

# HP OpenView GlancePlus Pak Release Notes

C.03.35.00

HP-UX 10.20, 11.0, 11i



**Manufacturing Part Number: B3701-90021**

**September 2001**

© Copyright 2001 Hewlett-Packard Company.

---

## Legal Notices

*Hewlett-Packard makes no warranty of any kind with regard to this manual, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Hewlett-Packard shall not be held liable for errors contained herein or direct, indirect, special, incidental or consequential damages in connection with the furnishing, performance, or use of this material.*

**Warranty.** A copy of the specific warranty terms applicable to your Hewlett-Packard product and replacement parts can be obtained from your local Sales and Service Office.

**Restricted Rights Legend.** All rights are reserved. No part of this document may be photocopied, reproduced, or translated to another language without the prior written consent of Hewlett-Packard Company. The information contained in this document is subject to change without notice.

Use, duplication or disclosure by the U.S. Government is subject to restrictions as set forth in subparagraph (c) (1) (ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 for DOD agencies, and subparagraphs (c) (1) and (c) (2) of the Commercial Computer Software Restricted Rights clause at FAR 52.227-19 for other agencies.

HEWLETT-PACKARD COMPANY

3404 E. Harmony Road

Fort Collins, CO 80528 U.S.A.

Use of this manual and flexible disk(s), tape cartridge(s), or CD-ROM(s) supplied for this pack is restricted to this product only. Additional copies of the programs may be made for security and back-up purposes only. Resale of the programs in their present form or with alterations, is expressly prohibited.

**Copyright Notices.** © Copyright 1983-2001 Hewlett-Packard Company, all rights reserved.

Reproduction, adaptation, or translation of this document without prior written permission is prohibited, except as allowed under the copyright laws.

Contains software from AirMedia, Inc.

© Copyright 1996 AirMedia, Inc.

### Trademark Notices

Java™ is a U.S. trademark of Sun Microsystems, Inc.

Microsoft® is a U.S. registered trademark of Microsoft Corporation.

Windows NT® is a U.S. registered trademark of Microsoft Corporation.

Windows® 2000 is a U.S. registered trademark of Microsoft Corporation.

Windows® and MS Windows® are U.S. registered trademarks of Microsoft Corporation.

Netscape and Netscape Navigator are U.S. trademarks of Netscape Communications Corporation

Oracle® is a registered U.S. trademark of Oracle Corporation, Redwood City, California.

Oracle7™ is a trademark of Oracle Corporation, Redwood City, California.

OSF/Motif® and Open Software Foundation® are trademarks of the Open Software Foundation, Inc. in the U.S. and other countries.

Pentium® is a U.S. registered trademark of Intel Corporation.

UNIX® is a registered trademark of The Open Group.



---

# 1 HP OpenView GlancePlus Pak Release Notes

---

## Announcements

The following information is for version HP-UX 10.20, 11.0 and 11i of HP OpenView GlancePlus Pak for the HP-UX Application Release in the Fall of 2001.

Refer to each product's Release Notes for system patch requirements. The Release Notes documents are in `/opt/perf/ReleaseNotes/`. Their filenames are:

- GlancePlus Release Notes : Glance
- IT/Operations Special Edition Release Notes : Itose
- HP OpenView Performance Agent (MeasureWare Agent) Release Notes: Mwa

Refer to each product's documentation for information about the functionality of each product.

---

### NOTE

This document contains important information that is not included in other printed materials or in online help.

---

**What's New in This Version?**

---

**What's New in This Version?**

This release provides C.03.35.00 functionality. Please see the Release Notes for each product in `/opt/perf/ReleaseNotes/`.

## **Known Problems and Workarounds**

The following requests remain open in this release. Refer to the *Patches and Fixes in This Version* section of this document for information about requests that have been fixed or addressed with patches.

To see the status of open requests, see “Online Documentation and Support” in the *Version Information and File Placement Plan* section of these Release Notes.

<b>Request ID</b>	<b>Description</b>
-------------------	--------------------

None.	
-------	--

## **Troubleshooting Tips**

If you have difficulties starting the ITO-SE Java user interface, run `perfstat` or `opcagt -status` to verify that the agent is running. Also, verify that you have entered the correct username and password.

If the ITO-SE agent does not start, verify that the installation was successful and that DCE is operational on the system.

After installation and removal of the GlancePlus product, run `perfstat` or `opcagt -status` to verify that the desired agents, HP OpenView Performance Agent (MeasureWare Agent) and HP OpenView Operations Agent, are running.

## Compatibility Information and Installation Requirements

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

- 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 RAM 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) in an X-terminal display:

- 26 MB RAM in an X-terminal display

- Disk Requirements — Total of 128 MB

- 50 MB in the `/opt/perf/` directory for first-time installations of GlancePlus and MeasureWare Agent
- 33 MB in the `/opt/OV/` directory for first-time installations of ITO-SE
- 42 MB in the `/var/opt/perf/` directory for MeasureWare Server Agent
- 3 MB in the `/var/opt/OV/` directory for ITO-SE



## HP OpenView GlancePlus Pak Release Notes

### Compatibility Information and Installation Requirements

- Software Requirements
  - HP-UX 11 and beyond with X-Windows libraries X11R5 or X11R6 and Motif libraries 2.1.
  - Netscape 4.0 (or later) browser for viewing the ITO-SE and GlancePlus Pak online help files (HTML format).

Netscape FastTrack Server software is distributed as part of the core OS with HP-UX 11.0. This software includes Netscape Communicator, an HTML browser that you can use to view the ITO-SE online help.

You can also download the Netscape browser at no charge from this Web site:

`http://www.netscape.com/download`
- Installation — Installation requirements as well as instructions for installation are documented in the *GlancePlus Pak Installation Guide*, located in the following places:
  - Shipped with this product in: `opt/perf/paperdocs/gpak/C/ asgpp-install.pdf`

---

#### NOTE

Documentation postscript (.ps) files are no longer shipped with this product.

---

- On the Web at:

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

Select “GlancePlus Pak” in the Product list box and click Go.
- Required Operating System Patches:
  - **Symptom:** When the home directory (\$HOME) is automounted using AutoFS, some 11.0 systems do not respond to the `gpitose` command.
  - **Solution:** There are four possible workarounds. Choose one:
    1. Install HP-UX patch PHNE\_17101 or superseding patch.
    2. Set the HOME shell environment variable to a non-AutoFS-mounted directory before invoking `gpitose`.
    3. Create a local HOME directory for the user.
    4. Use automount instead of AutoFS for the user HOME directory.

## HP OpenView GlancePlus Pak Release Notes

### Compatibility Information and Installation Requirements

- **Symptom:** In rare situations, the gpitose Java application core dumps.
- **Solution:** Install HP-UX Motif/X11 patches:
  - HP-UX 10.20 PHSS\_20861 (or a superseding patch)
  - HP-UX 11.0 and beyond PHSS\_21493 (or a superseding patch)
- **Symptom:** Uninstalling an ITO agent removed the NIS entries in the `/etc/passwd` and `/etc/group` files.
- **Solution:** Install HP-UX 11.0 and beyond PHCO\_20679 (or a superseding patch).
- Performance Considerations when using the ITO-SE user interface:

The ITO-SE agent (which runs continuously) uses minimal system resources to gather system events and alarms and saves this data in a local message file. As with any Java application, when the ITO-SE interface is open, it requires significant system memory, display memory, and CPU to respond to user interactions. Newer systems (because of higher CPU clock speeds) show significantly improved performance.

To alleviate some of the user interface loading, you can try one of these options:

  - Because refreshing the interface can be the most significant recurring load, the first option is to increase the refresh interval. To do this, select Preferences on the Edit menu in 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.
  - The second option is to set the View option (on the ITO-SE interface) to View -> Latest Messages. Do not set it to View -> All Messages.
  - The third option is to reduce the message rate. Do this by suppressing unwanted messages in the template conditions (see online help for instructions on “Preventing Unwanted Messages”).

If the message rate is less than one message per minute, the load is much less. Note, however, that the number of messages received per interval does not impact performance as much as the refresh interval.
- Related Documentation:
  - Refer to the following documents for additional information about how to use GlancePlus Pak:

## HP OpenView GlancePlus Pak Release Notes

### Compatibility Information and Installation Requirements

Access the following documents in `/opt/perf/paperdocs/gpak/C`:

- *GlancePlus Pak Installation Guide*—`gpp-install.pdf`
- *GlancePlus Pak Interoperability Guide*—`gpp-supplement.pdf`

Access the following man pages by typing **man** `<man_page>`, such as **man gpm**:

- GlancePlus Pak: `gpitose`, `gpseupdate`
- HP-UX Measurement Interface: `arm`, `midaemon`, `perfstat`, `ttd`, `ttd.conf`
- For information on accessing the documentation on the web, see “Online Documentation and Support” in the *Version Information and File Placement Plan* section in these Release Notes.
- To print an ASCII file, type:

```
lp -d<printer_name> filename
```

For example:

```
lp -dros1234 metrics.txt
```

## **Patches and Fixes in This Version**

The following major requests have been fixed in this release.

<b>Request ID</b>	<b>Description</b>
8606184743	In some cases installation of the GlancePlus Pak changed OPC_MGMT_SERVER value in the <code>opcinfo</code> file to “unknown”. The GlancePlus Pak now correctly updates existing ITO-Enterprise agent software. The <i>GlancePlus Pak Interoperability Guide</i> explains how to configure the Pak to update existing ITO-Enterprise agents.

## **Software Availability in Native Languages**

ITO-SE is not localized in this release.

## Version Information and File Placement Plan

### Version Information

The following is a list of version strings for the major executable components of GlancePlus Pak:

#### Version Strings for HP-UX 10.20:

- ITO Operations Agent in the directory `/opt/OV/bin/OpC/`  
ITO Agent            A.05.57
- ITO-SE executable in the directory `/opt/OV/bin/OpC/`  
itose                A.05.57        05/29/01
- Glance Pak Integration file `/opt/perf/newconfig/gpse.tar`  
GlancePakInteg      C.03.35.00    05/22/01 HP-UX 10.20  
pm\_gp.sh            C.03.35.00    05/22/01 HP-UX 10.20  
pak\_pa.sh            C.03.35.00    05/22/01 HP-UX 10.20  
pak\_anycmd.sh        C.03.35.00    05/22/01 HP-UX 10.20  
pak\_cfgfile.sh       C.03.35.00    05/22/01 HP-UX 10.20  
pak\_perfcmd.sh       C.03.35.00    05/22/01 HP-UX 10.20  
pak\_chklic.sh        C.03.35.00    05/22/01 HP-UX 10.20  
pak\_ds\_chk.sh        C.03.35.00    05/22/01 HP-UX 10.20

#### Version Strings for HP-UX 11.0 and Beyond:

- ITO Operations Agent in the directory `/opt/OV/bin/OpC/`  
ITO Agent            A.05.57
- ITO-SE executable in the directory `/opt/OV/bin/OpC/`  
itose                A.05.57        05/30/01

- Glance Pak Integration file `/opt/perf/newconfig/gpse.tar`

GlancePakInteg	C.03.35.00	05/22/01	HP-UX	11
pm_gp.sh	C.03.35.00	05/22/01	HP-UX	11
pak_pa.sh	C.03.35.00	05/22/01	HP-UX	11
pak_anycmd.sh	C.03.35.00	05/22/01	HP-UX	11
pak_cfgfile.sh	C.03.35.00	05/22/01	HP-UX	11
pak_perfcmd.sh	C.03.35.00	05/22/01	HP-UX	11
pak_chklic.sh	C.03.35.00	05/22/01	HP-UX	11
pak_ds_chk.sh	C.03.35.00	05/22/01	HP-UX	11

For a summary of version strings for installed performance tools, enter the command:

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

## File Placement Plan

The following is a list of directory locations for product files.

For a list of all files in the product, enter the command:

```
/usr/sbin/swlist -l file <bundle_name>
```

<bundle\_name> = GlancePlus Pak bundle name on your system

### Release Notes:

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

Executables including UI programs, daemons, and scripts:

```
/opt/perf/bin/  
/opt/OV/bin/OpC/  
/var/opt/OV/bin/OpC/GlancePak/  
/var/opt/OV/conf/OpC/GlancePak/
```

### Man pages:

```
/opt/perf/man/man1/
```

### Printable documents:

```
/opt/perf/paperdocs/gpak/C/
```

### Default configuration and template files:

```
/opt/perf/newconfig/
```

## HP OpenView GlancePlus Pak Release Notes Version Information and File Placement Plan

### Replaced configuration and status files:

```
/var/opt/perf/oldconfig/GPsetar/
```

### Online help files:

```
/opt/OV/www/htdocs/itose/help/  
/opt/OV/www/htdocs/itose/help/glancepluspak/  
/opt/OV/www/htdocs/itose/help/glancepluspak/images/
```

## Online Documentation and Support

Go to the HP OpenView eCare web site to access interactive technical support tools. The same information and tools used by HP OpenView phone support experts are now available at:

```
http://support.openview.hp.com/
```

- To view the status of customer requests:
  1. Go to the “Troubleshooting” window and select “search knowledge base for documents, known problems, & patches.”
  2. In the “Retrieve Document by ID Number” window, enter the document ID number and click View Document.

You can also search for other documents in the “Search for Documents” window on this page.

You can also search for

- To view these or archived Release Notes and other documentation:
  1. Go to the “Using Products” window and select “user manuals.” This takes you to the “HP OpenView manuals” web site:

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

2. Select “GlancePlus Pak” in the Product list box and click Go.
3. To see archived versions of the GlancePlus Pak documentation, select “Older” in the Release list box and then click Go.