Windows XP Professional x64 Edition 	RPC
IPF	Windows 2003 Server for Itanium- based Systems	RPC

- Communication Protocols

OV Performance Agent supports the following communication protocols:

- HTTP(S) 1.1
- RPC

- Disk space

OV Performance Agent uses disk space in the following areas: program files, Control Panel applet, data files, log files, and temporary files.

- Program Files - OV Performance Agent requires approximately 100 MB of disk space for installation of program files that are stored in the Install directory path.
- Configuration, Status, and Log Files - By default, configuration, status, and log files are stored separately from program files. With the default configuration settings, 60 MB of disk space is required in <DataDir>.

Special Installation Instructions

- If you are installing OV Performance Agent 4.5 and OVO 7.x agent on the same system then you must install OVO 7.x agent first and then OVPA 4.5.
- HP recommends that if you are installing OV Performance Agent 4.5 on a system on which if one or more of the following OV products are installed, restart them after installing OV Performance Agent 4.5.
 - OVO Agent
 - OVO Windows Management Server
 - OV Performance Manager
 - OV Reporter

e OV Performance Insight

f OV Internet Services

- If you have an HP OpenView Smart Plug-In (SPI) installation on your system, you must install the following software updates for the SPI to work successfully with OVPA 4.5.
 - If you are running OVO management server on Windows operating systems, then download and install the following OVO patch:
 - For OVO 7.2x download and install patch OVOW_00201
 - For OVO 7.5x download and install patch OVOW_00202

These patches can be downloaded from:

http://support.openview.hp.com/patches/patch_index.jsp

- If you are running OVO management server on UNIX operating systems (HP-UX and Solaris) then download and install the software update, DSI2DDF_A.02.02.00.sdtape.

DSI2DDF_A.02.02.00.sdtape can be downloaded from the following anonymous ftp location:

`ftp://ftp.hp.com/pub/ovreporter/ovpa_spi`

For more information about the software update, refer to the Readme file at the location:

`ftp://ftp.hp.com/pub/ovreporter/ovpa_spi/ReadMe.txt`.

Enhancements and Fixes

The following items (identified by error tracking number) are fixed in the current software release.

QXCR1000086946

PROBLEM: Metric BYNETIF_NET_SPEED is logged as 31702 instead of 1000000000 for a 1GB LAN interface.

FIX: BYNETIF_NET_SPEED metric has been changed to display in Mega Bits Per Second (Mbps).

QXCR1000233643

PROBLEM: Memory leak in `rep_server`

FIX: In this version of OVPA, the memory leak issue with `rep_server` is fixed.

QXCR1000233663

PROBLEM: `status.rep_server` is filled up with spurious 6-digit hex numbers during log files roll-over.

FIX: This problem is fixed

QXCR1000026521

PROBLEM: ALIAS fails when a colon is used in alarmdef file. alarmdefs are not parsed successfully when actual metric has a colon (:) in name.

FIX: This problem is fixed. Now you can use colon while defining aliases in alarmdef file.

QXCR1000235322

PROBLEM: In an OVO Unix 8.1 environment, alarmgen is not able to send alarm messages to OVO server.

FIX: alarmgen and perfalarm can now send ITO messages to the OVO management server in an OVOU 8 environment.

QXCR1000027026

PROBLEM: Metrics APP_IO_BYTE and APP_IO_BYTE_RATE on Windows are 'cumulative' and not 'intervalized'.

FIX: This problem has been fixed and APP_IO_BYTE and APP_IO_BYTE_RATE are 'intervalized'.

QXCR1000027571

PROBLEM: When filesystems (Windows logical drives) are added to a system while OVPA is running, metric values are accredited to the wrong file system instance.

FIX: This problem has been fixed and OVPA will report correct file system metric(s) if a file system is added while OV Performance Agent is running, on a Windows system.

QXCR1000047829

PROBLEM: Unattended installation of OVPA fails

FIX: This problem is fixed and OVPA can be installed in unattended mode.

QXCR1000213659

PROBLEM: rep_server terminates when the length of path specified for a log file, in peflbd.mwc, is greater than 150 characters.

FIX: This problem has been fixed and now rep_server(s) can be started for datasources entry in peflbd.mwc file whose length is greater than 150 characters.

QXCR1000223830

PROBLEM: On Windows 2003, midaemon will not start and aborts with error = 287, when run on Itanium machine with Execution Layer(EL) installed.

FIX: This problem has been fixed and midaemon starts successfully on Windows 2003 run on Itanium machine with Execution Layer(EL) installed.

Known Problems, Limitations, and Workarounds

QXCR1000240349

PROBLEM: BBC5 daemon fails to start on a system with OVPM 3.x (PerfView) installed. The default port for pvalarm, PerfView alarm management daemon is 383 that is the same as the default port for BBC communication broker daemon ovbbccb.

WORKAROUND: Please choose a different port for pvalarm.

QXCR1000245676

PROBLEM: Unattended installation truncates installation directory if the directory name has "-" in it.

WORKAROUND: The directory name passed as parameter during unattended installation either for install path or for data path should not have '-'.

QXCR1000238862

PROBLEM: Enhance OVPA Windows to log data of NTFS mounted volumes (feature of Win 2000)

WORKAROUND: This release of OVPA, does log data of NTFS mounted volumes but only on Windows 2003 with SP1 platform and still does not log data of NTFS mounted volumes in Windows 2000 and Windows XP platforms.

QXCR1000244352

PROBLEM: Installation of OV Performance Agent 4.5 on Windows, particularly versions Win2K3 SP1 and WinXP SP2 may hang or terminate with an error message.

WORKAROUND: Check the "Local Security Policy", accessed by clicking **Start -> Control Panel -> Administrative Tools**, on the system where the problem was encountered. Make sure that the "Impersonate a client after authentication" privilege in the Local Security Policy has been configured to include the following groups:

- Administrators
- Service

If users without administrative privileges are installing OV Performance Agent, the respective users or their security groups must be configured for the "Impersonate a client after authentication" privilege.

For more details on the problem, click the following link:

<http://support.installshield.com/kb/view.asp?articleid=Q111303>

QXCR1000225770

PROBLEM: Clients such as OVPM and alarmgen fail to connect to rep_server running on a Windows XP SP2 system.

WORKAROUND:

- 1** Click **Start**, click **Run**, type **regedit**, and then click **OK**.
- 2** Locate and then click the following registry subkey:
HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows NT\RPC
If this subkey does not exist, follow these steps:
 - a** Locate and then click the following registry subkey:
HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows NT
 - b** On the Edit menu, point to New, and then click **Key**.
 - c** Type **RPC** as the subkey name, and then press **ENTER**.
 - d** Right-click **RPC**, point to New, and then click **DWORD Value**.
 - e** Type **RestrictRemoteClients** as the entry name, and then press **ENTER**.
- 3** Right-click the **RestrictRemoteClients** entry, and then click **Modify**.
- 4** In the Value Data box, ensure that the value type has been set to 0 (zero), and then click **OK**.
- 5** Quit Registry Editor.
- 6** Restart your computer.

QXCR1000287213

PROBLEM: Installation of OV Performance Agent 4.5 on a system with an OVO 7.x agent already installed sends the following alert message continuously.

BBC Local Location Broker of subagent 0 aborted; process did an exit 77. The process has been started for '6' times in the last '0 d 00:00:50' already. (OpC30-1198)

WORKAROUND: Restart OVO 7.x agent by running the following commands:

```
# opcagt -kill  
# opcagt -start
```

QXCR1000237437

PROBLEM: On system that has OVOA 8.x and OVPA 4.5 installed, un-installation of OVO 8.x agent is left incomplete.

WORKAROUND: Hotfix is available through HP Support.

QXCR1000237478

PROBLEM: On system that has OVOA 8.x and OVPA 4.5 installed, Un-installation of OVO 8.x agent stops ovc, ovbbccb, and coda.

WORKAROUND: Hotfix is available through HP Support.

QXCR1000282671

PROBLEM: On system that has OVOA 8.x and OVPA 4.5 installed, If you stop OVO 8.x agent using the command **opcagt -stop**, coda is also stopped.

WORKAROUND: Hotfix is available through HP Support.

QXCR1000085183

PROBLEM: Application grouping may fail for processes started with a user context other than the logged on user, for applications defined based on users

WORKAROUND: None

QXCR1000291031

PROBLEM: In a HTTPS based secure data communication environment, OVPM 5.0 encounters a timeout condition while communicating with OVPA 4.5, if OVPA 4.5 is additionally configured for single port communication. Refer section "Communicating Across a Firewall" in the *HP OpenView Performance Agent Installation and Configuration Guide* (ovpainst.pdf) for details about Single port communication and Secure Communication.

WORKAROUND: When you wish to enable HTTPS data communication, use a fixed second port number instead of configuring coda for single-port communication. If you do not configure single-port data communication, then by default, OVPA's coda process will use a dynamically chosen second port (in addition to port 383 which is used by the ovbbccb communication broker process). This use of a dynamic port can be difficult when connecting to OVPA remotely through a firewall, because you will not know what firewall ports to open. Instead of configuring single-port data communication along with HTTPS, choose a port other than 383 that you will open in the firewall and then configure OVPA to use it for coda as follows:

```
1  ovpacmd stop
2  ovconfchg -ns coda.comm -set SERVER_PORT <portnumber>
3  ovconfchg -ns coda.comm -set SERVER_BIND_ADDR 0
4  ovpacmd start
```

Documentation Errata

None

Software Version Information and File Placement Plan

Version Information

For a summary of version strings for the major executable components of OV Performance Agent, enter the command:

```
perfstat -v
```

File Placement



<InstallDir> - is the directory that you choose to install OVPA executables.

<DataDir> - is the directory that you choose to keep OVPA log files.

<disk drive>:\Program Files\HP OpenView\ is the default <InstallDir>, and <disk drive>:\Program Files\HP OpenView\data\ is the default <DataDir>.

You can change the directory path or name for a first-time installation.

Executables including UI programs, and scripts:

<InstallDir>\bin

Product configuration and status files:

<DataDir>\

Product binary data and internal-use files:

<DataDir>\ datafiles

Online help files:

<InstallDir>\help\ovpa\C

Library files:

<InstallDir>\lib

Message catalogs:

<InstallDir>\msg\C

Default configuration and template files:

<InstallDir>\newconfig

Printable documents:

<InstallDir>\paperdocs\ovpa\C

Release Notes:

<InstallDir>\ReleaseNotes

Dynamically Linked Libraries and Control Panel files:

<%windir%>\system32

Example files:

<InstallDir>\examples

Local Language Support

Localized OV Performance Agent is not currently available for this release.

Support

Please visit the HP OpenView support web site at:

<http://www.hp.com/managementsoftware/support>

This web site provides contact information and details about the products, services, and support that HP OpenView offers.

HP OpenView online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valuable support customer, you can benefit by being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training



Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract.

To find more information about support access levels, go to the following URL:

http://www.hp.com/managementsoftware/access_level

To register for an HP Passport ID, go to the following URL:

<http://www.managementsoftware.hp.com/passport-registration.html>

Online Documentation

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:

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

- 1 In the Product list, click the product name.
- 2 In the Version list, click the version number.
- 3 In the OS list, click the OS type.
- 4 In the document list, click the document title.
- 5 To retrieve the document, click Open or Download.



To view files in PDF format (*.pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following URL:

<http://www.adobe.com>

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