HP Performance Agent

for the Windows operating system

Release Notes

Software version: 4.72/July 2008

This document provides an overview of the changes made to HP Performance Agent for the 4.72. It contains important information not included in the manuals or in online help.

In This Version

HP Performance Agent was previously called the MeasureWare Agent (MWA). In some places, the name MeasureWare Agent and MWA might still appear.

— The HP Performance Agent 4.72 release is supported on

— Windows 2008 Server Core x86 and x64

— Windows 2003 64 bit Itanium systems (native mode)

— Windows 2008 64 bit Itanium systems (native mode)

— Windows 2000 x86

— HP Performance Agent is supported on Windows running with the MUI (Multilingual User Interface) package.

This release also includes enhancements and defect fixes. See the "Enhancements and Fixes" section for details.

> - All the functionalities of HP Performance Agent 4.72 is same as 4.70. To know more about the supported software and hardware architecture for Performance Agent 4.70, refer the Release Notes of 4.70.
>
> - Before using HP Performance Agent, you must review and accept the license terms and conditions spelled out in the readme file available in /<directory>/Win/readme.ovpa where <directory> is your DVD-ROM directory.
>
>   The new product name change is applicable to version 4.70 and later. Any references to earlier versions of HP Performance Agent will still have the name as HP OpenView Performance Agent.
>
> - HP Performance Agent will not support HP Self-Healing Services (SHS) from 4.70 release onwards.

Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, go to the following web site:
http://ovweb.external.hp.com/lpe/doc_serv/

> 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 web site:
> **http://www.adobe.com/**

Installation Notes

For installation requirements and instructions, see the HP 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 DVD media.

After installation, you can find the document at: `<INSTALLDIR>\paperdocs\ovpa\C\ovpainst.pdf`

Before installing HP Performance Agent, make sure your system meets the requirements described below:

Software and Hardware Requirements

Software

HP Performance Agent 4.72 requires one of the following operating system versions:

— Microsoft Windows 2000 x86
— Microsoft Windows 2003 Series

— Server for 64 bit Itanium-based Systems

— Microsoft Windows 2008 Series

— Server Core for x86 and x64

— Server for 64 bit Itanium-based Systems

Hardware

HP 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	Windows 2000 Windows 2008 Server Core	HTTP(S),RPC
X86_64, AMD 64, EM64T	Windows 2008 Server Core	HTTP(S),RPC
IPF	— Windows 2003 Server for 64 bit Itanium- based Systems (native mode) — Windows 2008 Server for 64 bit Itanium- based Systems (native mode)	HTTP(S),RPC

- Communication Protocols:

    HP Performance Agent supports the following communication protocols:

    — HTTP(S) 1.1

    — RPC

- Disk space

    HP Performance Agent uses 500 MB of disk space in the following areas: program files, control panel applet, data files, log files, and temporary files.

    — The Performance Agent installation program uses about 350 MB of temporary storage in the <$TEMP$> directory which is released when the installation is complete.

    — Program files - HP Performance Agent requires approximately 65 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>.

> There is no web fulfillment mechanism to convert the HP Performance Agent images to a non-trial licensed product. To obtain the production (non-trial) version of HP Performance Agent, you must purchase a License-to-Use product for each system on which HP Performance Agent images are installed, and at least one copy of the HP Performance Agent media product for your overall environment.
>
> You must install the production software for HP Performance Agent from the media. If you already have trial software installed, you need to un-install the trial software and install the production software.

Windows Server Core

This section discusses the features supported in Windows Server Core on x86 and x64.

NOTE for Enabling Performance Counters for Server Core

By default, performance counters are disabled in Server Core installations. For Performance Agent to function properly, performance counters must be enabled on the system.

To enable performance counters for Server Core, please download the Extensible Performance Counter List (exctrlst.exe) tool from the following link:

http://www.microsoft.com/downloads/details.aspx?familyid=7ff99683-b7ec-4da6-92ab-793193604ba4&displaylang=en

You can use the following steps to enable the performance counter when the tool is installed successfully:

1 Click exctrlst.exe. The Extensible Counter List window is displayed.

2 Click on each counter and select the Performance Counter Enabled check box.

3 Click Refresh.

Special Installation Instructions for Server Core

On Windows 2008 Server Core (x86 and x64),for Performance Agent 4.72 to function properly, install Microsoft Visual C++ 2005 SP 1 Redistributable Package (x86 and x64). Download Microsoft Visual C++ 2005 SP 1 Redistributable Package (x86 and x64) from Microsoft site or contact HP Software Support.

Known Problems, Limitations, and Workarounds for Server Core

QXCR1000792513

PROBLEM:	Windows xpl installation fails on Server Core if Microsoft Visual C++ redistributable package is not installed.
FIX:	Install Microsoft Visual C++ 2005 SP 1 Redistributable Package (x86 and x64) before installing Performance Agent on Windows 2008 Server Core.

PROBLEM:	chm help file is not displayed on Windows 2008 Server Core installation.
FIX:	Refer the specific help files from other versions of Windows where Performance Agent is installed.

- If you are installing HP Performance Agent 4.72 and OMW7.50 management server on the same system, you must install OMW7.50 management server first and then HP Performance Agent 4.72.

- If you are installing HP Performance Agent 4.72 on a system on which one or more of the following HP Software products are installed, it is recommended to restart the following after HP Performance Agent 4.72 installation:

a   HP Operations Agent

b   HP Operations Manager for Windows 8.0

c   HP Performance Manager

d   HP Reporter

e   HP Performance Insight

f   OV Internet Services

- Upgradation to HP Performance Agent 4.72 on Windows 2003 and Windows 2008 Server for 64 bit Itanium-based Systems is not supported. Hence, please uninstall previous version of HP Performance Agent before installing HP Performance Agent 4.72.

- To use 32-bit libarm binaries on Windows 64-bit platforms, install Microsoft Visual C++ 2005 SP 1 Redistributable Package (x86) on the Windows 64-bit system. Download Microsoft Visual C++ 2005 SP 1 Redistributable Package (x86) from Microsoft site or contact HP Software Support.

While entering the command perfstat -p, if you receive an error message

(288) Error retreiving counters

then to enable the performance counter, please refer the step from the following link:

http://technet2.microsoft.com/windowsserver/en/library/ecded5e3-991d-4f21-bfba-565ff1b0b03e1033.mspx?mfr=true

If your system is configured with Terminal Server Application mode, you have to change the run mode to INSTALL by using Add or Remove Programs applet or by using the change user /INSTALL command before using the Performance Agent installer.

Enhancements and Fixes

The following issues (identified by error tracking number) are fixed in this release:

QXCR1000820321:

PROBLEM:	GBL_NUM_NETWORK value showed as zero when exported as a configuration class metric.
FIX:	Export GBL_NUM_NETWORK as a global class metric.

QXCR1000216935:

PROBLEM:	RECORDS PER HOUR are limited to one record per second for logging DSI data.
FIX:	RECORDS PER HOUR limit is increased to allow logging of more unsummarized data records per hour. To support this new option "-u" is introduced with sdlcomp and need to use this option if more than one unsummarized data record per second need to be logged.

QXCR1000347643:

PROBLEM:	Provide an option to Manage log file by days in addition to size.
FIX:	Two new parameters "days" and "maintweekday" are introduced in parm file. The "days" parameter controls how large the scopeux logfiles can grow in terms of number of days of data logged. The "maintweekday" parameter specifies the day of the week log file maintenance is done once the limit for days parameter is met. The log file continues to grow even though the limit for days parameter is met until maintweekday when log file roll back is done removing the exceeded number of days of data from start of log file at mainttime.

QXCR1000383942:

PROBLEM:	Provide an option to disable flush option.

FIX:	The flush interval can be disabled by setting flush at zero (i.e. flush = 0). If the flush is set to zero, the scopeux never logs the application and device data which are not meeting thershold values.

QXCR1000372039:

PROBLEM:	ER: OVPA 3.65 / Win2K : value of GBL_RUN_QUEUE should agree with perfmon output

FIX:	GBL_RUN_QUEUE is changed and now its values are in accordance with the perfmon.

QXCR1000408578:

PROBLEM:	Request for new metric...GBL_NUM_LOGICAL_CPU (or GBL_NUM_PHYSICAL_CPU)

FIX:	A new metric GBL_NUM_CPU_CORE has been added. This metric is available only on Windows XP Professional(64-bit edition), Windows Server 2003, Windows Vista.

QXCR1000339144:

PROBLEM:	Install should prompt before exceeding PATH variable limit

FIX:	We display a warning message when the number of characters in PATH variable exceeds 2047. The warning message is displayed and Installation proceeds further.

QXCR1000372676:

PROBLEM:	GBL_STATDATE, GBL_STATTIME, GBL_INTERVAL have to be included in all extracts.

FIX:	New metrics STATDATE and STATTIME have been added to provide the ending time stamp for each interval in Performance Agent. The above metrics have been added to all the classes except for 'Configuration'.

QXCR1000419708:

PROBLEM:	CODA aborts intermittently while serving DSI data sources containing a large number of classes.

FIX:	Now the problem is fixed.

QXCR1000420544:

PROBLEM: When lvm class is enabled in parm file, CODA fails to run after some time.

FIX: The problem has been resolved now and the coda no longer aborts with too many open files error.

QXCR1000423212:

PROBLEM: OVPA communication daemon is not started automatically in the following scenarios:

1 After a reboot

2 If "ovc -kill" is issued before "ovpa start"

FIX: Now OVPA communication daemon starts fine in all scenarios.

QXCR1000423390:

PROBLEM: Alarming based on process loop syntax in alarmdef file does not work consistently

FIX: Now the problem is fixed.

QXCR1000408578:

PROBLEM: Request for a new metric that would allow for the differentiation between logical and physical CPUs in an environment where hyperthreading may be enabled.

FIX: A new metric GBL_NUM_CPU_CORE has been added.

QXCR1000389796:

PROBLEM: GBL_DISK_UTIL_PEAK shows more than 100% on Windows.

FIX: Issue is fixed and GBL_DISK_UTIL_PEAK does not show values above 100%.

QXCR1000397020:

PROBLEM: "ovpacmd refresh alarm" fails to process the updated entries made to alarmdef.mwc .

FIX: "ovpacmd refresh alarm" command is now able to process updated alarmdef.mwc.

QXCR1000418817:

PROBLEM:	HP Performance Agent installation does not append a final ";" to the PATH variable.
FIX:	PATH environment variable is now appended with ";".

QXCR1000433660:

PROBLEM:	ScopeNT hangs after a fresh installation of HP Performance Agent on Windows 2003 64-bit. This happens only on multi processor systems having more than 10 CPUs.
FIX:	ScopeNT works fine on multi processor Windows 2003 64-bit systems.

QXCR1000436106:

PROBLEM:	"perfstat -p" shows unable to connect to the system.
FIX:	"perfstat -p" works fine now.

QXCR1000443211:

PROBLEM:	Extract fails to work on a system with the regional settings set to 'English (United Kingdom)' and short date format set to dd/mm/yyyy.
FIX:	Resolved the issue and now extract works fine on a system with the regional settings set to 'English (United Kingdom)' and short date format set to dd/mm/yyyy.

QXCR1000447363:

PROBLEM:	Unattended installation deletes self user in dcom permission.
FIX:	Installation of HP Performance Agent(either in interactive or silent mode), on the supported flavors of Windows OS, will not remove SELF account from "Default Access Permission".

QXCR1000472644:

PROBLEM:	Corruption in logproc and logdev on Performance Agent after filesystem was full.
FIX:	scopeux will continue to collect the data but will not log anything when it recognizes the available disk space is low. It will continue to log when the available space reaches the threshold set - default 5 MB.

QXCR1000423427:

PROBLEM:	Alarms severity set in alarmdef mismatched with NNM events.
FIX:	Alarms severity set in alarmdef matched with NNM events.

QXCR1000797116:

PROBLEM:	The coda processes uses 100% CPU utilization after updating to Performance Agent 4.70..
FIX:	This problem of coda taking high cpu is fixed now.

QXCR1000748477:

PROBLEM:	perfstat -p shows unable to connect to the specified system.
FIX:	perfstat -p gives expected process information.

Known Problems, Limitations, and Workarounds

PROBLEM:	On a system with OVPA 4.6 and OVO 7.x agent already installed, on uninstallation of OVPA , BBC Local Location Broker(llbserver) is not started.
WORKAROUND:	Restart OVO 7.x agent by running the following commands: # opcagt -kill # opcagt -start.

QXCR1000346247:

PROBLEM:	HP Performance Agent alarming module (alarmgen/perfalarm) processes the logged records every 15 seconds. Even if the logging interval is configured to less than 15 seconds (in case of PROCESS class), alarmgen/perfalarm processes all the logged records at the next 15 seconds boundary. Alarms generated on these records will have the timestamp of the last record processed. For example: If an alarm condition is met at 00:02:10, the alarmgen/perfalarm will process that record at 00:02:15, and reports alarm start time as 00:02:00. If an alarm condition is ended at 00:02:10, the alarmgen/perfalarm will process that record at 00:02:15, and reports alarm end time as 00:02:15.
WORKAROUND:	NONE.

QXCR1000362432:

PROBLEM:	CODA will not be able to serve any of its consumers for 5 minutes. All the requests to CODA will fail telling that "CODA is NOT running"
WORKAROUND:	NONE.

PROBLEM:	Installation of HP Performance Agent 4.7 fails with the following error message: "[ProductName] has detected that Internet Explorer version is. Please install Internet Explorer 5.0 or greater and run the setup again."
WORKAROUND:	The issue is due to missing registry key that could have been removed to mitigate VML vulnerability. Please apply the following registry key values for the installation to complete successfully. [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Version Vector] "VML"="1.0" "IE"="6.0000" Please refer to http://www.microsoft.com/technet/security/bulletin/ms06-055.mspx for more information on VML vulnerability.

QXCR1000240349:

PROBLEM:	BBC5 daemon fails to start on a system with PV (PerfView) installed. The default port for pvalarm, the "PV alarm management" daemon is 383, which conflicts with the default port for BBC communication broker daemon ovbbccb.
WORKAROUND:	Select a different port for pvalarm.

QXCR1000339918:

PROBLEM:	On a system that has Reporter 3.7 and HP Performance Agent 4.7 installed, un-installation of HP Performance Agent 4.7 breaks the Reporter functionality due to a missing library.
WORKAROUND:	Copy libarm32.dll from the newconfig directory to the system32 directory to make the Reporter function normally.

PROBLEM:	On a Windows system where OVO7.31 and HP Performance Agent 4.7 are installed, uninstallation of OVO7.31 agent terminates Scopent process.
WORKAROUND:	Run the following command to start the Scopent service. # ovpacmd start

QXCR1000245676:

PROBLEM:	Unattended installation truncates the installation directory if the directory name has "-" in it.
WORKAROUND:	The directory name passed as a parameter during unattended installation, either for install path or for data path, must not have the '-'sign in it.

QXCR1000238862:

PROBLEM:	Enhance HP Performance Agent Windows to log data of NTFS mounted volumes feature of Win 2000)
WORKAROUND:	This release of HP Performance Agent logs data of NTFS mounted volumes. However, this is only on Windows 2003 with SP1 platform. HP Performance Agent still does not log data of NTFS mounted volumes on Windows 2000 and Windows XP platforms.

QXCR1000244352:

PROBLEM:	Installation of HP Performance Agent 4.7 on Windows, particularly versions Win2K3 SP1 and WinXP SP2, may stop responding or terminate with an error message.

WORKAROUND:	On the system where the problem was encountered, click Start -> Control Panel -> Administrative Tools and check the "Local Security Policy." Make sure that the "Impersonate a client after authentication" privilege in the "Local Security Policy" is configured to include the following groups:
	
	    — Administrators
	
	    — Service
	
	If users without administrative privileges are installing HP 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, visit the following link:
	http://support.installshield.com/kb/view.asp?articleid=Q111303

PROBLEM:	On a system with HP Performance Agent 4.7 and OVO 7.x agent already installed, on uninstallation of HP Performance Agent , BBC Local Location Broker(llbserver) is not started.

WORKAROUND:	Restart OVO 7.x agent by running the following commands: # opcagt -kill # opcagt -start

QXCR1000225770:

PROBLEM:	Remote clients like OVPM, etc fail to connect to rep_server running on a Windows XP SP2 system

WORKAROUND:

1   Click Start -> Run. Type regedit, and 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. From the Edit menu, select New, and click Key.

    c. Type RPC as the subkey name, and press ENTER.

    d. Right-click RPC, select New, and click DWORD Value.

    e. Type RestrictRemoteClients as the entry name, and
       press ENTER.

3   Right-click the RestrictRemoteClients entry, and click Modify.

4   In the Value Data box, ensure that the value type has been set to 0 (zero)and click OK.

5   Quit Registry Editor.

6   Restart your computer.

QXCR1000465748:

PROBLEM:	INTERVAL metric of PROCESS and GLOBAL class and CPU class metrics are broken when collection interval for PROCESS class is set to 5 seconds in parm.mwc file

WORKAROUND:	NONE.

PROBLEM:	Extract of logical data in combination with other classes of metrics are not supported. Example, extract -xt -ip / -id /-it / -idy (not supported).
WORKAROUND:	Logical class of metrics can be extracted independently. Example, extract -xt -i is supported.

PROBLEM:	Extract with WK1/SPREADSHEET format has cell width limit of 255 characters. This limit truncates PROC_PROC_CMD metric length to 255 when extracted with WK1/SPREADSHEET format.
WORKAROUND:	NONE.

QXCR1000785048:

PROBLEM:	Need to bundle 32 bit libarm binaries along with Windows 64 bit packages.
WORKAROUND:	32 bit libarm binaries are added to 64 bit ISM.

QXCR1000796562

PROBLEM:	Upgradation of Microsoft Office 2007 SP1 fails on Performance Agent installed system.
WORKAROUND:	Performance Agent should be stopped while installing/upgrading Microsoft Office 2007 SP1.

QXCR1000804920

PROBLEM:	Installation of HP Performance Agent 4.70 on Windows 2000 system causes an automatic reboot if older version of Microsoft Visual C++ 2005 Redistributable (version lesser than 8.0.50727.762) is present and used by some other application.
WORKAROUND:	Automatic reboot is suppressed in this version. But for the application to work properly, the system must be rebooted. To identify if reboot is necessary, please look for the following message at the end of the file "%temp%\OvXplInstallLog.log" "The Windows Installer initiated a system restart to complete or continue the configuration of 'HP Software Cross Platform Component'." NOTE: To avoid reboot, Microsoft Visual C++ 2005 Redistributable consuming application must be stopped during the Installation of HP Performance Agent 4.70.

QXCR1000793635

PROBLEM:	Files are not found in perfstat -l output.
WORKAROUND:	NONE

QXCR1000793635

PROBLEM:	Utility -xs command displays improper log file sizes
WORKAROUND:	NONE

QXCR1000459217

PROBLEM:	On a Windows system where Performance Agent 4.7 is installed process I/O metrics are broken on x86_64.
WORKAROUND:	NONE

Documentation Errata

None.

Software Version Information and File Placement Plan

Version Information

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

perfstat -v

File Placement

Note that, `<InstallDir>` - is the directory that you choose to install HP Performance Agent executables.

`<DataDir>` - is the directory that you choose to keep HP Performance Agent log files.

`<disk drive>`:\Program Files\HP\HP BTO Software\ is the default `<InstallDir>`, and `<disk drive>`:\Documents and Settings\All Users\Application Data\HP\HP BTO Software\Data\ is the default `<DataDir>`

Please note that if you have already installed any HP Software Products, HP Performance Agent will be installed in the same directory.

You can change the directory path or name if HP Performance Agent is the first HP Software product to be installed in the system.

- 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

  - 32 bit libarm libraries

    <InstallDir>>\lib\win32\

  - 32 bit armsamples

    <InstallDir>\bin\win32\

  The above two directories will be present only in Windows 64-bit platforms.

- 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

Co-existence Scenarios

Coexistence of HP Performance Agent 4.72 and 7.x DCE Operations Agent, on 64-bit edition of Windows OS (on x64, AMD64, EM64T, IA64 architectures), is not supported.

Local Language Support

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

Support

You can visit the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

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

HP Software 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 valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into 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://h20230.www2.hp.com/new_access_levels.jsp

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

http://h20229.www2.hp.com/passport-registration.html

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