

HP Performance Center

for the Windows® operating systems

Software Version: 9.50

Troubleshooting Guide

Document Number: T7331-90012

Document Release Date: January 2009

Software Release Date: January 2009



Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Third-Party Web Sites

HP provides links to external third-party Web sites to help you find supplemental information. Site content and availability may change without notice. HP makes no representations or warranties whatsoever as to site content or availability.

Copyright Notices

© Copyright 2009 Mercury Interactive (Israel) Ltd.

Trademark Notices

Java™ is a US trademark of Sun Microsystems, Inc.

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

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

UNIX® is a registered trademark of The Open Group.

Documentation Updates

This guide's title page contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates, or to verify that you are using the most recent edition of a document, go to:

<http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign-in. To register for an HP Passport ID, go to:

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

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

You can visit the HP Software Support web site at:

<http://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 Support Online 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 HP Software Support web 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 a support contract.

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

To register for an HP Passport ID, go to:

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

Table of Contents

Chapter 1: Troubleshooting Performance Center Assets.....	11
Cannot Create Monitor Profile	11
Cannot Save Measurements	12
Cannot Import Monitor Profile/Vuser Script.....	13
Cannot Download and Open Script	14
Uploading Script From VuGen Fails.....	17
Cannot Upload Script From VuGen.....	17
Analysis - Performance Center Server Connection Failed	18
Chapter 2: Troubleshooting Installation and Upgrade	19
Error: Method ~ of object ~ Failed During Installation	20
DllHost.exe – Application Error	22
Failure to Retrieve License Key	23
Performance Center Does Not Load - Error 500	24
Error on Page During System Configuration	25
Installation Does Not Recognize Prerequisite Software	25
Performance Center Prerequisite Software.....	27
Chapter 3: Troubleshooting Licenses	29
Invalid License Detected	29
License Issue – Concurrent Users (Error -2147219264)	30
License Issue -Concurrent Runs	30
Failure to Retrieve License Key	31
Chapter 4: Troubleshooting Load Test Design.....	33
Cannot Save Load Test (Error -ORA-03106).....	33

Chapter 5: Troubleshooting Starting Load Tests	35
Timeslot Issue - No Available Load Generators	
(Error -2147219273)	36
Timeslot Issue - No Available Controllers	
(Error -2147219274)	37
Failed to Launch Controller (Error -2147220032)	38
Controller Cannot Connect to Database	
(Error -2147219979)	39
Not Enough Disk Space on Controller (Error -2147220152)	39
Browser Stuck While Initializing Load Test	40
Failure to Initialize Load Test	41
License Issue -Concurrent Runs	41
License Issue – Concurrent Users (Error -2147219264)	42
Unable to Run Load Test that Is Already Active	42
Cannot Initialize Load Test (Error -2147219790)	43
Session Activation Fails	44
License Manager Component Cannot Be Instantiated	45
Unable to Instantiate License Manager Component - HTTPS (SSL) ...	45
Cannot Run Load Test on Controller - Non-Admin System User	46
Cannot Run Load Test Over Secure Channels	46
Load Test Run Fails. Load Generator Status Change to	
Resource Failure	47
Cannot Run Load Test on Controller with Windows XP –	
Non-Admin System User	47
Cannot Run Load Test with UNIX Load Generator.....	48

Chapter 6: Troubleshooting Running Load Tests	49
Data Processor Error When Publishing Load Test.....	50
Load Test Seems to Run, But Is Not Actually Running.....	50
Load Test Does Not Run All Vuser Groups	51
Vuser Group Does Not Start Running.....	51
Load Test Does Not Stop Running	52
User Site is Sluggish During a Load Test	52
Online Graphs Stop Displaying During a Load Test.....	52
Transaction Response Time Graph Not Showing Correct Time Interval.....	53
New Vusers Stop Initiating During a Load Test	54
Failed to Run Load Test - Scripts Created with .NET Add-On	55
Vusers Are Stuck in Initialization	56
Vuser Replay Fails.....	57
Connection to Database Timed Out	61
Orchid Monitor Error	62
Cannot Run Load Test with Non-Admin User.....	62
SiteScope Server Fails to Retrieve Data from Hosts/Servers	63
Failure to Run Load Test.....	64
Chapter 7: Troubleshooting Autostart	65
License Validation Failed	66
Timeslot Validation Failed	66
Load Test is Already Active.....	67
Load Test Exceeded Timeslot	68
Cannot Instantiate Session Activator Component	69
Cannot Activate Load Test Run	69
Chapter 8: Troubleshooting Post Load Test	71
Cannot Find Data Processor to Publish Load Test Results.....	71
Failure to Launch Online Analysis	72
Cannot Export Trend View Information to CSV Format.....	72
Chapter 9: Troubleshooting Terminal Sessions	73
Unable to Create Terminal Sessions on the Load Generator.....	74
Controller and Load Generator Cannot Communicate	76
Running a GUI Script in HP Performance Center Causes HP WinRunner or HP QuickTest Professional to Crash	76
Unable to Set Terminal Services for a Machine Name Added as an IP Address/Domain Name	77

Chapter 10: Troubleshooting Hosts and Servers	79
Host in Resource Failure	80
Unable to Add a Load Generator Due to High Latency.....	86
Problems Changing SiteScope Server in Administration Site	87
SiteScope Server Fails to Monitor the MS-SQL Database	88
Failure to Add Host.....	89
Failure to Reboot Host from Administration Site	91
Not Enough Server Storage Available.....	92
Chapter 11: Troubleshooting WAN Emulation	95
WAN Emulation Is Already Running	95
Duplicate Monitor Graphs with Empty Counters Appear.....	96
Load Test is Stuck in init Phase	96
Cannot Run WAN Emulation on Load Generator That Is Also the Controller	97
User Site Gets Stuck when Starting Load Test Configured with WAN Emulation	97
Chapter 12: Troubleshooting Monitors	99
Cannot Create a Monitor.....	99
Cannot Save Measurements	101
Port Required for J2EE Monitor Is Already Taken.....	102
J2EE Monitor Initialization Errors.....	103
Cannot Save SiteScope Monitors with Many Counters.....	103
Chapter 13: Troubleshooting Web Problems	105
HTTP 500.x – Internal Server Error	105
Cannot Find Server or DNS Error.....	108
Maintenance Service Causes IIS Resets	109
HTTP/1.1 100 Continue Randomly Appears.....	109
Internet Explorer Closes When Selecting Script For Vuser Group ...	110
Chapter 14: Troubleshooting Web Services	111
Troubleshooting Web Service Connectivity	111
Testing Web Service Connectivity	112

Chapter 15: Troubleshooting System Identity	115
Administrator Account Requested	116
Error in Adding Permissions to Folder/Registry	116
Identity References Cannot Be Translated	117
Server/Host Configuration Problems	117
Admin Tasks Take a Long Time/Time-Out/ ThreadAbortException	118
Conflicting Credentials when Changing Users	119
Oracle Database – Cannot Change System User to Non-Admin User	119
Remote Management Agent Service Disabled After Changing System User	120
Load Generator Standalone Limitations	121
Chapter 16: Troubleshooting Databases	123
Login to Oracle Database Server Hangs	124
Login to Database Server Fails	126
Database/User Schema Creation Fails	128
Warning Message Received During MS-QL Database Migration	129
Conflict Warnings Received During Database Migration	129
Chapter 17: Troubleshooting Accessing the Performance Center Sites	131
Login Fails	131
User Site Does Not Exist After Initial Configuration	133
Unable to Log In to the Administration/User Site	134
Administration Site Page Cannot Be Displayed	135
Cannot Connect to Administration or User Site	136
Chapter 18: General Troubleshooting	137
Problem Related to Data Execution Prevention (DEP)	137
Reserved Timeslots are Not Displayed in the Calendar View	138
Problems Configuring Performance Center to Work with HTTPS ...	138
Performance Center Pages Are Blocked when Using Internet Explorer 6 on Machine with Skype	140
Performance Center Machine's CPU Usage Reaches 100%	142
Results Displayed Incorrectly in Standalone Analysis	143
When Opening Host Security Manager Get Unhandled Exception	143
Chapter 19: Performance Center Processes and Services	145
Processes and Services Diagram	146
Performance Center Processes	147
Performance Center Services	148

Table of Contents

Chapter 20: Performance Center Communication Flow	151
Advanced Communication Diagrams	152
Ports and Protocols.....	154

1

Troubleshooting Performance Center Assets

This chapter provides information on troubleshooting problems related to managing Performance Center assets.

This chapter includes:

- Cannot Create Monitor Profile on page 11
- Cannot Save Measurements on page 12
- Cannot Import Monitor Profile/Vuser Script on page 14
- Cannot Download and Open Script on page 14
- Uploading Script From VuGen Fails on page 17
- Cannot Upload Script From VuGen on page 17
- Analysis - Performance Center Server Connection Failed on page 18

Cannot Create Monitor Profile

Error message: Monitor is not licensed or was not installed.

Troubleshooting

The problem is because of a misconfiguration of the host license on the utility server.

- Reset the system as follows:
 - a** In the Administrator Site, select **System Configuration > Server Configuration**.

- b** Click **Reset**.
- c** Try to create the monitor profile again.
- If the problem persists, contact HP Software Support (<http://www.hp.com/go/hpsoftwaresupport>).

Cannot Save Measurements

Problem description: During configuration of a monitor, after you select the measurements that you want to monitor and you click **Save**, instead of saving the monitor, Performance Center goes back to the Choose Monitor page.

Troubleshooting

This problem usually occurs when you select a large number of measurements. To resolve this issue, you need to increase the value of the **AspMaxRequestEntityAllowed** property in the IIS metabase. This property specifies the maximum number of bytes allowed in the entity body of an ASP request.

Note: For more information about the **AspMaxRequestEntityAllowed** property, see the Microsoft Terminal Services documentation: <http://www.microsoft.com/technet/prodtechnol/WindowsServer2003/Library/IIS/a6401b5e-c902-4035-90aa-ee46c270d357.mspx?mfr=true>, or <http://support.microsoft.com/kb/327659>

To increase the value of the AspMaxRequestEntityAllowed property:

- 1** Run the following command from the command line:

```
cd <IIS_installation_drive>:\inetpub\adminscripts.
```

where **<IIS_installation_drive>** is the hard disk where IIS is installed.

- 2 To view the current value of the **AspMaxRequestEntityAllowed** property, run the following command:

```
cscript adsutil.vbs get w3svc/ASPMaxRequestEntityAllowed.
```

- 3 To increase the value of the **AspMaxRequestEntityAllowed** property, run the following command:

```
cscript adsutil.vbs set w3svc/ASPMaxRequestEntityAllowed <maximum value>.
```

where **<maximum value>** is the maximum value, in bytes, that you want to set for the **AspMaxRequestEntityAllowed** property.

- 4 Run the following command:

```
iisreset.
```

- 5 To verify that the value of the **AspMaxRequestEntityAllowed** property has changed, run the following command again:

```
cscript adsutil.vbs get w3svc/ASPMaxRequestEntityAllowed.
```

Note: If you are still not able to save the measurements in the monitor profile, increase the value of the **AspMaxRequestEntityAllowed** property further.

For more information about this issue, see the Microsoft support Web site: <http://support.microsoft.com/kb/327659>

Cannot Import Monitor Profile/Vuser Script

Error message: Failed to import Monitor Profile/Vuser Script <asset name>. For more information, see the Event Log.

Troubleshooting

This problem might occur when, during the import process, another user has deleted the asset or modified its name.

Wait a few minutes and try again.

Cannot Download and Open Script

Error message: Windows cannot access the specified device, path, or file. You may not have the appropriate permissions to access the item.

Troubleshooting

The problem could be that the registry key associated with VuGen is corrupted or not defined.

- 1** Select **Start > Run** and type `regedit` to open the registry.
- 2** Locate the following keys:
 - ▶ `HKEY_CLASSES_ROOT\uszfile\shell\open\command.`
 - ▶ `HKEY_CLASSES_ROOT\usrfile\shell\open\command.`
- 3** Make sure that the correct files are associated with the keys.
 - ▶ USZ key: `<PC home>\bin\VugenLauncher.exe`
 - ▶ USR key: `%systemroot%\mercuryTestLauncher.exe`, or `<PC home>\bin\Vugen.exe`
- 4** Make sure that all backslashes are correct: `\` and not `/`.
- 5** Make sure all inverted commas are correct (there should be four in total).

If the problem persists, try applying the following as a reg file on the machine:

```
Windows Registry Editor Version 5.00

[HKEY_CLASSES_ROOT\.usz]
@="uszfile"

[HKEY_CLASSES_ROOT\.usr]
@="usrfile"

[HKEY_CLASSES_ROOT\usrfile]
@="Virtual User Test"

[HKEY_CLASSES_ROOT\usrfile\DefaultIcon]
@="C:\\Program Files\\HP\\Performance Center\\bin\\vugen.exe,1"

[HKEY_CLASSES_ROOT\usrfile\shell]

[HKEY_CLASSES_ROOT\usrfile\shell\open]

[HKEY_CLASSES_ROOT\usrfile\shell\open\command]
@="C:\\WINDOWS\\system32\\MercuryTestLauncher.exe" \"%1"

[HKEY_CLASSES_ROOT\uszfile]
@="Vugen Launcher"

[HKEY_CLASSES_ROOT\uszfile\DefaultIcon]
@="C:\\Program Files\\HP\\Performance Center\\bin\\VugenLauncher.exe,1"

[HKEY_CLASSES_ROOT\uszfile\shell]

[HKEY_CLASSES_ROOT\uszfile\shell\open]

[HKEY_CLASSES_ROOT\uszfile\shell\open\command]
@="C:\\Program Files\\HP\\Performance Center\\bin\\VugenLauncher.exe" \"%1"

[HKEY_CURRENT_USER\\Software\\Microsoft\\Windows\\CurrentVersion\\Explorer\\FileE
xts\\.usr]
"Application"="MercuryTestLauncher.exe"

[HKEY_CURRENT_USER\\Software\\Microsoft\\Windows\\CurrentVersion\\Explorer\\FileE
xts\\.USZ]
"Application"="VugenLauncher.exe"
```

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\usr]
@="usrfile"

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\usz]
@="uszfile"

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\usrfile]
@="Virtual User Test"

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\usrfile\DefaultIcon]
@="C:\Program Files\HP\Performance Center\bin\vugen.exe,1"

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\usrfile\shell]

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\usrfile\shell\open]

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\usrfile\shell\open\command]
@="C:\WINDOWS\system32\MercuryTestLauncher.exe" %1"

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\uszfile]
@="Vugen Launcher"

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\uszfile\DefaultIcon]
@="C:\Program Files\HP\Performance Center\bin\VugenLauncher.exe,1"

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\uszfile\shell]

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\uszfile\shell\open]

[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\uszfile\shell\open\command]
@="C:\Program Files\HP\Performance Center\bin\VugenLauncher.exe" %1"
```

Uploading Script From VuGen Fails

Problem description: Uploading a script from VuGen fails. An error message is provided.

Troubleshooting

- 1 Make sure the machine is not configured to use a proxy server. If it is, disable the proxy server by searching the registry for the **ProxyEnable** key in the **Internet Settings** folders and setting this key to zero.
- 2 Check whether there are upload timeouts due to a slow network connection. In the <Performance Center installation>\dat directory, there is a configuration file called **OrchidCommUtils.dat** that holds the integration communication settings. To change the default timeout (60 sec.), you must enable the **http_timeout_secs** key and change its value.

If neither of the above troubleshooting options helps, you can create a log file that provides more information and send it to Customer Support (<http://www.hp.com/go/hpsoftwaresupport>). To create the log file, enable the **log_file** key.

Cannot Upload Script From VuGen

Problem description: Cannot upload a new script created in Standalone VuGen. Get following error: **Failed to upload script**.

Troubleshooting

This problem occurs when Standalone VuGen, Standalone Analysis, and the Standalone Load Generator are installed on the same machine, and the Standalone Load Generator was installed last.

Workaround: To upload the script, use the **Upload all files** option.

Analysis - Performance Center Server Connection Failed

Problem description: Connection from Analysis to Performance Center server fails with error message: **Connection to <PC Server> failed.**

Troubleshooting

Note: This behavior might be inconsistent among different users.

This problem is usually related to an HTTP timeout.

When a user who belongs to a large number of projects/scripts tries to connect to the Performance Center User Site server, the time taken to generate the list of projects/scripts exceeds the HTTP timeout.

To increase the HTTP timeout parameter:

- 1** On the Analysis machine, open the following file:
dat\OrchidCommUtils.dat.
- 2** Locate the line containing the following string: **http_timeout_secs.**
- 3** Uncomment the line by removing the semicolon (;).
- 4** Change the value of the parameter from **60** to **180**.

2

Troubleshooting Installation and Upgrade

This chapter provides information on troubleshooting problems that occur during the Performance Center installation and configuration process.

This chapter includes:

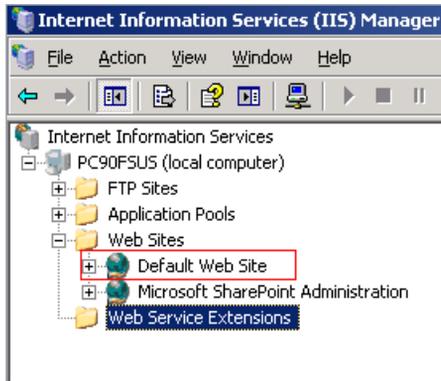
- Error: Method ~ of object ~ Failed During Installation on page 20
- DllHost.exe – Application Error on page 22
- Failure to Retrieve License Key on page 23
- Performance Center Does Not Load - Error 500 on page 24
- Error on Page During System Configuration on page 25
- Installation Does Not Recognize Prerequisite Software on page 25
- Performance Center Prerequisite Software on page 27

Error: Method ~ of object ~ Failed During Installation

Error message: Operation terminated. Error description: Method '~' of object '~' failed.

Troubleshooting

In the IIS, verify that the **Default Web Site** directory exists under **Web Sites**.



If the Default Web Site directory does not exist:

- 1 Create the **Default Web Site** directory.
- 2 Restart the installation.

If the Default Web Site directory exists:

- 1 Check the server's System Event log for **W3SVC** errors.
- 2 Verify the configured identity for the **IWAM_<SERVER NAME>** account.
- 3 Make sure that the password for the IWAM account is synchronized in all three locations:
 - Internet Information Server (IIS) metabase
 - Local Users and Groups
 - Component Services

For more information on obtaining or setting the account password, see: <http://support.microsoft.com/default.aspx?scid=kb:en-us:297989>.

- 4 Verify that the COM+ service is running.

- 5 Verify that the COM+ service is correct:
 - a Select **Start > Run** and type `dcomcnfg` to open the COM+ manager.
 - b Expand **Component Services**.
 - c Expand **Computers**.
 - d Right-click **My Computer** and select **Properties**. The My Computer Properties dialog box opens.
 - e Click the **MSDTS** tab.
 - f Click **Security Configuration**. The Security Configuration dialog box opens.
 - g Ensure that **Enable XA Transactions** is not selected.
 - h Click **OK** to close the Security Configuration dialog box.
 - i Click **OK** to close the My Computer Properties dialog box.
- 6 If the problem persists, follow the steps below depending on your version of Windows:

Windows 2003 SP2:

- a Disable services such as cluster services, which are installed with W2K3 Enterprise Edition.
- b If this fails, re-image the machine as follows:
 - Reinstall Windows.
 - Install IIS.
 - Install SP1.
 - Install SP2.

- 7 If you receive an error message similar to the following:

```
Updating Applications:  
Name: IIS Out-Of-Process Pooled Applications Key:  
{3D14228D-FBE1-11D0-995D-00C04FD919C1}  
Error: 80110414
```

This might occur because the password for the **IWAM_computer** account is mismatched between the Windows Active Directory and the **IIS metabase**. Therefore, **Synciwam.vbs** cannot synchronize the processes to the **IWAM_computer** account as needed. It might also occur if the **IWAM_computer** account is locked out or disabled.

You need to match the password that is used by the **IWAM_computer** account in the **IIS metabase** with the password that is used by the **IWAM_computer** account in Active Directory.

For more information see: <http://support.microsoft.com/kb/269367>

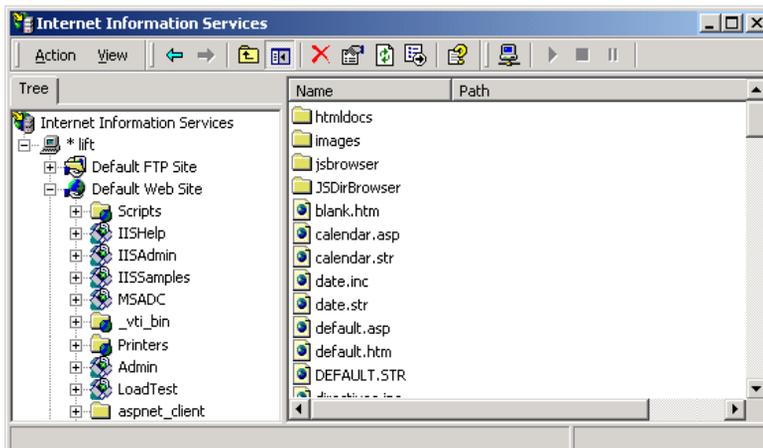
DllHost.exe – Application Error

Error message: Operation terminated. DllHost.exe – Application Error.

Troubleshooting

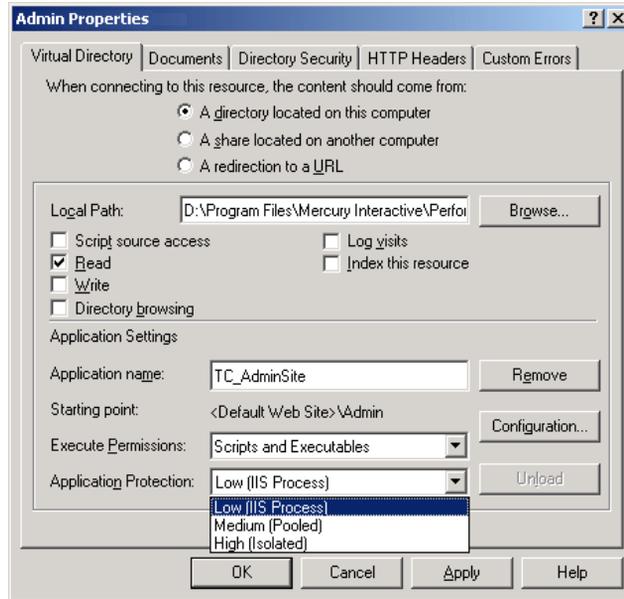
(IIS 5 only) Change the application protection level in the Internet Services Manager from **High (isolated)** to **Low (IIS Process)**.

- 1 Select **Start > Programs > Administrative Tools > Internet Services Manager** to open the Internet Information Services dialog box.



- 2 In the Tree directory, expand **Default Web Site** and right-click **Admin**. Click **Properties** to open the Admin Properties dialog box.

- 3** Select the **Virtual Directory** tab, and in the **Application Protection** list, select **Low (IIS Process)**.



- 4** After installation, change the **Application Protection** back to **High (Isolated)** by repeating the above steps and clicking **High (Isolated)** in step 3.

Failure to Retrieve License Key

Problem description: Configuring or retrieving license key fails.

- Administrator site: The License cannot be displayed on the License page. Get errors such as:
 - **Failed to retrieve license key**
 - **Object is required**
- User site: Load test fails to run with similar messages.

Troubleshooting

This problem could be related to:

➤ **.NET Framework installation**

Make sure .NET Framework is installed correctly. To repair the installation run the following command from command line:

```
c:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe -i
```

➤ **IIS configuration with PCWS directory**

Try to re-install the PCWS virtual directory on the Utility Server by running the following command from command line:

```
<Performance Center installation directory>\bin\ AdminInstaller.exe" WebService  
IUSR_METRO MIOrchid#1
```

➤ **Performance Center system user should be a domain user**

- a Run the System Identity Utility (<PC Admin Site Server Installation directory>/bin/IdentityChangerUtil.exe)
- b Change the Performance Center system user to a domain user.

Performance Center Does Not Load - Error 500

Problem description: After upgrading the database client, Performance Center does not load the Web browser and returns Error 500.

Troubleshooting:

There might be a permissions problem between IIS and the Oracle home directory.

- Make sure oracle_home is well defined in the HKLM\Software\Oracle directory.
- Make sure the IWAM_<machine> user has execute and write permissions in the Oracle home directory.
- Make sure **tnsnames.ora** and **sqlnet.ora** are defined properly.

Error on Page During System Configuration

Problem description: After you save your initial system configuration settings in the Administration Site, you receive an error in the Log area of the Initial System Configuration page stating that the page cannot be displayed.

Troubleshooting

During system configuration, IIS is reset on the Administration Site server. When the File Server is installed on the same machine as the Administration Site server, **Error on Page** is sometimes displayed as a result of the IIS reset.

Even though this error is displayed, the system configuration is still saved successfully.

To continue configuring your system, log on to the Administration Site again and continue working.

Installation Does Not Recognize Prerequisite Software

Problem description: Before you can install Performance Center, specific prerequisite software (for example, .NET Framework 3.5) needs to be installed on your machine. Without this prerequisite software, Performance Center will not function properly. During installation, if the prerequisite software is not already installed on your machine, Performance Center lists the prerequisite software that you need to install and enables you to automatically install the software from the Performance Center disk.

If the prerequisite software has been installed on your machine in an irregular way, Performance Center may not detect the installation and will not allow you to proceed with the installation.

Troubleshooting

If you are certain that you have correctly installed all the prerequisite software, you can skip the prerequisite software check in the installation procedure.

Important: Skipping the prerequisite software check is not recommended practice, because Performance Center may not function properly as a result. The prerequisite software check should only be skipped under very limited circumstances, and after consultation with Customer Support.

To launch the Performance Center installation without the prerequisite software check, run the following command:

```
msiexec.exe /i HP_Performance_Center.msi SKIP_PREREQUISITE_CHECK=1
```

Performance Center Prerequisite Software

Before you can install Performance Center, specific prerequisite software (for example, .NET Framework 3.5) needs to be installed on your machine. During installation, Performance Center checks whether the prerequisite software is installed on your machine. If anything is not installed, Performance Center enables you to automatically install the 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 detecting
.NET Framework 3.5	<ul style="list-style-type: none"> ▶ All Performance Center machines ▶ VuGen Standalone ▶ Analysis Standalone 	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"> ▶ All Performance Center machines ▶ VuGen Standalone ▶ Analysis Standalone 	Searches the registry key: HKLM\Software\Microsoft\Data Access
Microsoft Core XML Services (MSXML) 6.0	<ul style="list-style-type: none"> ▶ All Performance Center machines ▶ VuGen Standalone ▶ Analysis Standalone 	Queries the existence and version of: %systemroot%\system32\msxml6.dll
Microsoft Visual C++ 2008 Redistributable Package (x86)	<ul style="list-style-type: none"> ▶ All Performance Center machines ▶ VuGen Standalone ▶ Analysis Standalone 	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 detecting
Microsoft Windows Installer 3.1	<ul style="list-style-type: none"> ▶ All Performance Center machines ▶ VuGen Standalone ▶ Analysis Standalone 	Looks for one of the two: <ul style="list-style-type: none"> ▶ Registration of the WindowsInstaller.Installer.com object version 3 or higher ▶ MSI.dll version 3 or higher in the %systemroot%
Web Services Enhancements (WSE) 3.0 for Microsoft .NET Redistributable Runtime MSI	<ul style="list-style-type: none"> ▶ All Performance Center machines ▶ VuGen Standalone 	Queries the MSI manager for the GUID: {E3E71D07-CD27-46CB-8448-16D4FB29AA13}
Web Services Enhancements (WSE) 2.0 SP3 for Microsoft .NET Redistributable Runtime MSI	<ul style="list-style-type: none"> ▶ All Performance Center machines ▶ VuGen Standalone 	Runtime installation GUID {F3CA9611-CD42-4562-ADAB-A554CF8E17F1} Full installation GUID {6F396FFB-CC3A-4335-BC0B-2AEF38F4492C}
Internet Information Services (IIS)	<ul style="list-style-type: none"> ▶ All Performance Center machines (In a machine used as load generator the IIS can be uninstalled after installation)	HKLM\SOFTWARE\Microsoft\IISnetStp Looks for both Major and Minor numbers. Supports versions 6.0, 5.1 and 5.0

3

Troubleshooting Licenses

This chapter provides information on troubleshooting license-related problems.

This chapter includes:

- ▶ Invalid License Detected on page 29
- ▶ License Issue – Concurrent Users (Error -2147219264) on page 30
- ▶ License Issue -Concurrent Runs on page 30
- ▶ Failure to Retrieve License Key on page 31

Invalid License Detected

Error message: Cannot run a load test. Invalid license was detected.

Troubleshooting

- 1** Make sure that you entered the correct host license key in the Administration Site (**System Configuration > License**).
- 2** If the license is correct and there is still a problem, there may be an issue with Web services connectivity. For more information about troubleshooting Web services, refer to the relevant section in the *HP Performance Center Administrator's Guide*.
- 3** Make sure that the version of Performance Center installed on all servers and hosts is the same; otherwise communication between the hosts may fail. Check the registry entry under [HKEY_LOCAL_MACHINE\SOFTWARE\Mercury Interactive\LoadRunner\CurrentVersion] for the following variables:

- Major
- Minor
- ServicePack

License Issue – Concurrent Users (Error -2147219264)

Error message: Your Performance Center license does not support the number of concurrent users.

Troubleshooting

Since you have exceeded the overall number of concurrent users supported by your Performance Center license, you must do one of the following:

- Ask your administrator to rearrange the number of Vusers that are being used concurrently in all the projects so that some Vusers can be made available for your test.
- Reduce the number of Vusers for your test.
- Upgrade your Performance Center license to enable support of more Vusers.

License Issue -Concurrent Runs

Error message: Your Performance Center license does not support the number of concurrent runs.

Troubleshooting

Since you have exceeded the overall number of concurrent runs supported by your Performance Center license, you must do one of the following:

- Ask your administrator to rearrange the scheduling of the load tests to ensure that you are not exceeding the overall number of concurrent runs supported by your license.
- Upgrade your Performance Center license to enable support of more concurrent runs.

Failure to Retrieve License Key

Problem description: Retrieve License Key fails. This may occur as a result of problems with the .NET Framework installation.

Troubleshooting

Repair the .NET Framework installation as follows:

- 1** Select **Start > Run**.
- 2** Enter the following command:

```
c:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe -i
```


4

Troubleshooting Load Test Design

This chapter provides information on troubleshooting problems related to designing load tests.

This chapter includes:

- ▶ Cannot Save Load Test (Error -ORA-03106) on page 33

Cannot Save Load Test (Error -ORA-03106)

Error message: Fatal two-task communication protocol error.

Troubleshooting

This error sometimes occurs after you change the run time settings when working with an Oracle database. The new details are not saved to the database, although a successful save was indicated.

The cause might be a mismatch between the character set of the Oracle client and the Oracle server.

- ▶ Make sure the NLS_LANG on the client and server match. They should be the same type or be of a type that can be converted.
- ▶ Consult with the database administrator on this issue.

5

Troubleshooting Starting Load Tests

This chapter provides information on troubleshooting related to starting load tests.

This chapter includes:

- ▶ Timeslot Issue - No Available Load Generators (Error -2147219273) on page 36
- ▶ Timeslot Issue - No Available Controllers (Error -2147219274) on page 37
- ▶ Failed to Launch Controller (Error -2147220032) on page 38
- ▶ Controller Cannot Connect to Database (Error -2147219979) on page 39
- ▶ Not Enough Disk Space on Controller (Error -2147220152) on page 39
- ▶ Browser Stuck While Initializing Load Test on page 40
- ▶ Failure to Initialize Load Test on page 41
- ▶ License Issue -Concurrent Runs on page 41
- ▶ License Issue – Concurrent Users (Error -2147219264) on page 42
- ▶ Unable to Run Load Test that Is Already Active on page 42
- ▶ Cannot Initialize Load Test (Error -2147219790) on page 43
- ▶ Session Activation Fails on page 44
- ▶ License Manager Component Cannot Be Instantiated on page 45
- ▶ Unable to Instantiate License Manager Component - HTTPS (SSL) on page 45
- ▶ Cannot Run Load Test on Controller - Non-Admin System User on page 46
- ▶ Cannot Run Load Test Over Secure Channels on page 46

- ▶ Load Test Run Fails. Load Generator Status Change to Resource Failure on page 47
- ▶ Cannot Run Load Test on Controller with Windows XP – Non-Admin System User on page 47
- ▶ Cannot Run Load Test with UNIX Load Generator on page 48

Timeslot Issue - No Available Load Generators (Error -2147219273)

Error message: Could not reserve timeslot. There are no available load generators.

Troubleshooting

- 1** On the User Site Hosts page (**Project > Hosts**), check whether any load generator hosts appear and make sure that their status is operational.
If no load generators appear, or if they have a status other than operational, contact your administrator.
- 2** If operational load generators appear on the Hosts page, check on the User Site Timeslots page (**Project > Timeslots**) to see when the load generators are available.

If the load generators are not available during the desired timeslot, try to reorganize the timeslots so that the necessary resources are available for your load test.

Before you reorganize the timeslots, you should look at all the tests that you have scheduled in your system and consider the following factors:

- ▶ **timeslot utilization.** Some tests may have more timeslots reserved than is necessary, or there may be timeslots that have been reserved for no reason.
- ▶ **test importance.** Less important tests can be moved to different timeslots to make space available for the more important tests.
- ▶ **irrelevant tests.** Check whether there are tests scheduled that are no longer relevant and can be removed from the timeslot schedule.

Note: On the Administration Site Hosts page (**Resources > Hosts**), your administrator can enable the Controller host to also act as an additional load generator. In general, this is not recommended practice and is only appropriate for load tests that have a very small number of Vusers.

Timeslot Issue - No Available Controllers (Error -2147219274)

Error message: Could not reserve timeslot. There is no available Controller.

Troubleshooting

- 1** On the User Site Hosts page (**Project > Hosts**), check whether any Controller hosts appear and make sure that their status is operational.

If no Controllers appear, or if they have a status other than operational, contact your administrator.

- 2** If operational Controllers appear on the Hosts page, check on the User Site Timeslots page (**Project > Timeslots**) to see when the Controllers are available.

If the Controllers are not available during the desired timeslot, try to reorganize the timeslots so that you can make the necessary resources available for your load test.

Before you reorganize the timeslots, you should look at all the tests that you have scheduled in your system and consider the following factors:

- **timeslot utilization.** Some tests may have more timeslots reserved than is necessary, or there may be timeslots that have been reserved for no reason.
- **test importance.** Less important tests can be moved to different timeslots to make space available for the more important tests.
- **irrelevant tests.** Check whether there are tests scheduled that are no longer relevant and can be removed from the timeslot schedule.

- 3 If the Controller machine is also designated as a data processor, the Controller may not be available due to a failed analysis or publish operation in a previous test.

If an analysis/publish operation fails, the machine on which this action was performed remains allocated to the analysis/publish action, and the machine cannot be used as a Controller.

If this is the case, you need to cancel the allocation to the specified machine(s) as follows:

- a In the Test Runs page (**Site Management > Test Runs**), check which runs are being analyzed or published. In the case of publishing, this might be a few runs.
- b Click **Deallocate Hosts** in the Test Runs page. The Deallocate Hosts dialog box opens.
- c Select **Deallocate Analysis host** and click **OK**. Repeat this procedure for each test run from which you want to deallocate hosts.

Failed to Launch Controller (Error -2147220032)

Error message: Failed to launch the Controller.

The above error message also includes more details about the specific problem with the Controller license.

Troubleshooting

Contact your administrator to verify why there is problem with the Controller license. You can view and update license information on the Administration Site License page (**System Configuration > License**).

For more information about licenses, see the section about configuring and viewing license information in the *HP Performance Center Administrator Guide*.

Controller Cannot Connect to Database (Error -2147219979)

Error message: Controller cannot connect to database. Contact your administrator to remove the Controller from the host list and add it again to reset configuration.

Troubleshooting

When you receive this error, it usually means that something changed on the Controller host machine. This could be due to someone reformatting or reinstalling the Controller.

Your administrator needs to reset the Controller configuration by removing the Controller from the Administration Site Hosts page (**Resources > Hosts**) and then adding it again.

Not Enough Disk Space on Controller (Error -2147220152)

Error message: Not enough disk space left on Controller machine system disk 'C:\'.

Troubleshooting

You need to make disk space available on the Controller host machine. For more information about the host system requirements, see the section about system component requirements in the *HP Performance Center System Configuration and Installation Guide*.

Browser Stuck While Initializing Load Test

Problem description: During the initialization of a load test, the browser gets stuck.

Troubleshooting

- 1** Restart your test as follows:
 - a** Close your browser.
 - b** Open your browser again and log in to the Performance Center User Site.
 - c** Start the test again
- 2** If your browser gets stuck again, restart the relevant host machines as follows:
 - a** Close the Performance Center User Site.
 - b** Restart the host machines (load generators and Controllers) that you are using in this test.
 - c** Open the Performance Center User Site, log in, and start the test again.
- 3** If your browser gets stuck again, check with your administrator if there are any problems with the utility server that could be causing these issues.
- 4** If you are still experiencing problems, contact Customer Support (<http://www.hp.com/go/hpsoftwaresupport>) for assistance.

Failure to Initialize Load Test

Problem description: When trying to run a load test, the test fails to initialize.

Troubleshooting

- 1 Start the test again.
- 2 If initialization still fails, restart the relevant Controller host machines as follows:
 - a Close the Performance Center User Site.
 - b Restart the Controller host machines that you are using in this test.
 - c Open the Performance Center User Site, log in, and start the test again.
- 3 If initialization still fails, try to assign a different Controller host (if available) to your test.

If this solves the problem, contact Customer Support (<http://www.hp.com/go/hpsupport>) to check why the test did not work with the original Controller host.

- 4 If you are still experiencing problems, contact Customer Support for assistance.

License Issue -Concurrent Runs

Error message: Your Performance Center license does not support the number of concurrent runs.

Troubleshooting

Since you have exceeded the overall number of concurrent runs supported by your Performance Center license, you must do one of the following:

- Ask your administrator to rearrange the scheduling of the load tests to make sure that you are not exceeding the overall number of concurrent runs supported by your license.
- Upgrade your Performance Center license to enable support of more concurrent runs.

License Issue – Concurrent Users (Error -2147219264)

Error message: Your Performance Center license does not support the number of concurrent users.

Troubleshooting

Since you have exceeded the overall number of concurrent users supported by your Performance Center license, you must do one of the following:

- ▶ Ask your administrator to rearrange the number of Vusers that are being used concurrently in all the projects so that some Vusers can be made available for your test.
- ▶ Reduce the number of Vusers for your test.
- ▶ Upgrade your Performance Center license to enable support of more Vusers.

Unable to Run Load Test that Is Already Active

Error message: Unable to create new load test run. There is already an identical active load test.

Troubleshooting

If a load test is running, you cannot run the same load test (with identical settings) concurrently. As a workaround, you can copy the settings of the test that you want to run and change the name.

If there are enough host resources to run both tests concurrently, you should be able to run the new test.

Note: You copy a test on the Load Tests configuration page (**Load Tests > Manage**) of the Performance Center User Site. For more information about copying load tests, see the section about copying a load test in the *HP Performance Center User Guide*.

Cannot Initialize Load Test (Error -2147219790)

Problem description: You start the load test and get an error that the load test cannot be initialized.

This problem can occur for any of the following reasons:

- Scripts Are Inaccessible
- Unable to Instantiate 'OrchidResourceDB' Component

Scripts Are Inaccessible

The scripts are inaccessible so the load test fails to initiate.

Error message: Cannot access the load test scripts. Please check load test definitions.

Troubleshooting

The script may be inaccessible for any of the following reasons:

- The script was deleted.
- The script was moved to a different directory.
- There is a network problem preventing access to the script.
- Security/permissions issues could be preventing access to the script directory.

Unable to Instantiate 'OrchidResourceDB' Component

The load test fails to start. When it reaches step "searching for controller," get the following error:

```
Failed to initialize load test!  
Error: Unable to run load test.2147219790Details: Activation attempt [1]: Unable to  
instantiate 'OrchidResourceDB' component; Activation attempt [2]: Unable to instantiate  
'OrchidResourceDB' component; Activation attempt [3]: Unable to instantiate  
'OrchidResourceDB' component
```

In the Administration Site, the Event Log displays an error which ends with "RunFixer: Unknown error 0x800A000D] Type mismatch ."

Troubleshooting

- 1 Log in to the specific Controller machine that failed.
- 2 In the Services window, make sure the "DataCollectionAgent" service is running.

Session Activation Fails

Error message: Session activation failed. Reported from method: 'SA:AllocResourcesAndStartSes'; Session ID: #; Reason:

Troubleshooting

- 1 Verify that there is network connectivity between the host and the Web server. The latency should be less than 20 ms to and from all Performance Center machines, excluding the load generators.
- 2 Check the Event Viewer administrative tool on both the Web server and Controller machines (**Start > Settings > Control Panel > Administrative Tools > Event Viewer**).

License Manager Component Cannot Be Instantiated

Error message: Cannot run the load test. Unable to instantiate License Manager component.

Troubleshooting

If you receive the above error, remove the **PCIMkipper** process and perform an IIS reset.

Unable to Instantiate License Manager Component - HTTPS (SSL)

Problem Description: When trying to run a load test you get the following error: **Cannot run the Load Test. Unable to instantiate License Manager component.**

Troubleshooting

You may get this error after configuring your server to work with HTTPS (SSL).

- 1** On the Utility Server, open the IIS Manager (**Start > Control Panel > Administrative Tools > Internet Information Services**).
- 2** In the WebSites/Default Web Site directory, right-click **PCWS** and click **Properties**.
- 3** On the **Directory Security** tab, under **Secure Communication**, click **Edit**.
- 4** Make sure that **Require Secure Channel SSL** is not selected.
- 5** Click **OK**.
- 6** Reset IIS.

Cannot Run Load Test on Controller - Non-Admin System User

Problem description: When the system user is a non-administrative user, if you try to run load test on a Controller for the first time, the load test does not run.

Troubleshooting

Before running load tests on a Controller for the first time, you must log on to the host machine with a user that has administrator privileges, open the Controller manually, and then close the Controller. The next time you try to run a load test on the Controller, the load test should run successfully.

To open the Controller manually:

- 1** From the command line, run `wlrun`. The Controller opens.
- 2** Close the Controller.

Cannot Run Load Test Over Secure Channels

Problem description: When you try to run a load test over secure channels, the load test cannot initialize because cannot connect to Controller or load generator.

Troubleshooting

Verify that the load test cannot run due to a security mismatch by trying to run the same load test with the same hosts from a local Controller.

If a Security Key Mismatch error is displayed in the error log, then the keys do not match, and you need to align the security keys on all the machines.

Load Test Run Fails. Load Generator Status Change to Resource Failure

Problem description: When trying to run a load test over secure channels, the load test fails to run and the load generator status changes to **Resource Failure**.

Troubleshooting

When trying to run a load test over secure channels, if the security keys on the Controller and load generator do not match the load test run fails, and the status of the load generators changes to **Resource Failure**. To re-enable the load generators, you must manually reset the status on each affected load generator to Operational.

Cannot Run Load Test on Controller with Windows XP – Non-Admin System User

Problem description: If the system user is a non-administrative user, you cannot run a load test on a Controller host in a Windows XP environment.

Troubleshooting

Workaround: Add the system user to the machine's COM security settings.

To add the system user to the COM security settings:

- 1** Select **Start > Run**, and type `dcomcnfg`. The Components Services window opens.
- 2** Under **Console Root\Component Services\Computers**, right-click **My Computer** and select **Properties**.
- 3** In the My Computer Properties dialog box, click the **COM Security** tab.
- 4** Under **Access Permissions**, click **Edit Default**, and add the system user with full access to the default security.

- 5 Under **Launch and Activation Permissions**, click **Edit Default**, and add the system user with full access to the default security.
- 6 In the My Computer Properties dialog box, click **OK**.

Cannot Run Load Test with UNIX Load Generator

Error message: Failed to initialize load test.

Troubleshooting

If Performance Center cannot connect the load generator to the Controller, manually change the **wlrun7.ini** file as follows:

- 1 Open the **wlrun7.ini** file in a text editor.
- 2 Change **HostUnixDontUseRSH** from **0** to **1**.
- 3 Try to rerun the test.

6

Troubleshooting Running Load Tests

This chapter provides information on troubleshooting problems related to running load tests.

This chapter includes:

- ▶ Data Processor Error When Publishing Load Test on page 50
- ▶ Load Test Seems to Run, But Is Not Actually Running on page 50
- ▶ Load Test Does Not Run All Vuser Groups on page 51
- ▶ Vuser Group Does Not Start Running on page 51
- ▶ Load Test Does Not Stop Running on page 52
- ▶ User Site is Sluggish During a Load Test on page 52
- ▶ Online Graphs Stop Displaying During a Load Test on page 52
- ▶ Transaction Response Time Graph Not Showing Correct Time Interval on page 53
- ▶ New Vusers Stop Initiating During a Load Test on page 54
- ▶ Failed to Run Load Test - Scripts Created with .NET Add-On on page 55
- ▶ Vusers Are Stuck in Initialization on page 56
- ▶ Vuser Replay Fails on page 57
- ▶ Connection to Database Timed Out on page 61
- ▶ Orchid Monitor Error on page 62
- ▶ Cannot Run Load Test with Non-Admin User on page 62
- ▶ SiteScope Server Fails to Retrieve Data from Hosts/Servers on page 63
- ▶ Failure to Run Load Test on page 64

Data Processor Error When Publishing Load Test

Problem description: When trying to publish a load test from a pool with no data processor, an error link appears by the test run in the Load Tests page.

Troubleshooting:

- 1 In the Administrator Site, add a data processor to the pool assigned to the project.
- 2 In the User Site, on the Load Test Results page's Results vs. Targets tab, click **Publish**. This cancels the publishing process.
- 3 Republish the results. The error message disappears.

Load Test Seems to Run, But Is Not Actually Running

Problem description: You are unable to run a load test. The Performance Center error message states that a test is currently running, but no tests are actually being run.

Troubleshooting

- 1 Verify whether a load test is actually running on the target Performance Center Controller host.
- 2 If no test is actively running, reset the host state using the Performance Center Administration Site, as follows:
 - a From the Performance Center left menu, select **Site Management > Test Runs**. The Test Runs page opens.
 - b Select the relevant run from the test runs table.
 - c In the test runs toolbar, click the **Fast Recovery** button.



This cleans the state of hosts in the database, and makes the problematic host available for future load tests. If the host is in **Resource Failure** state and cannot be used in your load test, see “Troubleshooting Hosts and Servers” on page 79.

Load Test Does Not Run All Vuser Groups

Problem description: Performance Center did not run all the Vuser groups defined in the load test.

Troubleshooting

Performance Center supports running up to 47 Vuser groups in a load test run.

Vuser Group Does Not Start Running

Problem description: The Vuser group in the load test does not start running.

Troubleshooting

This problem occurs if a Vuser group is scheduled to run after a Vuser group that is set to run indefinitely.

If Group A is set to run indefinitely, and Group B is scheduled to run after Group A, then Group B will run only if you do one of the following:

- ▶ Stop Group A manually
- ▶ Add a Stop Vusers action to Group A's schedule
- ▶ Modify Group B's Start Group action to start running after a specified amount of time

Load Test Does Not Stop Running

Problem description: Vusers in the load test do not stop running.

Troubleshooting

If a load test schedule does not have a Stop Vusers action, the load test does not stop running.

Possible causes:

- The Stop Vusers action was deleted
- With load tests scheduled to run indefinitely in Performance Center versions 8.1 or earlier, during migration no Stop Vusers action is created, since the Vusers are not meant to stop running

Solution: Check the Actions defined in the Actions grid of the load test's schedule. If no Stop Vusers action is defined, the schedule continues to run indefinitely. To stop running the load test, define a Stop Vusers action in the load test schedule.

User Site is Sluggish During a Load Test

Problem description: The Controller machine may be over-utilized.

Troubleshooting

See “New Vusers Stop Initiating During a Load Test” below.

Online Graphs Stop Displaying During a Load Test

Problem description: The Controller machine may be over-utilized.

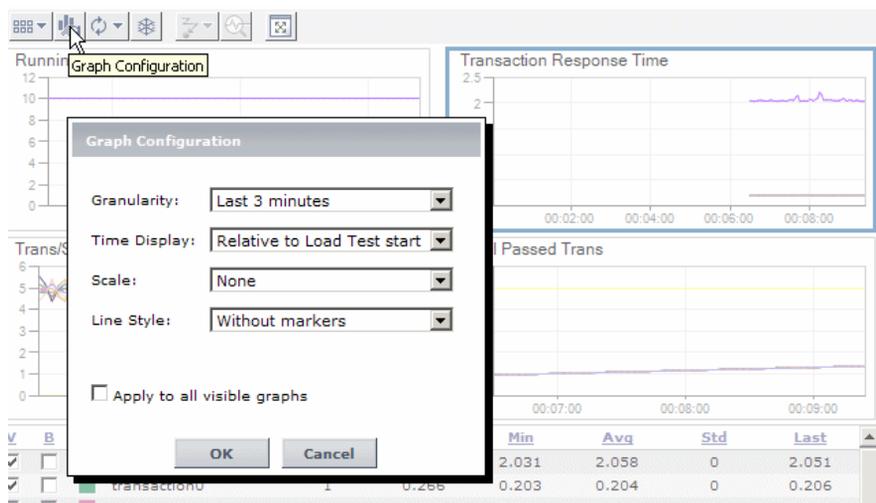
Troubleshooting

See “New Vusers Stop Initiating During a Load Test” on page 54.

Transaction Response Time Graph Not Showing Correct Time Interval

Problem description: When running a scenario, the Transaction Response Time graph displays the whole load test duration, instead of the time interval it is configured to display.

For example, in the illustration below, the graph is configured to display the last three minutes, but it still displays the whole load test duration.

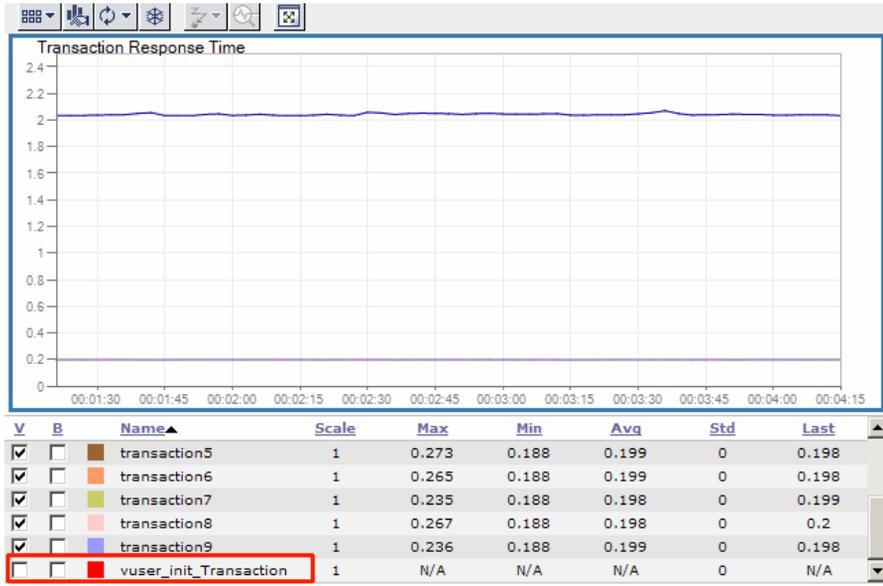


Troubleshooting

This occurs if transactions selected in the graph legend did not run during the configured time interval.

In the above example, the vuser_init_transaction finished running at the beginning of the run, but it is selected in the graph legend so it is still being displayed.

To display the correct time interval on the Transaction Response Time graph, ensure that transactions that did not run during the configured time interval are not selected in the legend.



New Vusers Stop Initiating During a Load Test

Problem description: During a load test, new Vusers stop initiating.

Troubleshooting

The Controller machine may be over-utilized.

- 1 Make sure that you are not running any Vusers on the Controller machine.
- 2 Check that the machine is responsive and CPU utilization on the Controller machine during a load test is below 100%.
- 3 Disable any software that may interfere with the Performance Center Controller, file server, or Web server. This includes any auditing or virus scanning software.

4 If CPU utilization is high, check whether:

- ▶ the **online.exe** process is consuming excessive CPU. If it is, this means that you might have too many active remote viewing sessions (for example, many people are watching the load test from different browsers). To fix this problem, either decrease the frequency at which the load test viewing sessions are refreshed (from each individual client browser), or decrease the number of concurrent viewing sessions for the current or problematic load test.
- ▶ the **wlrun.exe** process is consuming excessive CPU. If it is, check whether your load test is:
 - ▶ producing many error messages. If it is, reduce the number of error messages by resolving the reasons for the error messages.
 - ▶ producing many logging messages (for the Controller). If it is, disable or reduce the logging level, or avoid using log statements (such as **lr_message**) that send messages to the Controller's output window.
 - ▶ running scripts without any think times, and thus producing a lot of data that is sent back to the Controller.

If CPU consumption cannot be reduced for the load test, consider upgrading your Controller hardware.

Failed to Run Load Test - Scripts Created with .NET Add-On

Problem description: Running scripts with protocols such as vbNet (VB.NET Template) , CsNet (C#.NET Template), VcNet (C++.NET Template) that were created with the .NET add-on (visual studio 2003 or 2005) fails.

Troubleshooting

This problem is related to .NET security definitions with the use of a UNC path (see <http://social.msdn.microsoft.com/forums/en-US/winformssetup/thread/f1b4f239-4c53-43a4-89b2-31c1d666ccac/>).

In Performance Center, scripts are stored on the File Server. When running Vusers from Performance Center, the host machine accesses Vuser scripts stored on the File Server using UNC paths.

To run a load test with these scripts, run the following command from the command line on the host machine:

```
%windir%\Microsoft.NET\Framework\v2.0.50727\caspol -m -cg LocalIntranet_Zone  
-allcode FullTrust
```

Vusers Are Stuck in Initialization

Problem description: Vusers are stuck in initialization, or never run at all. This can occur if you made modifications to a script and overwrote the existing script in Performance Center. Although you uploaded the script, the new run-time logic of the script is not updated for the load tests that see the script.

When the load test is run with the updated script, a pop-up window is displayed in **wlrun.exe** on the Controller. To verify this, run **wlrun.exe** on the Controller as an **interactive user** (see “Option 3: Launch wlrun.exe manually from the Controller host machine” on page 83 for configuration details).

Example: A load test named **TestLoadTest** refers to a script named **Test** that contains four sections: **vuser_init**, **action1**, **action2**, and **vuser_end**. If you modify the **Test** script so that it includes only three sections—**vuser_init**, **action3**, and **vuser_end**—and overwrite the previous **Test** script by uploading the modified script to Performance Center, the Vusers will not run when you run **TestLoadTest**. This is due to the fact that the old script’s run-time logic remains and the load test still “thinks” that there are two actions sections, **action1** and **action2**, as opposed to the one action section in the updated script, **action3**.

Troubleshooting

Option 1:

- 1 When modifications are made to a script, change the name of the script by adding a version number to it. For example, **TestScript_1** can be changed to **TestScript_2**. This way, when you upload the updated script, the current script remains, and the load test will still run.
- 2 Create a new load test, and add the new version of the script to it.

Option 2:

When modifications are made to a script, remove the script from the load test, then add it to the load test again.

Note: Option 1 is recommended, as it enables you to keep track of your script and load test configuration changes.

Vuser Replay Fails

Problem description: Vusers are not picking up the correct environment settings and replay fails.

Troubleshooting

Option 1: Check the environment settings and software installation

The load generator machines on which the test is running must have the correct software installed and the proper environment variables set for the user.

For Microsoft Media Player:

- 1 Log in to the load generator as the Performance Center system user and run **Windows Media Player Install for Windows Media**.
- 2 Check the System environment variable **Path** to make sure that the Windows Media Player path is set correctly. Reboot, if necessary, for the correct settings to take effect.

- 3 On the load generator machine, use VuGen to run the script and test it.

For Java:

- 1 Log in to the load generator machine as the Performance Center system user.
- 2 Make sure that the **Path** environment variable for both **User** and **System** do not have an instance of Java Virtual Machine. Performance Center retrieves the JVM information from the registry.
- 3 If the script replays on the VuGen machine on which the script was created, copy the machine's **CLASSPATH** environment variable and place it in the **System** environment variable area of the load generator machine.
- 4 On the load generator machine, run a simple script using VuGen to get the environment variable settings. Add the following lines to verify that the environment variables are set correctly:

```
char *env;  
env = getenv("PATH");  
lr_output_message("%s",env);
```

Note: Make sure that you add the protocol definition `char* getenv(char*);` at the top of the script file.

For Citrix:

- 1 Make sure that the Citrix client is installed on the load generator machine.
- 2 Run the script through VuGen on the load generator machine.

For Databases:

Make sure that you have the appropriate database client installed on the load generator machine, and the appropriate settings in the System **Path** environment variable.

For Tuxedo:

- 1** Make sure that the Tuxedo client is installed on the load generator machine.
- 2** Verify that the following environment variables are set under **System**:
 - **Path.** Add the **tuxedo\bin** directory to this variable.
 - **TUXDIR.** The root directory of the TUXEDO installation. It is called **ROOTDIR** in TUXEDO 4.2 and earlier versions of TUXEDO. This environment variable is mandatory on the NT platform (For example: **TUXDIR=D:\PSHr755\tuxedo**).
 - **NLSPATH.** Contains sub-directories to support the localization of system messages, along with message catalogs for the default locale (U.S. English). This environment variable is also mandatory on the NT platform (For example: **NLSPATH=\$TUXDIR\locale\c**).
 - **WSNADDR.** The address of the TUXEDO server (may need to be set). In pre-TUXEDO 6.3 versions this is in hex—for example, **0x0002fffc7cb4ebd**. The **0002** indicates the IP, **ffff** indicates the port number, and **cbcb4ebd** indicates the IP address of the machine that contains the server. TUXEDO 6.3 also allows a more mnemonic way of indicating the server's address. This environment variable is mandatory on the NT platform (For example: **WSNADDR=199.35.108.119:7000**).
 - **ULOGPFX.** Prefix for the **TUXEDO** log file (may need to be set). The name of the log file includes the current date represented as a six-digit number—for example, **081797** for **August 17, 1997**. The **ULOGPFX** can contain a directory name as well as part of the file name itself (For example: **ULOGPFX=/u/markn/ul**).

Note: Make sure that you add the protocol definition **char* getenv(char*);** at the top of the script file.

Option 2: Configure the Controller to work as an interactive user

Running a GUI script in Performance Center may cause HP WinRunner or HP QuickTest Professional to crash due to the configuration of **Wlrun.Engine**. To rectify this situation, configure the Controller to work as an interactive user.

To configure the Controller to work as an interactive user:

- 1** Make sure the **wlrun** process is not running on the machine.
- 2** Select **Start > Run** and type **dcomcnfg**.
- 3** Press **ENTER** to display the list of DCOM applications.
- 4** In the displayed application list, right-click **wlrun.LrEngine** and select **Properties**.
- 5** In the **Identity** tab, select **The interactive user**.
- 6** Click **OK** twice to close both dialog boxes.
- 7** Log in to the machine in the Performance Center environment as the system user. This user, which is installed with Performance Center, is displayed in the General Settings page of the Administration Site.

Connection to Database Timed Out

Error Message: The connection to database timed out.

Problem description: The load test cannot run. Performance Center runs slowly when configured with Oracle 9i or 10g server/client and an error may be displayed in the Administration Site stating that the connection to database timed out.

Troubleshooting

- 1 Make sure that you are accessing the database through **TNSNAMES** and not **ONAMES**, which can lead to a noticeable and ever-increasing time delay connecting to the database. This time delay does not exist if **TNSNAMES** is used.

To use **TNSNAMES**, change its priority within the **SQLNET.ORA** file by editing the <Oracle installation directory>\network\admin\sqlnet.ora file and setting the **NAMES.DIRECTORY_PATH** as follows:

```
NAMES.DIRECTORY_PATH = (TNSNAMES,ONAMES)
```

Note that **TNSNAMES** must be the first entry in the **DIRECTORY_PATH**.

- 2 Comment out the line **SQLNET.AUTHENTICATION_SERVICES= (NTS)** within the <Oracle installation directory>\network\admin\sqlnet.ora file located on the database server machine.
- 3 Validate connection performance to the Performance Center database. Run the **TcQA_CheckDatabaseConnection.vbs** script (available as a download from the Customer Support Web site Knowledge Base, ID39475) to quantify the performance of the connection to the Performance Center database. Make sure that the connect times are constant and low.

The following is an example of a sample output:

```
Database Connection String: Provider=SQLOLEDB.1;User
ID=OrchidUser;PWD=orchid;Initial Catalog=MI_LRDB;Data
Source=samurai\mssqla;QuotedID=No Statistics:
Attempt #1: Connect= 1 secs, Query= 2 secs
Attempt #2: Connect= 1 secs, Query= 1 secs
Attempt #3: Connect= 2 secs, Query= 1 secs
Attempt #4: Connect= 2 secs, Query= 1 secs
Attempt #5: Connect= 2 secs, Query= 1 secs
```

Orchid Monitor Error

Problem description: Error from Orchid monitor in Error Window during the run.

Troubleshooting

The Windows Remote Registry Service should be running on the host machine.

- 1 Select **Start > Programs > Administrator Tools > Services** to open the services window.
- 2 Search for the Remote Registry Service
- 3 Make sure the service's status is **Started** and is set to **Automatic**.

Cannot Run Load Test with Non-Admin User

Problem description: You cannot run a load test with a non-administrative system user, or after a user is changed.

Troubleshooting

- 1 Verify that all the required services are running.
- 2 Try to run **alagentservice** and **magentservice** using the following commands:

➤ **alagentservice**

```
%installation folder%\al_agent\bin\alagentservice.exe -remove
%installation folder%\al_agent\bin\alagentservice.exe -install username password
```

where **username** and **password** are those of the Performance Center system user.

➤ **magentservice**

```
%installation folder%\launch_service\bin\magentservice.exe -remove
%installation folder%\launch_service\bin\magentservice.exe -install username
password
```

where **username** and **password** are those of the Performance Center system user.

- 3 If the load test fails in the first step, check the **LRFS** folder. If there is a problem configuring the **LRFS** folder, try restarting the machine.
- 4 Check the identity of the COM objects, especially **OrchidActiveSession** and **wlrun.lrengine**. The identity should be the Performance Center system user.

SiteScope Server Fails to Retrieve Data from Hosts/Servers

Problem description: If you change the system user to a non-administrative user and then enable SiteScope on any of the Performance Center servers or hosts, SiteScope cannot retrieve all required data.

Troubleshooting

Manually configure an administrative user on the SiteScope server so that it has permissions to monitor the server/hosts machines and retrieve all the required data.

To configure an administrative user on the SiteScope server:

- 1 In your browser, type the URL for SiteScope as follows:

```
http://<sitescope_server>:8888/sitescope
```

where **sitescope_server** is the name of your SiteScope server.

- 2 At the top of the SiteScope page, click **SiteScope**.
- 3 Click **Remote Windows**.
- 4 From the list, select the relevant machine and click **Edit**.
- 5 In the **Login** and **Password** fields, type the login name and password of a system user with administrative privileges.
- 6 Click **Update**.

Failure to Run Load Test

Problem description: The load test fails to run. This may occur as a result of problems with the .NET Framework installation.

Troubleshooting

Repair the .NET Framework installation as follows:

- 1 Select **Start > Run**.
- 2 Type the following command:

```
c:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe -i
```

7

Troubleshooting Autostart

This chapter provides information on troubleshooting errors related to autostarting load tests.

This chapter includes:

- ▶ License Validation Failed on page 66
- ▶ Timeslot Validation Failed on page 66
- ▶ Load Test is Already Active on page 67
- ▶ Load Test Exceeded Timeslot on page 68
- ▶ Cannot Instantiate Session Activator Component on page 69
- ▶ Cannot Activate Load Test Run on page 69

License Validation Failed

Error Message: License Validation Failed.

Troubleshooting

Each load test's activation is validated against the Performance Center license limitations for the number of Vusers, machines, and concurrent runs, as well as project limitations and the license's expiration date.

- ▶ Check if the Performance Center license or the project settings were modified. If they have been modified, reschedule the load test according to the new settings.
- ▶ Check if the Performance Center license has expired.

Timeslot Validation Failed

Error message: Timeslot validation failed. Please make sure that timeslot duration is at least 20 minutes.

Troubleshooting

Reserve a new timeslot for the load test that has at least 20 minutes available.

Load Test is Already Active

Error Message: There is already a run executing for this load test.

Troubleshooting

A load test can have one of the following states: Ready, Running, Stopping, Collating Results, or Creating Analysis Data. Each of these states is considered an Active state. A load test can only have one Active state at any one time. If you try to run a load test that already has an Active state, you will receive the above message.

If the current state is Ready, Running, or Stopping, reset the load test using the HP Performance Center Administration site as follows:

- a** From the Performance Center left menu, select **Site Management > Test Runs**. The Test Runs page opens.
- b** Select the relevant run from the test runs table.
- c** In the test runs toolbar, click the **Fast Recovery** button.



This cleans the state of the load test and makes the host available for future load tests.

If the current state is Collating Results, use the fast recovery feature as described above, and then deactivate the collator process as follows:

- a** On the Administrator Site, select **Site Management > Test Runs**. The Test Runs page opens.
- b** Select the relevant run from the test runs table.
- c** In the test runs toolbar, click the **Deactivate collator process** button. The Deactivate Collator dialog box opens.
- d** Click **OK** to confirm that you want to deactivate the collator process. A dialog box opens confirming that the process was deactivated.
- e** Click **Close** to close the dialog box.



If the current Active state is Creating Analysis Data, use the fast recovery feature as described above, and then kill the process to free up more resources as follows:

- a** On the User site, select **Project > Hosts**. The Hosts page opens.
- b** In the Hosts table, click the relevant host. The Host Details page opens.
- c** In the Host Details page, select the processes tab.
- d** In the relevant process's **Kill** column, click **Kill Process**.

Note: The Creating Analysis Data process is very CPU and I/O intensive. Killing this process should be considered only in the event you have not been able to resolve the problem in any other way.

Load Test Exceeded Timeslot

Error Message: Load test <test name> exceeded its timeslot. Executing run failed to stop in a timely manner.

Troubleshooting

This usually occurs when you reserve consecutive autostart timeslots that share resources, or where the first defined load test is very CPU and/or I/O intensive and/or has a large number of Vusers scheduled to run at the same time. This can cause the first load test to overrun its timeslot and as a result the second load test will not run.

When reserving consecutive autostart timeslots:

- Make sure that you leave a suitable time interval between the timeslots.
- Do not select the **Collate and Analyze Results** or **Collate Only** post run analysis options for the first timeslot.

Cannot Instantiate Session Activator Component

Error Message: Unable to instantiate Session Activator Component.

Troubleshooting

This is an indication of an internal error.

- ▶ Reset the User Site and/or the Utility and/or the Host Machine.
- ▶ If that does not resolve the problem, contact HP Support.

Cannot Activate Load Test Run

Error Message: Unable to activate and start load test run.

Troubleshooting

- ▶ Check Session Activator Errors:
 - ▶ Run the load test manually to try resolve issues that arise.
 - ▶ When reserving the timeslot, do not select **Manual** machine selection. Select **Automatic** instead.
 - ▶ Check the load test for run time settings errors.

8

Troubleshooting Post Load Test

This chapter provides information on troubleshooting issues that may arise after running a load test.

This chapter includes:

- Cannot Find Data Processor to Publish Load Test Results on page 71
- Failure to Launch Online Analysis on page 72
- Cannot Export Trend View Information to CSV Format on page 72

Cannot Find Data Processor to Publish Load Test Results

Problem description: When trying to publish load test results to the Dashboard, you get an error that Performance Center cannot find a data processor.

Troubleshooting

- 1** Log on to the Performance Center Administration Site and edit the host so that it also functions as a data processor. (For more information, see the *HP Performance Center Administrator Guide*.)
- 2** In the User Site, refresh the Dashboard page.
- 3** If Performance Center still cannot find the data processor, unpublish the results and republish them.

Failure to Launch Online Analysis

Problem description: Performance Center cannot launch online Analysis when the Controller does not have access to the Utility Server. The run initialization fails.

Troubleshooting

- ▶ Check the DNS settings to make sure you can ping the Utility Server from the Controller.
- ▶ In the case of an Oracle database, make sure the **tnsnames.ora** is defined properly.

Cannot Export Trend View Information to CSV Format

Problem description. Performance Center fails to export the information contained in a trend report's trend view to CSV format.

Troubleshooting

Check your Internet Explorer settings as follows:

- 1** On your machine, select **Tools > Internet Options**.
- 2** Select the **Security** tab.
- 3** Click **Custom Level**.
- 4** Under **Downloads**, make sure that the **Automatic Prompting for File Downloads** setting is set to **Enable**.

9

Troubleshooting Terminal Sessions

This chapter provides information on troubleshooting problems related to terminal sessions.

This chapter includes:

- ▶ Unable to Create Terminal Sessions on the Load Generator on page 74
- ▶ Controller and Load Generator Cannot Communicate on page 76
- ▶ Running a GUI Script in HP Performance Center Causes HP WinRunner or HP QuickTest Professional to Crash on page 76
- ▶ Unable to Set Terminal Services for a Machine Name Added as an IP Address/ Domain Name on page 77

Unable to Create Terminal Sessions on the Load Generator

Error message: Cannot create terminal sessions on the load generator. There might be a problem with logon credentials.

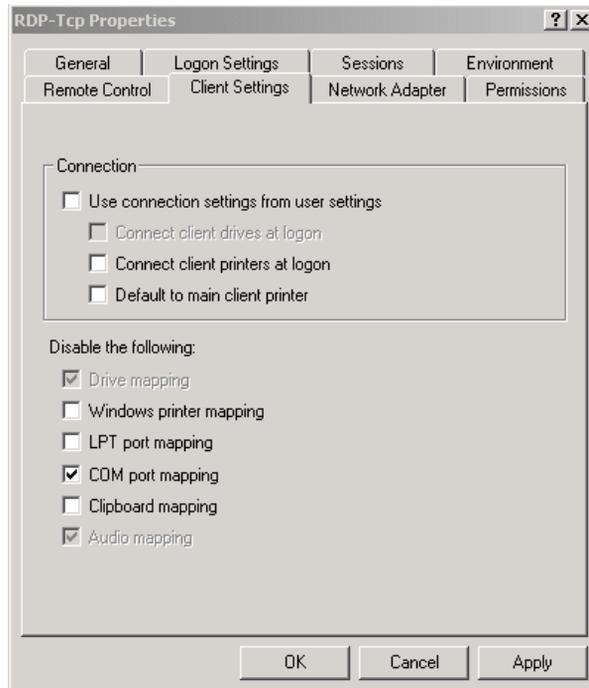
Troubleshooting

- 1 Verify that the correct terminal server login settings are selected. For information about verifying the settings, see “Configuring Terminal Services Logon Settings” on page 235.
- 2 If you encounter a network connection error stating that the user is not mapped to the drive on the terminal server machine (see graphic below), create a separate terminal services profile for each user that is used to log in to a terminal server session. For more information, see the Microsoft Terminal Services documentation (<http://technet2.microsoft.com/windowsserver/en/technologies/featured/termserv/default.mspx>).



- 3 Verify that the correct Client Settings are selected:
 - a Select **Start > Programs > Administrative Tools > Terminal Services Configuration > RDP-TCP**. Right-click **RDP-TCP**, and select **Properties** to open the RDP-TCP Properties dialog box.
 - b In the RDP-TCP Properties dialog box, select the **Client Settings** tab.

- c Make sure that **Use connection settings from user settings** is disabled.



- 4 If the run fails to create terminal services, open the terminal services from a specific host and make sure there are no pop-up messages when you log in as the Performance Center user. By default, the Performance Center user is a local user, **MI_LRDB**, unless the system user was changed from the General Settings page of the Administration site (**System Configuration > General Settings > Change User**).

Controller and Load Generator Cannot Communicate

Problem description: There is no connection between the Controller and the load generator on the terminal server.

Troubleshooting

- 1 Verify that the terminal server is installed correctly.
- 2 Verify that there are active sessions on the Terminal Services Manager (**Start > Programs > Administrative Tools > Terminal Services Manager**).
- 3 If you are using an existing terminal session, verify that the Performance Center agent icon appears in the terminal server's system tray. This indicates that the agent is running.
- 4 Make sure that the Performance Center user has **Create Global Object** privileges when running a terminal server session on a Windows Server 2003, Windows XP SP2, or Windows 2000 Server SP4 machine. Add the Performance Center Administrators group (or the group to which the Performance Center user belongs) to the **Create Global Object** privilege, under **Local Security Policies\Users Rights** on the terminal server machine.

Running a GUI Script in HP Performance Center Causes HP WinRunner or HP QuickTest Professional to Crash

Problem description: The DCOM configuration of **Wlrun.Engine** causes HP WinRunner or HP QuickTest Professional to crash while running a GUI script in Performance Center.

Troubleshooting

Workaround: Configure the Controller to work as an interactive user.

- 1 Make sure that the **wlrun** process is not running on the machine.
- 2 Select **Run** from the Windows Start menu and type **dcomcnfg**.
- 3 Press **ENTER** to display the list of DCOM applications.

- 4 In the displayed application list, right-click **wlrun.LrEngine** and select **Properties**.
- 5 In the **Identity** tab of the dialog box, select **The interactive user**.
- 6 Click **OK** twice to close both dialog boxes.
- 7 Log in to the machine in the Performance Center environment as the system user. This user, which is installed with Performance Center, is displayed in the General Settings page of the Administration Site.

Unable to Set Terminal Services for a Machine Name Added as an IP Address/Domain Name

Problem description: When your environment is configured with a local user (in the General Settings page of the Administration Site), you cannot set terminal services for a machine name that was added as an IP address or a domain name (for example, **127.0.0.1**, **localhost.hp.com**).

Troubleshooting

Workaround: Delete the host from the Hosts page of the Administration Site, and add the host machine again using the host name only.

10

Troubleshooting Hosts and Servers

This chapter provides information on troubleshooting host-related problems.

This chapter includes:

- ▶ Host in Resource Failure on page 80
- ▶ Unable to Add a Load Generator Due to High Latency on page 86
- ▶ Problems Changing SiteScope Server in Administration Site on page 87
- ▶ SiteScope Server Fails to Monitor the MS-SQL Database on page 88
- ▶ Failure to Add Host on page 89
- ▶ Failure to Reboot Host from Administration Site on page 91
- ▶ Not Enough Server Storage Available on page 92

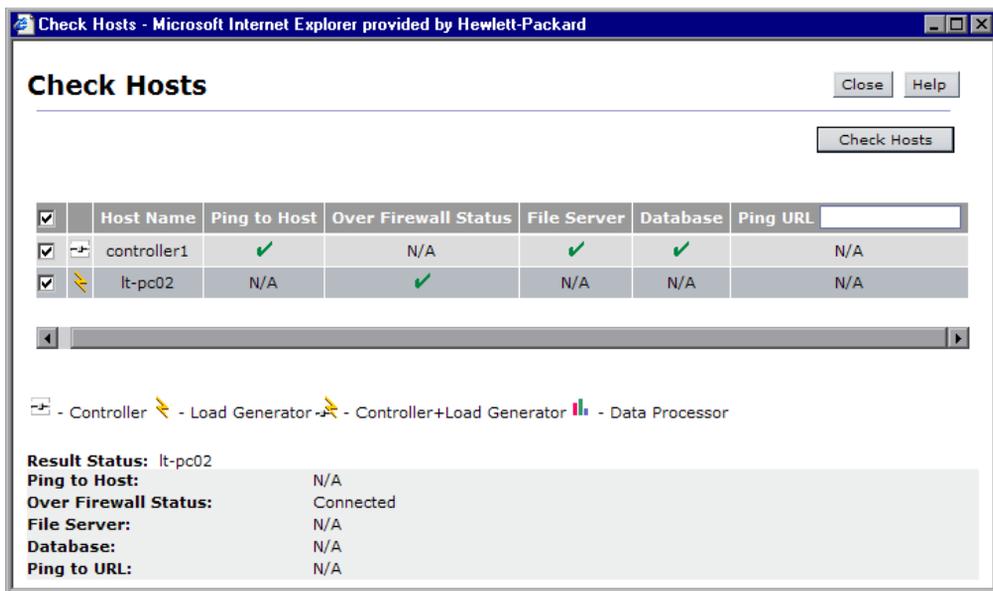
Host in Resource Failure

Problem description: The host is in Resource Failure status.

Troubleshooting

Option 1: Check the host connections

Check the connections between your project's hosts and the machines within your system using the Check Hosts operation in the Hosts page of the Administration Site (**Resources > Hosts > Check Hosts**) or User Site (**Project > Hosts > Check Hosts**).



► If Ping to Host fails:

- Make sure the host is up and running, and is connected to the network. Check the routing table (**netstat -r**) and make sure that requests to this host are properly routed.
- Make sure that the host's IP address can be properly resolved.
- Verify that the ping to the target host from the Performance Center Web server, utility server, and database is below 20 ms.

- If your firewalls or hosts ignore ICMP requests (pings), use HTTP requests to validate response times from the host to the Web server (a simple LoadRunner **web_url(...)** request to <http://<server>/loadtest/>). Alternatively, open a browser and type <http://<server>/loadtest/> in the address field.
- **If the file server fails:**
 - Make sure that the host can ping the file server.
 - Make sure that the Performance Center system user has access to **LRFS share** on the file server. You can verify this in any of the following ways:
 - In the command line, execute the following:

```
net use \\fileserver\LRFS / user:
<Performance_Center_user><Performance_Center_user_password>
```

- Log in to the host machine as the Performance Center system user, and in the command line, execute the following:

```
% net use \\fileserver\LRFS
```

If the above operation fails, check the error message and resolve the problem. Contact your Windows administrator for assistance.

- Make sure that the security settings on **LRFS share** allow the HP Performance Center system user full control.
 - Make sure that the Performance Center system user can create, update, and delete files from **LRFS share**.
 - Make sure that the Performance Center Web server can launch applications on the host. For more information, see “Troubleshooting Web Service Connectivity” on page 111.

► **If the database fails:**

- Check the <HP Performance Center>/bin/globals.ini file and make sure that the connection string is correct for the database you are using.
- See the troubleshooting for “Login to Oracle Database Server Hangs” on page 124.
- Verify ADODB connectivity to the database as described in “Login to Database Server Fails” on page 126.

Option 2: Check the Performance Center version

Make sure that the version of Performance Center service pack level and feature pack level on all your host and server machines are the same as those on the Performance Center Web and Utility servers. That is, all Performance Center hosts and servers **MUST** be at the same service pack and feature pack level.

Check the registry entry under **[HKEY_LOCAL_MACHINE\SOFTWARE\Mercury Interactive\LoadRunner\CurrentVersion]** for the following variables:

- Major
- Minor
- ServicePack

Note: Any patches applied to one machine must be applied to all machines if and when applicable.

Option 3: Launch wlrn.exe manually from the Controller host machine

If the host check succeeds, but the host is still not operational, launch the Controller manually from the Controller host machine as follows:

- 1** Log in to the host machine.
- 2** Configure the **wlrn.LrEngine** application to run as an interactive user:
 - ▶ Launch **dcomcnfg.exe**.
 - ▶ In the **Application** tab, select **wlrn.LrEngine** from the list of DCOM applications.
 - ▶ Click **Properties** to view the properties for **wlrn.LrEngine**.
 - ▶ In the **Identity** tab, set the user account to **The interactive user**.
 - ▶ Click **OK** and close the **DCOMCNFG** window.

Note: When you are finished with this step, set **wlrn.LrEngine** back to its original identity. By default, this is This User with the Performance Center user name and password. If you used a different identity, restore it.

- 3** Launch the Controller (**wlrn.exe**) from the **<HP Performance Center>/bin** directory (on the Controller host).
- 4** If an error message is displayed during the startup of the Controller, resolve the error message before continuing. For Performance Center to utilize the Controller properly, no error messages should be displayed during startup.

- 5 Create a new, simple load test and reference the scripts from the **LRFS share** (on the Performance Center file server). Run the load test with one or two users to verify that the Controller works.

Note: Scripts uploaded to the Performance Center LRFS reside in the `\\fileserver\LRFS\<ProjectID>\Scripts` directory. To obtain the `<ProjectID>`, select **User Management > Projects**.

The following is an example path to the **USR** file for a script named **MyTest**:
`\\myserver\LRFS\2\Scripts\MyTest\MyTest.usr`

- 6 Close the Controller (**wlrun.exe**).
- 7 From the Performance Center User Site, launch a simple load test.
 - Check whether the following processes are displayed in the Task Manager on the Controller host:
 - **OrchidActiveSession.exe OR ORCHID~1.exe**
 - **WLRUN.EXE**
 - Check whether the Controller is displaying a dialog box that requires user input before the Controller can proceed with the load test. Address the reasons for the dialog box being displayed, and make sure that no dialog boxes are displayed when re-running the load test from Performance Center.

Examples of dialog boxes that may be displayed include **License Has Expired**, **Monitor Not Licensed**, and **Host is Over-Utilized**.

If you are unsure how to resolve the problem indicated in the dialog box, contact the Customer Support Web site (<http://www.hp.com/go/hpsoftwaresupport>) for assistance.

Note: When you are finished with this step, set **wlrun.LrEngine** back to its original identity. By default, this is **This User** with the Performance Center user name and password. If you used a different identity, restore it.

Option 4: Reinstall Performance Center host on the host machine

If all of the above steps fail to resolve the problem, reinstall the Performance Center host on the host machine.

- 1** Uninstall Performance Center (**Start > Settings > Control Panel > Add/Remove Programs**). (This is really the Performance Center host.)
- 2** Delete **HKEY_LOCAL_MACHINE\SOFTWARE\Mercury Interactive** from the registry.
- 3** Clean the Performance Center machine, as described in the section about cleaning Performance Center machines in the *HP Performance Center System Configuration and Installation Guide*.
- 4** Re-install the Performance Center host. For more information, see the *HP Performance Center System Configuration and Installation Guide*. Make sure that you install the same version of Performance Center as is installed on your Web server.

Note: Do not install an Performance Center server (such as a Utility Server, Web Server, or File Server) on the same machine as the Performance Center host (such as a data processor, Controller, or load generator).

Unable to Add a Load Generator Due to High Latency

Problem description: You are unable to add a load generator host due to high network latency or the network policy.

You may have a problem adding a host to the Performance Center Administration Site as a load generator if the host has a ping time greater than 50 ms. This applies only to hosts added as load generators.

Troubleshooting

- 1** Create a temporary host location over a firewall.
 - a** On the Host Locations page, click **Add Host Location**.
 - b** In the **Host Location** field, type TempOverFirewall.
 - c** Set **Located over Firewall** to **Yes**. (By using the **Located over Firewall** option, many checks that are performed on host machines will not be performed.)
 - d** Click **OK**.
- 2** Add a new host to the temporary location.
 - a** On the Hosts page, click **Add Host**.
 - b** In the **Name** field, type add.
 - c** In the **Purpose** field, select **Load Generator**.
 - d** From the **Location** list, select **TempOverFirewall**.
 - e** From the **Host Pool** list, select the correct host pool.
 - f** Click **Save**, and then click **OK** to confirm.
 - g** Select the host that was added from the host list.
 - h** Change the location to the correct location. (Placing the host in the over firewall location was done just to bypass some checking that Performance Center does when adding host machines.)
 - i** Click **OK**. In the next two message boxes that are displayed, click **OK**.
- 3** Repeat Step 2 for all load generators that have high network latency.

Problems Changing SiteScope Server in Administration Site

Problem description: You are unable to change the SiteScope server details on the Server Configuration page in the Administration Site (**System Configuration > Server Configuration**). When you type a new SiteScope server in the **SiteScope Server** box and click **Save**, you receive one of the following error messages:

- ▶ Service unavailable
- ▶ An unspecified error occurred while processing your request. Try to refresh your browser or to open another browser instance.

Troubleshooting

- 1** On the Server Configuration page (**System Configuration > Server Configuration**), clear the contents of the **SiteScope Server** box and click **Save**.
- 2** In the **SiteScope Server** box, type the name of the new SiteScope server and click **Save**.

Note: As a result of this action, Performance Center host or server groups may have been created on the new SiteScope server. We recommend that you remove these groups from the SiteScope server.

- 3** Re-enable SiteScope monitoring on the relevant Performance Center hosts and servers.
 - ▶ To enable SiteScope monitoring for a host, open the Hosts page (**Resources > Hosts**), and click the relevant host. In the **Properties** tab, click **Edit** and select **Enable SiteScope Monitoring**.
 - ▶ To enable SiteScope monitoring for a server, open the Servers page (**Resources > Servers**), and click the relevant server. In the **Properties** tab, click **Edit** and select **Enable SiteScope Monitoring**.
- 4** Reconfigure the SiteScope alert settings on the Alerts Configuration page (**System Configuration > Alerts Configuration**).

SiteScope Server Fails to Monitor the MS-SQL Database

When using a SiteScope server to monitor a Performance Center farm working with Microsoft SQL Server 2005, SiteScope fails to monitor the database service.

SiteScope Data		
State	Name	Status
	MEMORY	24% used, 4305MB free, 4.37402 pages/sec
	SERVICE 'RemoteManagement Agent Service'	running
	SERVICE 'MSSQLSERVER'	not installed
	SERVICE 'Performance Center TaskManager Service'	running
	SERVICE 'Performance Center Disk Cleaner'	running

Troubleshooting

This problem is caused due to a discrepancy in the service names between the Microsoft SQL Server 2000 and Microsoft SQL Server 2005. By default, Performance Center is configured with the service name of Microsoft SQL Server 2000.

- 1 If SiteScope was already added to monitor the Performance Center farm, and was enabled to monitor the database server (from the Administrator Site > Servers page), disable SiteScope from monitoring the database server.
- 2 Change the SQL Server's service name in Performance Center by running the following SQL statement on the Performance Center database:

```
UPDATE SiSMonitors SET Instance='SQL Server (MSSQLSERVER)' WHERE Instance='MSSQLSERVER'
```

- 3 Re-enable SiteScope to monitor the database server.

Failure to Add Host

Problem description: Add host fails.

This may occur as a result of any of the following problems:

- Cannot Add Host as a Performance Center Host
- Performance Center Incorrectly Asks for Administrator Account
- System User Passwords Do Not Match
- .NET Framework
- Oracle Database Connection

Cannot Add Host as a Performance Center Host

Problem description: When trying to add a host, you receive an error stating that HP Performance Center cannot identify the host as an Performance Center host.

Troubleshooting

Verify that the **ManagementUtil.exe COM** object is defined as the Performance Center system user.

Performance Center Incorrectly Asks for Administrator Account

Problem description: Failure to add hosts is often mistakenly accompanied by a request for administrator account credentials.

Troubleshooting

- 1** Make sure the Default Web Site directory in IIS is defined with port **80** and **IP address** is set to **(All Unassigned)**.
- 2** Make sure that IIS is configured properly.
 - **IIS 5.0.x:** In the **Default Web Site > PCWS** folder's Properties, make sure that **Application Protection** is set to **High**.

► **IIS 6.0.x:**

- Make sure that **Application Pools > PCWSAppPool** exists. If not, create it with default options.
- In the **Default Web Site > PCWS** folder's Properties, make sure that the application pool selected is **PCWSAppPool**.
- In the Web Service Extensions, make sure that the following are allowed:

Active Server Pages; ASP.NET v2.0.50727; Server Side Includes

If any of them are not allowed, allow them and reset IIS.

- 3** Make sure the **ServerManagerWS** Web Service is available (see “Testing Web Service Connectivity” on page 112).

System User Passwords Do Not Match

The Performance Center system user credentials on the new host machine must be the same as those of the Performance Center system user on the rest of the Performance Center system.

If the system user exists on the host with a different password, Performance Center will not add the host to the system. Before attempting to add a host, Make sure that the credentials match.

.NET Framework

There may be a problem with the .NET Framework installation.

Repair the .NET Framework installation as follows:

- 1** Select **Start > Run**.
- 2** Type the following command:

```
c:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe -i
```

Oracle Database Connection

If you are working with Oracle, this problem might be related to the Oracle database connection.

Verify that the following connection works from the host server machine:

```
% sqlplus <username>/<password>@<connect_string>
```

If the command fails, check the TNS entry on the host machine (in the **<Oracle_client installation directory>\network\admin\tnsnames.ora** file). This should be the same as the TNS entry on the database server (in the **<Oracle_server installation directory>\network\admin\tnsnames.ora** file).

If the TNS entry is different to that of the database server, you need to copy the TNS entry from the database server to the host.

Failure to Reboot Host from Administration Site

Problem description: When a host is rebooted from the Hosts page of the Administration Site, the host has been rebooted, but the host state is not updated accordingly.

Troubleshooting

Reset IIS as follows:

- 1** Select **Start > Run**.
- 2** Type `iisreset`.
- 3** Press **Enter**.

Not Enough Server Storage Available

Problem description: The following error message appears in the Analysis results and Performance Center logs (<Performance Center installation>\orchidtmp\LTLogger\ANALYS~1\log.txt) on the host machine:

"Not enough server storage is available to process this command."

Troubleshooting

This error occurs when the value of the IRPStackSize entry in the machine's registry is too low.

Important: The following procedure contains steps that instruct you how to modify the registry. Serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow each step carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs. For more information about how to back up and restore the registry, see the following article in the Microsoft Knowledge Base: 322756 (<http://support.microsoft.com/kb/322756/>) How to back up and restore the registry in Windows.

To increase the value of the IRPStackSize registry entry:

- 1 Select **Start > Run**, type **regedit**, and click **OK**.
- 2 Locate the following registry subkey:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\LanmanServer\Parameters
```

- 3** If the `IRPStackSize` entry is not present in this subkey:
 - a** From the Edit menu, select **New > DWORD Value**.
 - b** Type `IRPStackSize`, and press `ENTER`.

Note: Type `IRPStackSize` exactly as it appears. The value name is case sensitive.

- 4** Select `IRPStackSize` and, from the Edit menu, select **Modify**.
- 5** In the **Data Value** box, type a higher value, and click **OK**.

Values may range from `0x1` to `0xC`. These values are equivalent to 1 to 12 in decimal notation.

If the problem persists after you have completed this procedure, gradually increase the value of `IRPStackSize` until you find the minimum value that resolves the problem. Using a value that is higher than necessary might waste system resources.

Other factors can also lead to this error message. If problems persist after you have used all the valid values for `IRPStackSize`, restore `IRPStackSize` to its original value, and seek another explanation for the error

11

Troubleshooting WAN Emulation

This chapter provides information on troubleshooting problems related to WAN Emulation.

This chapter includes:

- ▶ WAN Emulation Is Already Running on page 95
- ▶ Duplicate Monitor Graphs with Empty Counters Appear on page 96
- ▶ Load Test is Stuck in init Phase on page 96
- ▶ Cannot Run WAN Emulation on Load Generator That Is Also the Controller on page 97
- ▶ User Site Gets Stuck when Starting Load Test Configured with WAN Emulation on page 97

WAN Emulation Is Already Running

Problem description. If you kill the `LR_Bridge.exe` or `magentproc.exe` processes on a load generator to stop a load test, the next time you define WAN Emulation settings and run a load test on that load generator, you will receive a message that WAN Emulation is already running on it.

Troubleshooting

- ▶ When you kill the processes on a load generator to stop the load test, you must manually terminate the WAN Emulation as well. If you do not manually stop the WAN Emulation and later try to run another load test on the same load generator, the load generator will still be emulated without you being aware of it. We strongly recommend that you manually terminate the WAN Emulation to prevent this scenario.

Duplicate Monitor Graphs with Empty Counters Appear

Problem Description. A duplicate of the Windows Resources monitor appears with empty counters.

Troubleshooting

If you manually add metrics in addition to those that are automatically added, you will see a duplicate of the Windows Resources monitor with empty counters representing the manually added metrics.

Load Test is Stuck in init Phase

Problem description. Load Test is stuck in the **init** phase.

Troubleshooting

- ▶ If you try to run a load test with the WAN Emulation but the 3rd party software is not installed on the load generator, then the load test might get stuck in the **init** phase. In this case, check the 3rd party software error message and consult the relevant 3rd party software installation documentation.
- ▶ If you are working with the WAN Emulator in professional mode, and you specify a location for the **.ntx** file on a machine where there are no Performance Center User privileges, when you try to run the load test it will get stuck during the **init** phase.

When working in professional mode, make sure that **.ntx** file is located on a machine that has Performance Center User privileges.

Cannot Run WAN Emulation on Load Generator That Is Also the Controller

Problem description. You receive an error message that you cannot run WAN Emulation on a load generator that is also the Controller.

Troubleshooting

- Make sure that the option to allow running Vusers on the Controller in the project is disabled.

User Site Gets Stuck when Starting Load Test Configured with WAN Emulation

Problem description. You configure a load test to run with WAN Emulation, but the User Site gets stuck when you start the load test run.

Troubleshooting

- Restart the Controller.

12

Troubleshooting Monitors

This chapter provides information on troubleshooting problems related to Performance Center monitors.

This chapter includes:

- ▶ Cannot Create a Monitor on page 99
- ▶ Cannot Save Measurements on page 101
- ▶ Port Required for J2EE Monitor Is Already Taken on page 102
- ▶ J2EE Monitor Initialization Errors on page 103
- ▶ Cannot Save SiteScope Monitors with Many Counters on page 103

Cannot Create a Monitor

Problem description: You are unable to create a specific monitor.

Troubleshooting

- 1** Make sure that the user trying to access the machine to monitor exists on this machine and has proper privileges. Usually **IUSR_METRO** will be the user attempting to monitor.

For example, if you add the **Windows Resources** monitor, the user **IUSR_METRO** must exist on the machine to be monitored and must have proper access rights.

- 2** Some monitors require certain clients to reside on the Utility Server and the Controller.
 - For BroadVision, JDK must be installed.
 - For WebLogic, JDK and the **weblogic.jar** file must be present.
 - For Oracle, the Oracle Client must be installed.
 - For DB2, the DB2 administrative client must be installed. (OS390 is not supported.)
- 3** Make sure the agent required for a particular monitor is running on the machine that you want to monitor.
- 4** For COM+, make sure that the COM+ probe is running on the machine that you want to monitor.
- 5** Some monitors require access to a particular URL, from both the Performance Center utility server and the Controller, for monitoring purposes.
 - For Apache, this URL is: <http://<server>:<port>/server-status:auto>
 - For Websphere 4.x & 5.x, this URL is: <http://<server>:<port>/wasPerftool/ervlet/perfservlet>

Cannot Save Measurements

Problem description: During configuration of a monitor, after you select the measurements that you want to monitor and you click **Save**, instead of saving the monitor, Performance Center goes back to the Choose Monitor page.

Troubleshooting

This problem usually occurs when you select a large number of measurements. To resolve this issue, you need to increase the value of the **AspMaxRequestEntityAllowed** property in the IIS metabase. This property specifies the maximum number of bytes allowed in the entity body of an ASP request.

Note: For more information about the **AspMaxRequestEntityAllowed** property, see the Microsoft Terminal Services documentation: <http://www.microsoft.com/technet/prodtechnol/WindowsServer2003/Library/IIS/a6401b5e-c902-4035-90aa-ee46c270d357.mspx?mfr=true>, or <http://support.microsoft.com/kb/327659>

To increase the value of the AspMaxRequestEntityAllowed property:

- 1 Run the following command from the command line:

```
cd <IIS_installation_drive>:\inetpub\adminscripts.
```

where **<IIS_installation_drive>** is the hard disk where IIS is installed.

- 2 To view the current value of the **AspMaxRequestEntityAllowed** property, run the following command:

```
cscript adsutil.vbs get w3svc/ASPMaxRequestEntityAllowed.
```

- 3 To increase the value of the **AspMaxRequestEntityAllowed** property, run the following command:

```
cscript adsutil.vbs set w3svc/ASPMaxRequestEntityAllowed <maximum value>.
```

where **<maximum value>** is the maximum value, in bytes, that you want to set for the **AspMaxRequestEntityAllowed** property.

- 4 Run the following command:

```
iisreset.
```

- 5 To verify that the value of the **AspMaxRequestEntityAllowed** property has changed, run the following command again:

```
cscript adsutil.vbs get w3svc/ASPMaxRequestEntityAllowed.
```

Note: If you are still not able to save the measurements in the monitor profile, increase the value of the **AspMaxRequestEntityAllowed** property further.

For more information about this issue, see the Microsoft support Web site: <http://support.microsoft.com/kb/327659>

Port Required for J2EE Monitor Is Already Taken

Problem description: The J2EE monitor communicates with Performance Center, by default, using port 2004 and this port is already taken.

Troubleshooting

Select another port as follows:

- 1 On the application server machine, open the **<J2EE Monitor installation directory>\dat\monitor.properties** file and change the port number specified for the **webserver.monitor.port** property.

- 2 On the Performance Center host machine, open the <Performance Center installation directory>\dat\monitors\xmlmonitorshared.ini file and change the port number specified in `mon_j2ee` section under the `DefaultPort` key.

J2EE Monitor Initialization Errors

Problem description: You are receiving application server initialization errors, such as `UnsupportedClassVersionError`, `NoSuchMethodError`, or `NoClassDefFoundError`.

Troubleshooting

There might be a conflict between the JDK version specified using the J2EE Monitor Initializer, and the actual JDK version used in the application server launch.

Make sure that you selected the correct JDK that is currently being used by the application server. Note that if you switched the application server to work with a different JDK, you must run the J2EE Monitor Initializer again.

Cannot Save SiteScope Monitors with Many Counters

Problem description: You get an error when trying to save a SiteScope monitor profile where the monitor has many counters.

Troubleshooting

This error occurs when there are more than 160 counters on the SiteScope monitor. The error occurs because the value of the IIS parameter, `ASPMAXREQUESTENTITYALLOWED`, which defines the maximum size of the Asp page body section, is not high enough. To solve this error, increase the value of the parameter.

To increase the value of the IIS parameter:

- 1 Log in to the User Site server machine.
- 2 On the Command line, change the directory to the IIS installation directory, `C:\Inetpub\AdminScripts`.

3 Run the following commands from the user server and from the utility

a Check the current parameter value.

```
cscript adsutil.vbs get w3svc/ASPMaxRequestEntityAllowed
```

b Set a higher value for the parameter:

```
cscript adsutil.vbs set w3svc/ASPMaxRequestEntityAllowed 8000000
```

c Check that the parameter value was updated.

```
cscript adsutil.vbs get w3svc/ASPMaxRequestEntityAllowed
```

13

Troubleshooting Web Problems

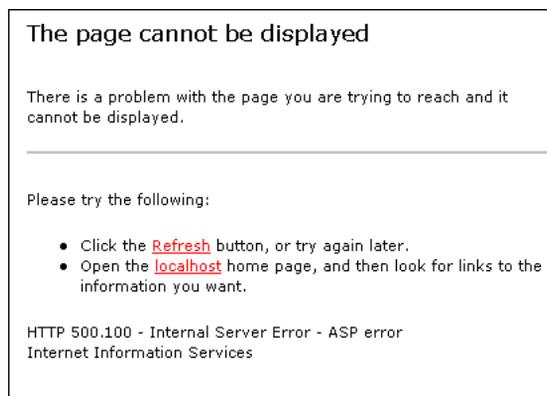
This chapter provides information on troubleshooting Web-related problems.

This chapter includes:

- HTTP 500.x – Internal Server Error on page 105
- Cannot Find Server or DNS Error on page 108
- Maintenance Service Causes IIS Resets on page 109
- HTTP/1.1 100 Continue Randomly Appears on page 109
- Internet Explorer Closes When Selecting Script For Vuser Group on page 110

HTTP 500.x – Internal Server Error

Error message: The page cannot be displayed (HTTP 500.x Internal Server Error).



Troubleshooting

- 1** Reset IIS by choosing **Start > Programs > Administrative Tools > Services**, locating **IIS Admin Service**, and clicking **Restart Service**.
- 2 (IIS 5 only)** If you cannot restart IIS, reboot the machine.
Make sure that both the Administrator Site and the User Site are set to **Application Protection** level **High (isolated)** in the Internet Services Manager. To set the protection level, see “Option 1 (IIS 5 only): Set the Application Protection level to High (isolated)” on page 124.
- 3** Make sure that the anti-virus software is not checking the Performance Center installation directory and sub-directories and thereby causing the error. In addition, make sure that the anti-virus program is not checking the file server directory (generally **LRFS**).
- 4** If you are still receiving an error, perform the following steps to see a more detailed error:

On the client machine:

- a** Open Internet Explorer.
- b** Select **Tools > Internet Options**.
- c** Click the **Advanced** tab.
- d** Under the **Browsing** section, deselect **Show Friendly HTTP Error Messages**.

On the server machine:

- a** Select **Start > Programs > Administrative Tools > Internet Information Services Manager** to open the IIS manager.
- b** Expand **Web Sites**.
- c** Select **Default Web Site**.
- d** Select the virtual directory relevant to the server’s purpose: **Admin** for Administration Site Server, **Loadtest** for User Site Server.
- e** Right click the selected directory and click **Properties**. The <directory> Properties dialog box opens.
- f** Click **Configuration**. The Application Configuration dialog box opens.

- g** Click the **Debugging** tab.
- h** Select **Send detailed ASP error messages to client**.
- i** Click **OK** to close the Application Configuration dialog box.
- j** Click **OK** to close the <directory> Properties dialog box.
- k** Restart IIS by right clicking the server's name in the tree. Select **All tasks > Restart IIS**.

At this point you should have a different, more detailed error message. Try to address the problem indicated in the message, or contact HP Customer Support with this message and all information related to the problem.

Cannot Find Server or DNS Error

Error message: The page cannot be displayed (Cannot find server or DNS Error).

 **The page cannot be displayed**

The page you are looking for is currently unavailable. The Web site might be experiencing technical difficulties, or you may need to adjust your browser settings.

Please try the following:

- Click the  Refresh button, or try again later.
- If you typed the page address in the Address bar, make sure that it is spelled correctly.
- To check your connection settings, click the **Tools** menu, and then click **Internet Options**. On the **Connections** tab, click **Settings**. The settings should match those provided by your local area network (LAN) administrator or Internet service provider (ISP).
- If your Network Administrator has enabled it, Microsoft Windows can examine your network and automatically discover network connection settings. If you would like Windows to try and discover them, click  [Detect Network Settings](#)
- Some sites require 128-bit connection security. Click the **Help** menu and then click **About Internet Explorer** to determine what strength security you have installed.
- If you are trying to reach a secure site, make sure your Security settings can support it. Click the **Tools** menu, and then click **Internet Options**. On the Advanced tab, scroll to the Security section and check settings for SSL 2.0, SSL 3.0, TLS 1.0, PCT 1.0.
- Click the  [Back](#) button to try another link.

Cannot find server or DNS Error
Internet Explorer

Troubleshooting

- 1 Make sure that you entered the correct URL address.
- 2 Verify that you have access to the Web server.
 - Use the ping command if you do not have a firewall blocking ICMP requests to your Web servers.
 - From a command prompt, execute: **ping <Web server>**
 - From a command prompt, execute: **ping <IP Address of Web server>**

- 3 On the Web server, verify that IIS is up and running:
 - a Select **Start > Programs > Administrative Tools > Services**.
 - b Make sure that **IIS Admin Service** is **Started** and that **Startup type** is set to **Automatic**.
 - c Make sure that **World Wide Web Publishing Service** is **Started** and that **Startup type** is set to **Automatic**.
- 4 Reset IIS by choosing **Start > Programs > Administrative Tools > Services**, locating **IIS Admin Service**, and clicking **Restart Service**.

Maintenance Service Causes IIS Resets

Problem description: IIS is reset every 10 minutes by the maintenance service. The maintenance service log shows that the HTTP call to **MemorySize.asp** had a timeout (60 sec.) and after three retries, the service reset IIS (as it was designed to do).

Troubleshooting

Make sure that the Utility Server is not configured to work through a proxy that might block the HTTP call. To disable the proxy setting, search the registry for the key **ProxyEnable** in the Internet Setting folders and set this key to zero.

HTTP/1.1 100 Continue Randomly Appears

Problem description: The message **HTTP/1.1 100 Continue** randomly appears in the middle of a response stream.

Troubleshooting

If you installed the User Site server or Administration Site server on a Windows Server 2003 SP1 machine, download the Microsoft patch from the the Microsoft Support site (<http://support.microsoft.com/kb/898708>). This patch addresses a known Microsoft issue, when running IIS 6.0 on a Windows Server 2003 machine.

Internet Explorer Closes When Selecting Script For Vuser Group

Problem description: When trying to select a script for a new Vuser group, Internet Explorer closes.

Troubleshooting

When you are designing Vuser groups, there must always be at least one available script in the Scripts list. If you try to select a script and the list is empty, it triggers a known defect in IE7 [version 0.5730.13CO], causing the browser to close.

Make sure that at least one Vuser script has been uploaded to the current project.

14

Troubleshooting Web Services

This chapter provides information on troubleshooting Web service-related issues.

This chapter includes:

- ▶ Troubleshooting Web Service Connectivity on page 111
- ▶ Testing Web Service Connectivity on page 112

Troubleshooting Web Service Connectivity

This section provides troubleshooting for Web service connectivity issues.

Important: The following troubleshooting tips apply to the Web service requester agent machine.

After each troubleshooting attempt described below, you can test your Web service connectivity using the test described in “Testing Web Service Connectivity” on page 112.

To troubleshoot Web service connectivity:

- 1** Verify that the PCWS virtual directory exists in IIS.
- 2** If you are using IIS 6, verify that the **ASP.NET V2.0** extension was installed and allowed in IIS.
- 3** If you are using IIS 6, verify that the **PCWSAppPool** application pool is not locked. If it is locked, you can consult the event viewer for an explanation.

- 4 If you are using IIS 5, grant full access permission for **IWAM_<Machine_name>** in the **<Windows directory>\temp** directory.
- 5 Verify that the Performance Center system user exists on the machine.
- 6 Verify that the following policies are defined for the Performance Center system user:
 - Batch logon rights
 - Service logon rights
 - Access this computer from the network

Testing Web Service Connectivity

After you troubleshoot Web service connectivity, you can test your Web service connectivity by trying to access the Performance Center **ConfigWS** Web services on the requester agent machine.

To test Web service connectivity:

- 1 On the requester agent machine, type the following URL:

```
http://<provider agent machine>/PCWS/ConfigWS.asmx
```

- 2 In the **Enter Network Password** box, type your Performance Center system user login details.

The ConfigWS Web service page opens.

Service Descripti'. Below this paragraph is a bulleted list of operations: 'ChangeServerIdentity', 'Create', 'DisposeService', 'InstallWeb', 'InstallWebGraphDir', 'IsAvailable', 'PingService', and 'ResetIIS'. Each item in the list is a blue, underlined link." data-bbox="231 118 898 422"/>

ConfigWS

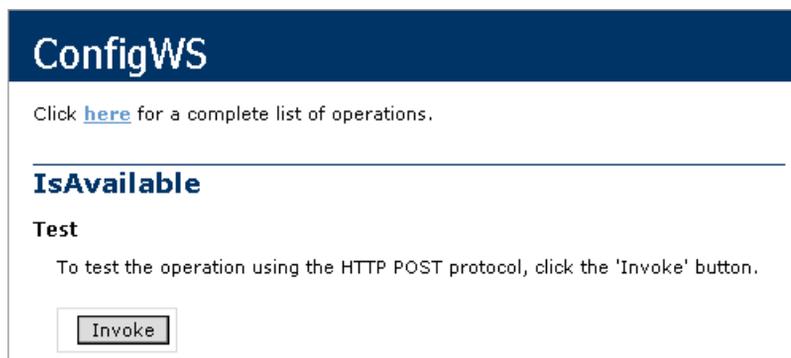
The following operations are supported. For a formal definition, please review the [Service Descripti](#)

- [ChangeServerIdentity](#)
- [Create](#)
- [DisposeService](#)
- [InstallWeb](#)
- [InstallWebGraphDir](#)
- [IsAvailable](#)
- [PingService](#)
- [ResetIIS](#)

Note: If this page does not open, there is still a problem with the Web service connectivity and you should continue to troubleshoot this issue.

3 Click the **IsAvailable** operation.

- 4 On the IsAvailable operation page, click **Invoke**.



If this action returns a value of **True**, the Web service connectivity is operational.

15

Troubleshooting System Identity

This chapter provides information on troubleshooting system identity-related issues.

This chapter includes:

- ▶ Administrator Account Requested on page 115
- ▶ Error in Adding Permissions to Folder/Registry on page 116
- ▶ Identity References Cannot Be Translated on page 116
- ▶ Server/Host Configuration Problems on page 117
- ▶ Admin Tasks Take a Long Time/Time-Out/ ThreadAbortException on page 117
- ▶ Conflicting Credentials when Changing Users on page 118
- ▶ Oracle Database – Cannot Change System User to Non-Admin User on page 118
- ▶ Remote Management Agent Service Disabled After Changing System User on page 119
- ▶ Load Generator Standalone Limitations on page 120

Administrator Account Requested

Problem description: An administrator account is requested even if the Performance Center system user is an administrator.

Troubleshooting

- 1 Verify that you can access the Web service using the browser.
- 2 Verify that the system user exists on the machine.
- 3 Check whether the **ASP.NET V2.0** extension was installed and allowed in IIS.
- 4 Verify that you have the **PCWS** virtual directory.

Error in Adding Permissions to Folder/Registry

Problem description: You receive an error when adding permissions to one of the file/folders or registry keys.

Troubleshooting

- 1 Try to reconfigure the use case again (by clicking the **Reconfigure** button in the System Identity utility).
- 2 Reboot the machine and click the **Reconfigure** button in the System Identity utility.
- 3 Clean out all the unrecognized users from the folder/registry.

Identity References Cannot Be Translated

Error message: Some or all identity references could not be translated.

Problem description: You receive the above error in trying to configure the system.

Troubleshooting

- 1 Verify that the configuration user is not the same user with which you are logged in to the system. If you are logged in to the system with the configuration user, log off and then log in again with a different user.
- 2 Reset IIS on the machine on which you received the error.

Server/Host Configuration Problems

Error message: System.Web.Services.Protocols.SoapException: Server was unable to process request. Unable to generate a temporary class.

Problem description: This error can occur when trying to configure a server or host using the System Identity utility.

Troubleshooting

Grant full access permission for the IWAM_<Machine_name> user in the <Windows directory>\temp directory.

Admin Tasks Take a Long Time/Time-Out/ ThreadAbortException

Problem description: In the following cases, a time-out event or ThreadAbort exception occurs or the action takes a long time:

- The system user is a non-administrative user (lockdown) and you try to add a host.
- The system user is an administrative user and you try to change it to a non-administrative (lockdown) user.

Troubleshooting

Click **Reconfigure** to configure the system user again.

If the problem persists:

In “lock-down mode,” permissions are granted to specific directories, files, and registry keys that Performance Center requires in order to run. Check the **Security** tab of these resources for deleted users/groups (SIDs). These deleted SIDs increase the time it takes to perform tasks such as granting permissions to a resource. To reduce the performance time for these tasks, clean out all the deleted SIDs.

If the problem still persists, you need to configure the system user manually. For details, see the section about configuring the Performance Center system user manually in the *HP Performance Center Administrator Guide*.

Conflicting Credentials when Changing Users

Error message: The credentials supplied conflict with an existing set of credentials.

Problem description: This error can occur when using the System Identity utility to change the system user.

Troubleshooting

Verify that the configuration user is not the same user with which you are logged in to the system. If you are logged on to the system with the configuration user, log off and then log on again with a different user.

Note: This problem may be caused due to a Microsoft limitation. For more information, see the Microsoft TechNet Web site (<http://www.microsoft.com/technet/prodtechnol/windows2000serv/reskit/w2000Msgs/3860.mspix?mfr=true>).

Oracle Database – Cannot Change System User to Non-Admin User

Problem description: When working with an Oracle database, you cannot change the system user to a non-administrative system user.

Troubleshooting

Before changing the system user to a non-administrative user, you need to disable the Oracle Client's **SQLNET Authentication Services** option on each of the Performance Center servers and hosts.

To disable the SQLNET Authentication Services option:

- 1 Open the <Oracle installation directory>\network\admin\sqlnet.ora file and locate the following line:

```
SQLNET.AUTHENTICATION_SERVICES = (NTS)
```

- 2 At the beginning of this line, insert a # symbol.
- 3 Save the file.

Remote Management Agent Service Disabled After Changing System User

Problem description: After you change the system user to a non-administrative system user, the Remote Management Agent service is disabled.

Troubleshooting

You need to remove the service and restart it with the new Performance Center system user's credentials.

- 1 Restart the machine.
- 2 Run the Remote Management Agent service using the following command:

```
%installation folder%\al_agent\bin\alagentservice.exe -remove
```

```
%installation folder%\al_agent\bin\alagentservice.exe -install username password
```

where **username** and **password** are those of the Performance Center system user.

Load Generator Standalone Limitations

This section specifies a number of scenarios of changing the system user, and the load generator standalone limitations associated with each scenario.

Scenario 1

- You changed the system user for all servers and hosts in the Performance Center environment.
- You did not add the changed user manually to Load Generator machine.
- The default Performance Center system user, **IUSR_METRO**, exists on the Load Generator machine.

Feature	Availability
Sitescope monitoring	Works with IUSR_METRO credentials
Default load test monitoring	Does not work
Remote management (reboot and install patch)	Works with IUSR_METRO credentials (type username and password upon request)

Scenario 2

- You changed the system user for all servers and hosts in the Performance Center environment.
- You added the changed user manually to the Load Generator machine.
- The default Performance Center system user, **IUSR_METRO**, exists on the Load Generator machine.

Feature	Availability
Sitescope monitoring	Works with IUSR_METRO credentials
Default load test monitoring	Works with changed user credentials
Remote management (reboot and install patch)	Works with IUSR_METRO credentials (type username and password upon request)

Scenario 3

- You changed the system user for all servers and hosts in the Performance Center environment.
- You added the changed user manually to the Load Generator machine.
- You removed the default Performance Center system user, **IUSR_METRO**, from the Load Generator machine.

Feature	Availability
Sitescope monitoring	Does not work
Default load test monitoring	Works with changed user credentials
Remote management (reboot and install patch)	Does not work Workaround: Remove service and reinstall service with changed user credentials. For details, see “Remote Management Agent Service Disabled After Changing System User” on page 119.

16

Troubleshooting Databases

This chapter provides information on troubleshooting problems that occur with database in the Performance Center system.

This chapter includes:

- ▶ Login to Oracle Database Server Hangs on page 124
- ▶ Login to Database Server Fails on page 126
- ▶ Database/User Schema Creation Fails on page 128
- ▶ Warning Message Received During MS-QL Database Migration on page 129
- ▶ Conflict Warnings Received During Database Migration on page 129

Login to Oracle Database Server Hangs

Error message: Trying to log on to database server.

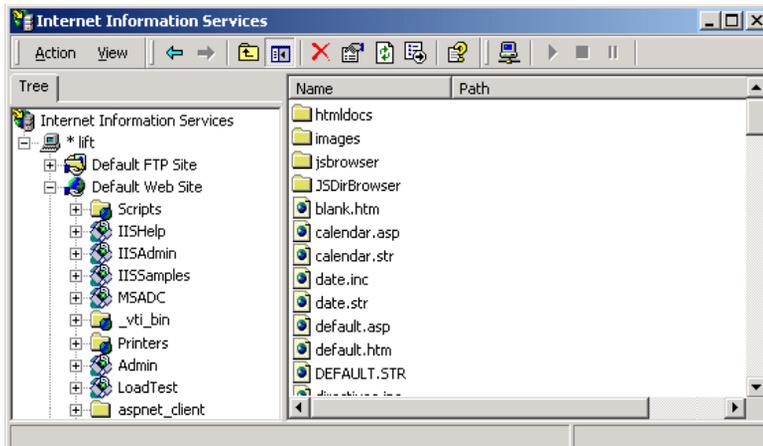
Troubleshooting

- **Option 1 (IIS 5 only): Set the Application Protection level to High (isolated)**

Make sure that the **Application Protection** level is set to **High (isolated)** in the Internet Services Manager in both the Administration Site and User Site.

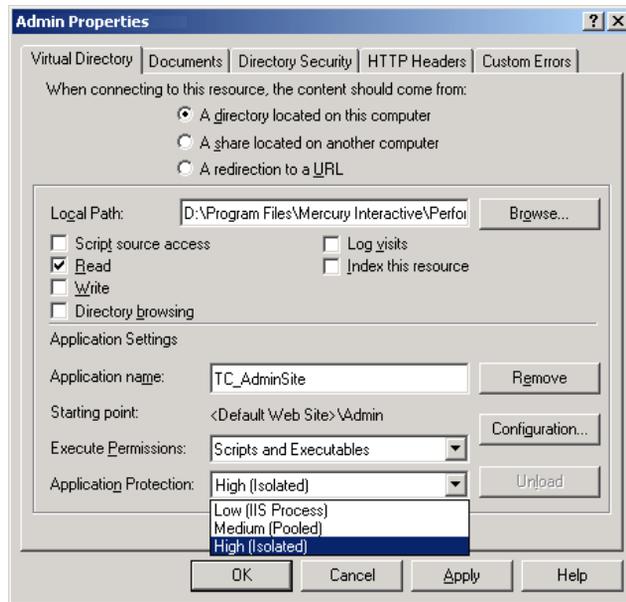
To set the application protection level:

- 1 Select **Start > Programs > Administrative Tools > Internet Services Manager**. The Internet Information Services dialog box opens.



- 2 In the Tree directory, expand **Default Web Site** and right-click **Admin**. Click **Properties** to open the Admin Properties dialog box.
- 3 Click the **Virtual Directory** tab.

4 In the **Application Protection** box, select **High (Isolated)**.



5 Repeat steps 2 through 4 for the User Site. In step 2, right-click **LoadTest** instead of **Admin**.

Option 2: Set the Correct Permissions Level for the IWAM_<SERVER> user

Problems with logging on might be caused by a permissions level problem with the **IWAM_<SERVER>** user. By default, this account is set to the **Guest** permissions level. However, the **IWAM_<SERVER>** user must have read/execute privileges on the Oracle home directory and all of its sub-directories.

To set the correct permissions level:

- 1** In Windows Explorer, right-click the Oracle home directory and select **Properties**.
- 2** Click the **Security** tab.
- 3** Click **Add** and add the **IWAM_<SERVER>** user.
- 4** Check **Read & Execute**.
- 5** Click **OK**.

Login to Database Server Fails

Error message: Operation terminated. Error description: Login to the database server failed. Check if user name and password are correct.

Troubleshooting

- 1 Verify that the database server host name, type, user name, and password are correct. Consult your database administrator if you are unsure.
- 2 Check whether you can connect to the database server from the Administration Site server using the command line SQL client:
 - **For MS SQL Server:**

```
% osql -U <username> -P <password> -S <serverID>
```

For example:

```
% osql -U sa -P manager -S DBSERVER\LRTCDB
```

If your Microsoft SQL Server is configured with integrated security, make sure that the Microsoft SQL Server has an operating system account for **IUSR_METRO** (password: **MIOrchid#1**), and is allowed access to the database. **IUSR_METRO** is the default account under which the Performance Center Web server runs.

- **For Oracle Server:**

```
% sqlplus <username>/<password>@<connect_string>
```

For example:

```
% sqlplus system/manager@LRTCORA
```

If the above command fails, check your TNS entry in the **<Oracle installation directory>\network\admin\tnsnames.ora** file.

An example of a TNS entry is shown below:

```
LRTCORA =
(DESCRIPTION =
  (ADDRESS_LIST =
    (ADDRESS = (PROTOCOL = TCP)(HOST = TCDBSERVER)(PORT 1521))
  )
(CONNECT_DATA =
  (SERVICE_NAME =LRTCORA)
)
)
```

- 3 Test the ADODB connectivity to the database:
 - a Download the **TclIN_AdoDBTester.exe** utility from the HP Software Support site's Self-solve Knowledge Search (<http://support.openview.hp.com/selfsolve/documents>) (ID: **39475**).
 - b Run the utility to test the ADODB connectivity to the database.
 - Update the **username**, **password**, and **server** fields in the connection string:
 - For MS SQL Server, use the Provider=SQLOLEDB.1;... connection string.
 - For Oracle Server, use the Provider=MSAORA.1;... connection string.
 - Set a valid SQL statement (based on current database tables).
 - Execute the statement and check the response. If an error occurs, address the error message appropriately.
- 4 If you are working with Oracle Server, check that Oracle Client is installed properly:
 - a Check whether the **ORACLE_HOME** registry entry under [**HKEY_LOCAL_MACHINE\Software\Oracle**] is correct. It should be pointing to the Oracle Client installation.
 - b Remove **SQLPLUS.EXE** from the <**Performance Center installation directory**>\DB directory.
- 5 Verify that the version of MDAC is at least 2.8 SP1.

- 6 Verify that the database or user schema was actually created by checking whether the **db_results.txt** file exists in the **%temp%** directory of the Administration Site server. Note that this file is available only after system configuration. In addition, you can check whether the **MI_LRDB** database or user schema exists by logging in to the database/user schema.

Note: If you are able to log on to the User Site after system configuration, the database or user schema was most likely created properly.

Database/User Schema Creation Fails

Problem description: You cannot create a Performance Center database or user schema.

Troubleshooting

Try to create the database or user schema by running the SQL files located in the **DbSetup** directory of the Administration Site server.

- For MS SQL Server, run **TestCenter.sql** to create the database and **InitDefinitions.sql** to initialize the tables.
- For Oracle Server, run **TC_oracle.sql** to create the user schema and **InitDataOracle.sql** to initialize the tables.

Warning Message Received During MS-QL Database Migration

Problem description: The following warning message appears in the log file <DB_Migration_directory>\PC_V9_1.log when performing an MS-QL database migration:

```
Warning: The table 'Companies' has been created but its maximum row size (8227)
exceeds the maximum number of bytes per row (8060). INSERT or UPDATE of a row in
this table will fail if the resulting row length exceeds 8060 bytes.
```

Troubleshooting

This message is related to a size limit that is related to the Project Options. Since this size limit will not be utilized, you can disregard this message.

Conflict Warnings Received During Database Migration

Problem description: The following messages might appear in the log file <DB_Migration_directory>\PC_V9_0.log when performing a database migration:

```
DELETE statement conflicted with COLUMN REFERENCE constraint
'FK_ResultTransactions_RunPublishedResults'.
The conflict occurred in database 'MI_LRDB', table 'DashboardResultTransactions',
column 'RunResultId'.
```

```
DELETE statement conflicted with COLUMN REFERENCE constraint
'FK_GoalTransactions_TestGoals'.
The conflict occurred in database 'MI_LRDB', table 'DashboardGoalTransactions',
column 'TestGoalId'.
```

Troubleshooting

These messages appear when performing database migration of Performance Center 8.14 and earlier. These warnings relate to features that are no longer relevant in the current version of Performance Center. You can disregard these messages.

17

Troubleshooting Accessing the Performance Center Sites

This chapter provides information on troubleshooting Web-related problems.

This chapter includes:

- ▶ Login Fails on page 131
- ▶ User Site Does Not Exist After Initial Configuration on page 133
- ▶ Unable to Log In to the Administration/User Site on page 134
- ▶ Administration Site Page Cannot Be Displayed on page 135
- ▶ Cannot Connect to Administration or User Site on page 136

Login Fails

Logging in to Performance Center fails in the following cases:

- ▶ “New Users Cannot Log In to Performance Center” on page 132
- ▶ “Cannot Log In to Performance Center with Any User or Administrator Account” on page 132

New Users Cannot Log In to Performance Center

Problem description: New users cannot log in to Performance Center. Get the following error: **The system could not retrieve your personal information. Please contact your administrator.**

Troubleshooting

This usually happens after upgrading the database.

Make sure that the **Default** project exists in Performance Center and is enabled.

- 1 Open the database, and locate the Companies table.
- 2 Make sure that for **Default** project, **state** is set to **1**.

If not, run the following line on the database:

```
update MI_LRDB.companies set state=1 where companyID=1
```

Cannot Log In to Performance Center with Any User or Administrator Account

Problem description: You cannot log in to Performance Center with any user or administrator account.

Troubleshooting

- 1 Make sure that you type the correct user name and password. The password is case-sensitive. The default administrator account is **Admin, Admin**.
- 2 There may be a problem with the encryption and decryption of the password.
 - ▶ Open **Documents And Settings\All Users\Application Data\Microsoft\Crypto\RSA\MachineKeys** and delete the entry that begins with **f9416f003254e610da1f9bad8e4c383_**.
 - ▶ Restart IIS. Select **Start > Programs > Administrative Tools > Services**. Select **IIS Admin Service** and click **Restart Service**.

- 3 Make sure that both the Administration Site and the User Site are configured to run with the same account credentials as the Performance Center Web services virtual directories. For more information about troubleshooting Web services, see the relevant section in the *HP Performance Center Administrator Guide*.
- 4 Check that you are able to connect to the database server from the Utility Server and the Web Server. Download the **TclIN_AdoDBTester.exe** utility from the HP Software Support site's Self-solve Knowledge Search (<http://support.openview.hp.com/selfsolve/documents>) (ID: **39475**).
- 5 Make sure that the maximum number of connections to the database server has not been exceeded. Run **Perfmon.exe** or the database server's management tool to verify the number of connections. You should contact your database administrator if you need further assistance.

User Site Does Not Exist After Initial Configuration

Error message: 'Page Not Found' (displayed in browser).

Problem description: After the initial configuration of Performance Center (using <http://<servername>/admin/initialfs.htm>), the Performance Center User Site is created through the Server Configuration page in the Administration Site (**System Configuration > Server Configuration**). In this case, after the User Site (<http://<servername>/LoadTest>) has been created, it does not exist on the Performance Center server.

Troubleshooting

If the Performance Center Web server was corrupted or reinstalled, launch Internet Service Manager and check if the **LoadTest** virtual directory is defined.

- 1 If **LoadTest** is defined, but points to the wrong directory, delete the **LoadTest** virtual directory and continue with the following step.

If **LoadTest** is not defined, log in to the Performance Center Administration Site and check if an entry exists for **User Site Servers** on the Server Configuration page (under **System Configuration > Server Configuration**). If the name of the server is not displayed under **User Site Servers**, add it and save your changes. Try to log in to the User Site (<http://<servername>/loadtest>).

- 2 From the User Site machine, connect to the database or user schema using Microsoft SQL, Oracle Enterprise Manager, or any SQL client and check the **Web Server** entry in the **GlobalData** table of the **MI_LRDB** **tablespace/database**. If the **Web Server** entry contains the name of the server on which you want to install the Performance Center User Site, remove the server name.
- 3 Log in to the Performance Center Administration Site and define **User Site Servers** on the Server Configuration page (under **System Configuration > Server Configuration**).

Unable to Log In to the Administration/User Site

Problem description: You are unable to log in to the Administration Site or the User Site. The system appears to “spin.”

Troubleshooting

- 1 (**IIS 5 only**) Make sure that both the Administration Site and the User Site are set to **Application Protection** level **High (isolated)** in the Internet Services Manager. For more information, see “Option 1 (IIS 5 only): Set the Application Protection level to High (isolated)” on page 124.

- 2 Make sure that the permissions level for the **IWAM_<SERVER>** user is set correctly. For more information, see “Option 2: Set the Correct Permissions Level for the IWAM_<SERVER> user” on page 125.
- 3 Make sure that the IWAM password for the IIS account is synced. If this is the first time you are logging in after installing Performance Center, the installation might have been corrupted due to IIS configuration problems. This can happen when installing a Windows service pack and/or updates before IIS is installed. In this case IIS is not updated (this is a Microsoft limitation). For more information, see “Error: Method ~ of object ~ Failed During Installation” on page 20.

Administration Site Page Cannot Be Displayed

Problem description: You receive an error message indicating that the Administration Site page cannot be displayed, or the Administration Site is not displayed correctly.

Troubleshooting

- If the Administration Site is not displaying correctly, recreate the Administration Site by running **<Performance Center installation directory>\bin\AdminInstaller.exe1**
- If you receive an error that the page cannot be displayed:
 - a Close the current browser. Relaunch the browser and try to open the Administration Site again.
 - b Select **Tools > Internet Options** from the menu. In the **General** tab, click **Settings**. In the **Check for newer versions of stored pages** section, make sure that the **Every visit to the page** option is selected.
 - c Clear the browser cache and cookies.
 - d If the problem is still not resolved, try to open the Administration Site from a different machine.
 - e Reset IIS by choosing **Start > Programs > Administrative Tools > Services**, locating **IIS Admin Service**, and clicking **Restart Service**.

Cannot Connect to Administration or User Site

Problem description: When trying to connect to the Administration or User Site Web servers, you receive a **Service unavailable** or **You are not authorized to view this page** error message.

Troubleshooting

- 1** Verify that the Administration Site virtual directory user exists.
- 2** Verify that the user has all the required policies.
- 3** Verify that the application pool is not locked. If it is, consult the event viewer for an explanation.
- 4** Verify that the security policy configuration of the customer domain is compatible with the the configuration of your Performance Center environment.

18

General Troubleshooting

This chapter provides information on general troubleshooting problems.

This chapter includes:

- ▶ Problem Related to Data Execution Prevention (DEP) on page 137
- ▶ Reserved Timeslots are Not Displayed in the Calendar View on page 138
- ▶ Problems Configuring Performance Center to Work with HTTPS on page 138
- ▶ Performance Center Pages Are Blocked when Using Internet Explorer 6 on Machine with Skype on page 140
- ▶ Performance Center Machine's CPU Usage Reaches 100% on page 142
- ▶ Results Displayed Incorrectly in Standalone Analysis on page 143
- ▶ When Opening Host Security Manager Get Unhandled Exception on page 143

Problem Related to Data Execution Prevention (DEP)

Problem description: When rebooting a Windows XP SP2 or Windows 2003 machine, you might receive an error message related to Data Execution Prevention (DEP).

Troubleshooting

Modify the Windows DEP settings as follows:

- 1** Open **Start > Control Panel > System**.
- 2** In the Advanced tab, click **Performance settings**.

- 3** In the Performance Options Data Execution Prevention tab, select the first option, **DEP for essential services only**.

If you cannot change this option, click **Add**. Browse to the client program, for example IEXPLORE.EXE.

If neither of these options are possible, try to disable DEP completely.

- a** In the Control Panel, click the **Advanced** tab under **System** section.
 - b** Under **Startup and Recovery**, click **Edit**.
 - c** Replace **NoExecute=OptOut** with **NoExecute=AlwaysOff**.
- 4** Click **OK** to save the settings.
 - 5** Reboot the machine.

Reserved Timeslots are Not Displayed in the Calendar View

Problem: Reserved timeslots are not displayed in the calendar view.

Troubleshooting

When working on non-English environments, the calendar view does not display reserved timeslots.

Workaround: If you are working on a non-English environment, and you want to view reserved timeslots, log in to the User Site server as a Performance Center system user (for example, IUSR_METRO) and set the regional settings to English.

Problems Configuring Performance Center to Work with HTTPS

Problem description: Unable to configure Performance Center to work with HTTPS. The Windows Event Viewer might display one of the following errors:

- **Unable to bind to the underlying transport for 0.0.0.0:443. The IP Listen-Only list may contain a reference to an interface which may not exist on this machine. The data field contains the error number.**
- **Cannot register the URL prefix 'https://*:443/LoadTest/' for site '1'. The site has been deactivated.**

When you try to start IIS, you get the following pop-up error: **The process cannot access the file because it is being used by another process.**

Troubleshooting

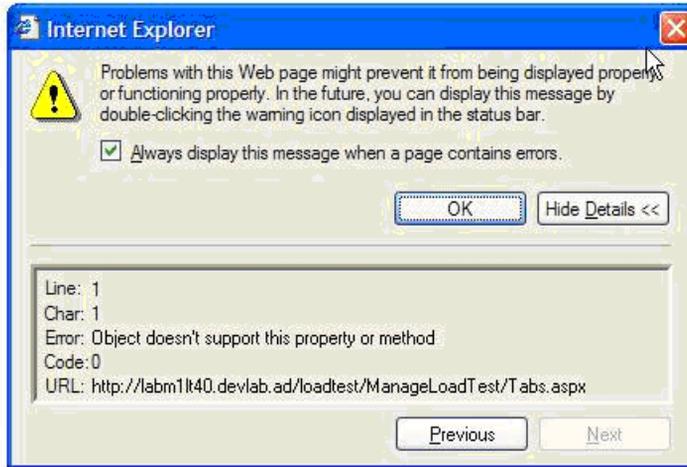
Performance Center utilizes port 443 for some of its own features. To enable working with HTTPS, you must to assign a different port to the `al_agent_service` service.

To assign a different port:

- 1** Open `<PC installation directory>\al_agent\dat\mdrv.dat`.
- 2** Locate the `[launcher]` section and add `OFWPort=<port>`, where `port` is the port number you want to open.
- 3** Save and close the file.
- 4** Open `< PC installation directory >\al_agent\dat\channel_configure.dat`.
- 5** Locate the `[General]` section and add `OFWPort=<port>`, where `port` is the port number you want to open.
- 6** Save and close the file.
- 7** Restart the `al_agent_service` service.

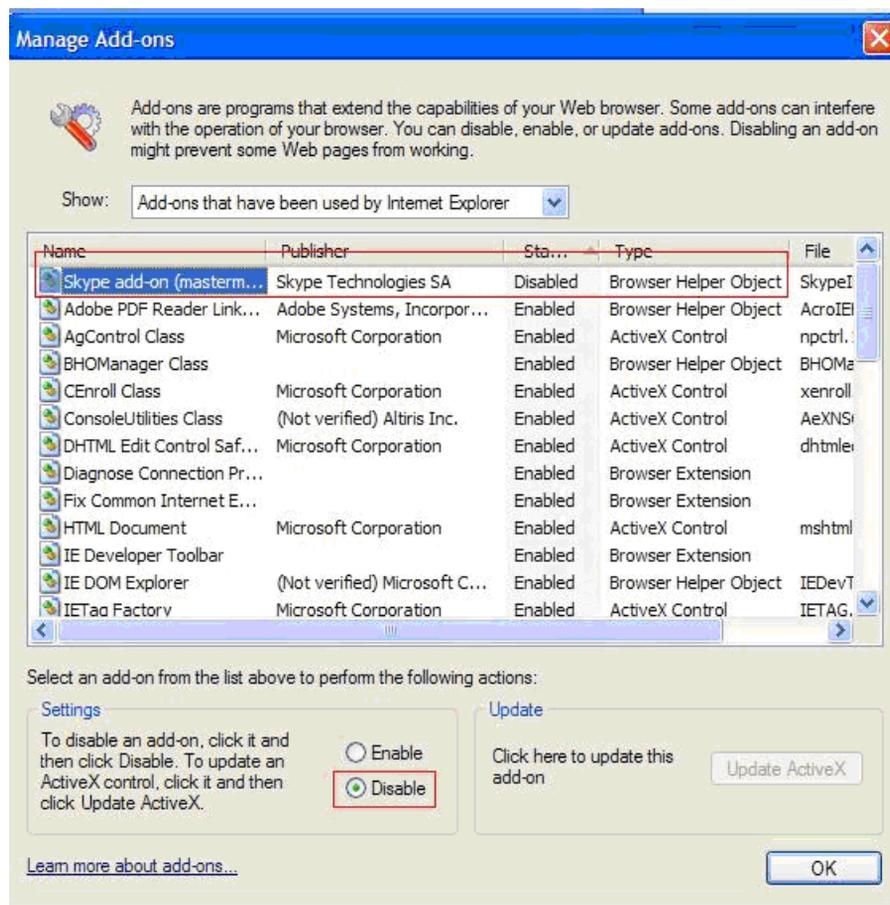
Performance Center Pages Are Blocked when Using Internet Explorer 6 on Machine with Skype

Problem description: Some of the Performance Center pages (Reports, Load Test configuration) are blocked. Get the following message:



Troubleshooting

Remove the Skype explorer add-on.



Performance Center Machine's CPU Usage Reaches 100%

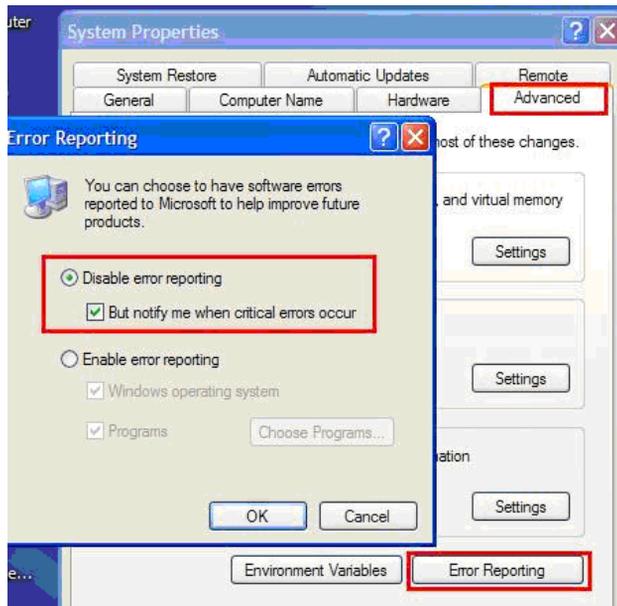
Problem description: On one of the Performance Center machines the CPU usage reaches 100% with extensive use of DW20.EXE - the **Microsoft Error Reporting** option. (For more details, see <http://blogs.orcsweb.com/rick/archive/2007/02/15/error-reporting-and-dw20-exe.aspx>.)

Troubleshooting

Disable the **Error Reporting** option on all Performance Center machines.

To disable Error Reporting:

- 1 Open System Properties (**Start > Control Panel > System**).
- 2 On the **Advanced** tab, click **Error Reporting**.
- 3 Select **Disable error reporting**.



Results Displayed Incorrectly in Standalone Analysis

Problem description: When opening analysis results in Standalone Analysis transaction IDs appear where the transaction names should appear.

Troubleshooting

This problem is related to the version of Analysis. Results created with Performance Center 9.5 have to be analyzed and viewed with Analysis 9.5. Make sure all Performance Center components are of the same version.

When Opening Host Security Manager Get Unhandled Exception

Problem description: On the Administration Site server, when you open Host Security Manager for the first time, a message displays the following exception: **Unhandled exception has occurred....**

Troubleshooting

Click **Continue** to close the message window.

19

Performance Center Processes and Services

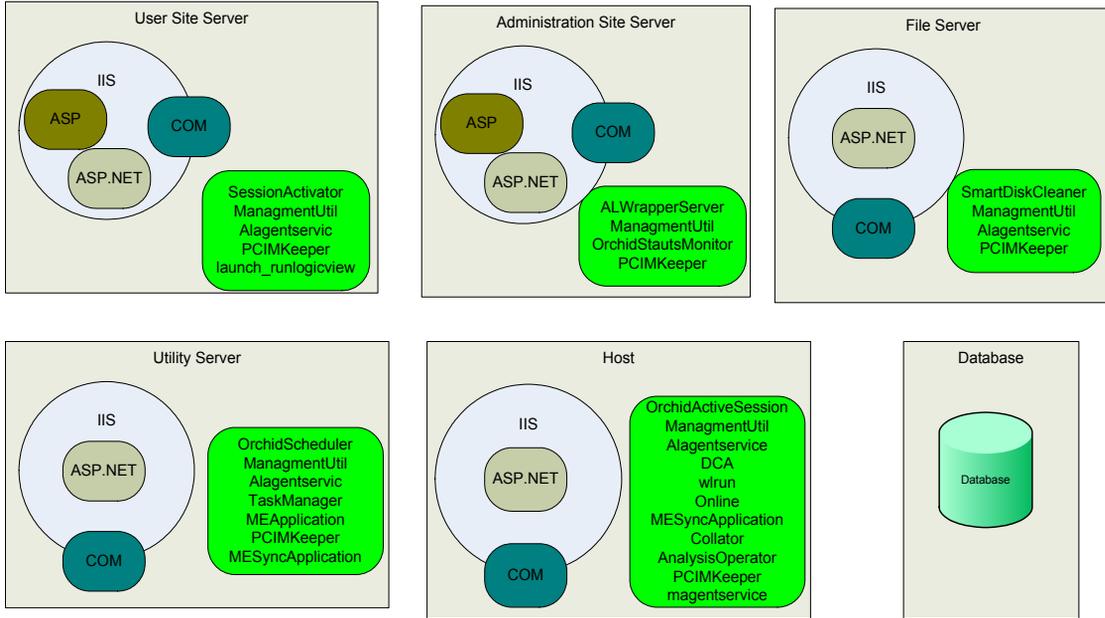
Each server runs various components or services based on its particular function within the Performance Center system. This chapter provides information about these processes and services.

This chapter includes:

- Processes and Services Diagram on page 146
- Performance Center Processes on page 147
- Performance Center Services on page 148

Processes and Services Diagram

The following diagram contains a list of processes on each Performance Center component.



Performance Center Processes

The following table provides basic information about Performance Center processes and their purpose within the Performance Center system.

Name	Runs on	Purpose
ALWrapperServer	Administration Site	Used by Performance Center as a container and manager of all tasks related to: <ul style="list-style-type: none"> ▶ Patch installation ▶ Reboot remote machines ▶ Retrieve installed HP products from remote machines
AnalysisOperator	Host (Controller)	Invokes the AnalysisManager (that retrieves the data from the Controller and builds the graphs), zips the data and saves it in the File Server
Collator(1)	Host (Controller)	Invokes the component that collates the results from the load generator machines
launch_runlogicview	User Site	Used by the run-time settings (RTS) run logic feature
ManagementUtil	All machines	Responsible for the entire system configuration
MEApplication	Utility Server	Used for offline monitors configuration
MESyncApplication	Utility Server and Host	Used for offline monitors configuration
online	Host (Controller)	responsible for run-time information collection

Name	Runs on	Purpose
OrchidActiveSession	Host (Controller)	Retrieves all the required run details from the database, launches the Controller and provides it with run details, and passes the run data to the Web Server
OrchidInstallationUtil. PdhChecker	All machines	Running on all machines during installation, it checks the PDH version on the machine
PCImkeeper	All machines	Saves references to COM objects that are running on each machine
SessionObject Activator	User Site	Writes all run details to the database, and invokes the OrchidActiveSession
wlrun	Host (Controller)	The Controller

Performance Center Services

The following table provides basic information about Performance Center services and their purpose within the Performance Center system.

Name	Process Name	Runs on	Purpose
DataCollection Agent (DCA)	datacollection agent	Host	Collects system resources utilization to avoid over utilization during load tests execution. Also used for updating the routing table in the IP target feature. Runs under system account.
Performance Center Agent Service	magentservice	Host	Enables connection from Controller machines to load generators in order to execute Vusers on the load generators

Name	Process Name	Runs on	Purpose
Performance Center Disk Cleaner	SmartDiskCleaner	File Server	Cleans the File Server of unnecessary files. Runs under system account.
Performance Center Scheduler	OrchidScheduler	Utility Server	Initiates auto run load test. Runs under system account.
Performance Center Status Monitor	OrchidStatusMonitor	Admin Site	Retrieves machine status from SiteScope and updates the database. Runs under system account.
Performance Center Task Manager Service	TaskManager	Utility Server	Provides a monitoring service that checks memory usage and IIS server status and validates the status of hosts and runs. Whenever one of these problems are detected, this service activates a task to resolve it. Also responsible for deleting temporary results after collation.
RemoteManagement Agent	alagentservice	All machines except Admin Site	Responsible for rebooting and installing patches on remote machines, remotely configuring over firewall settings, and providing information about the installed Performance Center components (in the Hosts > Properties tab). Runs under system account.
Performance Center Trending	Mercury.PC.Trending.Publish.WindowsService	Utility Server	Trending feature.

20

Performance Center Communication Flow

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

This chapter includes detailed information about the communication paths and protocols of the Performance Center system.

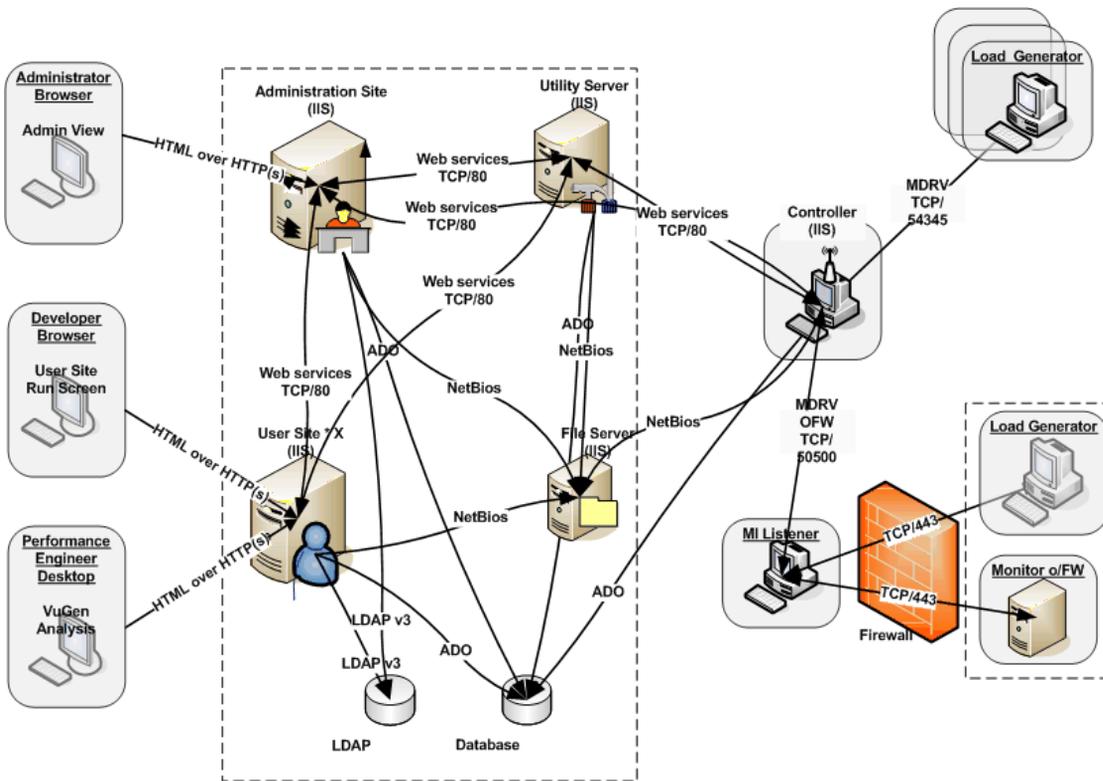
This chapter includes:

- Advanced Communication Diagrams on page 152
- Ports and Protocols on page 154

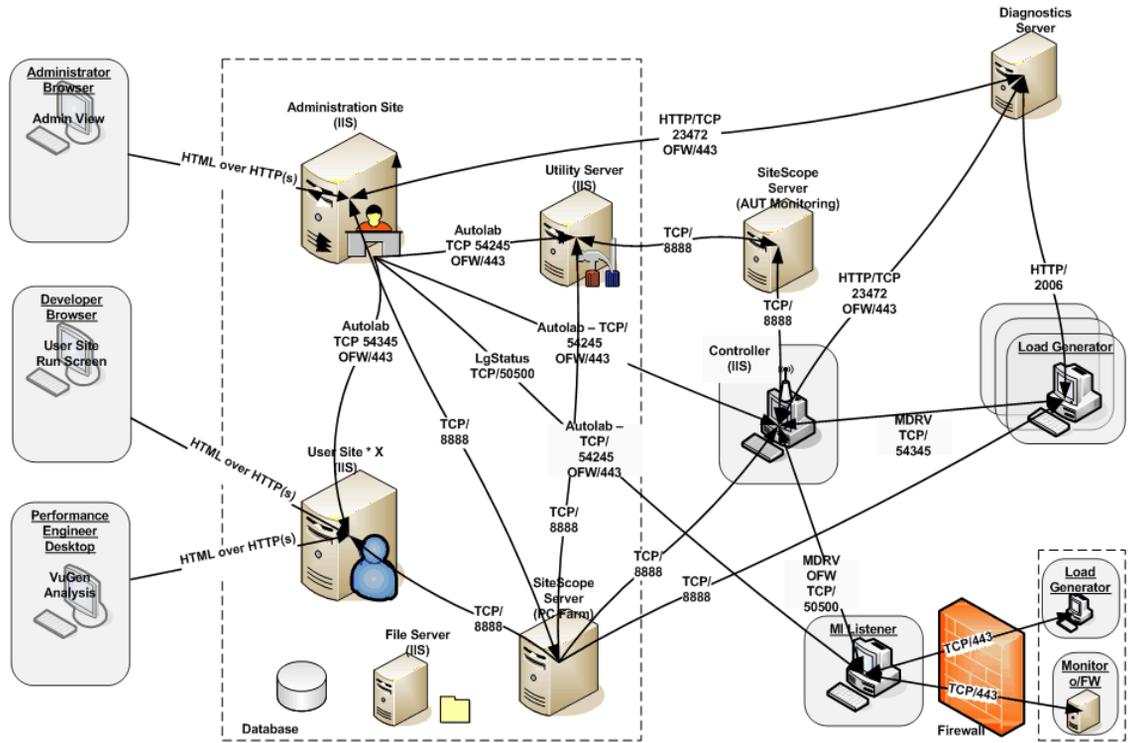
Advanced Communication Diagrams

This section includes detailed communication diagrams that illustrate the communication flow of the Performance Center system components.

Performance Center Components: Basic Communication Flow



Performance Center Components: Advanced Communication Flow



Ports and Protocols

The following table describes the communication protocols and ports used in the Performance Center system.

Protocol	Ports	Comments
NetBIOS	UDP/137	NetBIOS Name Service
	UDP/138	NetBIOS datagram service
	TCP/139	NetBIOS session service
	445	Microsoft-DS Active Directory
HTTPS	TCP/443	OFW connection between MListner and LG/Autolab
HTTP	TCP/80	Web Services
ADO - SQL	TCP/1433 or user-defined TCP/1521 or user-defined	The database server opens a connection back to the client via a dynamic port (1024 and above)
TCP	50500	OFW connection between PC/Controller and MListner
TCP	50500	LGstatus between Admin and MListner
TCP	54245	Autolab agent. Connection between Admin Server and Performance Center components
TCP	54345	Load Generator - Controller connection
HTTP/HTTPS	TCP/8888	SiteScope
HTTP	TCP/23472 (443)	Host, Admin Site - Diagnostic Server
	2006	Load Generator - Diagnostic Server

Protocol	Ports	Comments
Data Collection Agent	3333	
Standard TCP	5002, 5001	
OCI	TCP/UDP Ports: 1525, 1527	
ODBC	TCP/UDP Ports: 1433, 1434	

