

HP Performance Agent Deployables

for the Windows® operating system

Software Version: 9.00, for Operations Manager for Windows, 8.10

Installation Guide

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In This Version

About This Guide

This install guide provides instructions to install HP Performance Agent deployables on a Windows management server and console.

HP Performance Agent, version 5.00 can be integrated with HP Operations Manager (HPOM) for Windows, version 8.10. You can deploy HP Performance Agent from the HP Operations Manager console. You can also centrally control and configure HP Performance Agent from the HP Operations Manager for Windows.



HP Performance Agent deployables version 9.00 does not include Performance Agent for Tru64.

Installation Prerequisite

Before installing the HP Performance Agent deployables, ensure that the HPOM for Windows, version 8.10, management server is installed on the system.

Installation Requirements

Before installing the HP Performance Agent deployables package, make sure that your system meets the following requirements:

Hardware Requirements

Management server: Disk space of 1.50 GB required on the OvDataDir drive.

Managed node: Disk space of 900 MB required in the \tmp directory.

Supported HP Performance Agent Platforms

HP Performance Agent is supported on the following platforms:

Table 1

Platforms	Supported Performance Agent versions
Windows	5.00
HP-UX	5.00
Solaris	5.00
AIX	5.00
Linux	5.00



The deployment of HP Performance Agent is supported only for Operations Manager for Windows HTTPS Agent.

Supported Tools

HP Performance Agent deployables provides tools to centrally manage Performance Agent installed on the managed nodes. The following table describes the tools supported in this release:

Table 2

Tools	Description
Start	Lets you to start Performance Agent on the managed node
Stop	Lets you to stop Performance Agent on the managed node
Restart	Lets you to restart Performance Agent

Table 2

Tools	Description
View Status	Lets you to get the status of Performance Agent daemons on the managed node.
View Version Information	Lets to get information about the version of Performance Agent binaries on the managed node
View Data Communication Type	Lets you to get the information about the data communication protocol used by Performance Agent
Refresh Alarm Service	Lets you to refresh Alarm services of Performance Agent
Check Parameter File Syntax	Lets you to check the syntax of parameter file in the managed node
Check Alarmdef File Syntax	Lets you to check the syntax of alarmdef file in the managed node
Scan Log Files	Lets you to scan the log files of Performance Agent on the managed node
View Status Files	Lets you to view the last few lines of Performance Agent status files
Create new parm/alarmdef policy	Lets you to create configFile policies. It helps you to create a default configuration policies by pulling the configuration file from managed node

Table 2

Tools	Description
View status of post policy deploy Action	Lets you to view the contents of log file which contains the status about deployment and any associated error messages. For more information about the tool, refer to the section, “Manage Performance Agent” in the HPOM console online help.
Set Data Communication Type	Lets you set data communication type. For more information about the tool and the communication protocols supported, refer to the section, “Manage Performance Agent” in the HPOM console online help.
Start/Stop/Restart subsystems of Performance Agent	Lets you start, stop or restart subsystems of Performance Agent. For more information about the tool, refer to the section, “Manage Performance Agent” in the HPOM console online help.



For more information about tools, refer to the section, “Manage Performance Agent” in the HPOM console online help.

- HP Performance Agent deployables provide `ConfigFile` policies to centrally configure HP Performance Agent installed on the managed node from the HP Operations Manager console. You can deploy Performance Agent configuration files from the management server.

The following configuration files are supported in this release:

- Alarmdef (Alarm definition configuration file)
- Parm (Collection parameter configuration file)

- ▶ For more information about ConfigFile policies, refer to the section, “Configure Performance Agent” in the HP OM console online help.

Installation Steps

The executable `setup.exe` which installs the HP Performance Agent deployables, is available on the DVD-ROM installation media. To run `setup.exe`, follow these steps:

- 1 Place the Performance Agent DVD in the DVD-ROM drive. The Performance Agent installation wizard opens.

- ▶ If autorun is not enabled on your system, the executable will not be launched automatically. Select the DVD-ROM drive on your system and double click on `setup.exe`.

- 2 Follow the instructions as they appear on the installation wizard.

- 3 The License agreement window appears. Read the license agreement and click **yes** to continue.

Once the installation is complete, the installation wizard displays a confirmation message.

- ▶ If you have the remote console installed, in addition to installation on the management server, you need to install `setup.exe` on the system where the console is installed.

Upgrade Steps

You can upgrade to Performance Agent deployables version 9.00 if you have Performance Agent deployables version 8.70 available on your management server.

The steps to upgrade to the new version of Performance Agent deployables are same as the install steps.

- ▶ Performance Agent deployables version 9.00 deploys Performance Agent 5.00 and Performance Agent deployables version 8.70 deploys Performance Agent 4.70.

When you install Performance Agent deployables version 9.00 on the server, a new folder 05.00.00 is created and all the installed files are placed in the folder 05.00.00. Note that the previously installed files in the folder 04.70.00 (for Performance Agent deployables version 8.70) are deleted, but the folder 04.70.00 is not deleted.

Verify Installation

After you install the `setup.exe`, verify your installation and the version number of the installed Performance Agent deployables by following these steps:

From the management server (If the console is installed on the management server):

- 1 Click **Start > Control Panel > Add or Remove Programs**. The **Add or Remove Programs** windows open. From the list of Currently installed programs, check for the following:
 - HP Performance Agent Software Deployables
 - HP Performance Agent Deployables for *<platform>*
 - HP Performance Agent Integration with HP OM Console
 - HP Performance Agent Integration with HP OM

In this instance, *platform* is the platforms supported by Performance Agent.

From the management server:

- 2 Click **Start > Control Panel > Add or Remove Programs**. The **Add or Remove Programs** windows open. From the list of currently installed programs, check for the following:
 - HP Performance Agent Software Deployables
 - HP Performance Agent Deployables for *<platform>*
 - HP Performance Agent Integration with HP OM

In this instance, *platform* is the platforms supported by Performance Agent.

From the remote console:

- 3 Click **Start > Control Panel > Add or Remove Programs**. The **Add or Remove Programs** windows open. From the list of Currently installed programs, check for the following:


- HP Performance Agent Software Deployables
- HP Performance Agent Integration with HP OM Console

From the Operations Manager console:

- 4 On the left pane of the Operations Manager console, Click **Policy Management\Deployment packages**, check for **Performance-agent**. For more information, refer to the topic, *HP* Performance Agent in the online help for Operations Manager for Windows console.
- 5 On the left pane of the Operations Manager Windows console, click **Tools**, check for **Performance Agent** tool group.
- 6 On the left pane of the Operations Manager Windows console, click **Policy Management > Policy Groups**, and check if **Performance Agent** is listed here.

Remove HP Performance Agent deployables

To remove the installed Performance Agent deployables from the HP Operations Manager for Windows management server, follow these steps:

- 1 Click **Start > Control Panel > Add or Remove Programs**. The **Add or Remove Programs** windows open.
- 2 Select the HP Performance Agent Software deployables and click **Change/Remove**. The windows installer removes the files from your system.
- 3  If you have the console installed on a another system other than the management server, in addition to the management server, you must remove the HP Performance Agent Software deployables from the system where the console is installed.

Known Problems, Limitations and Workarounds

The known problems, limitations and workarounds for this release of Performance Agent deployables are listed below:

DEFECT ID:	QXCR1000424842
PROBLEM:	<p>Policy inventory is updated even though there were syntax errors in the ConfigFile policy that was deployed</p> <p>As part of Performance Agent configuration file policy deployment, PostDeployActions.pl script is executed to verify the syntax of the 'configuration file' deployed. In case of failure in syntax verification, the 'configuration file' is not updated.</p> <p>But the policy inventory on management server and managed node is updated with the version of 'configuration file policy' deployed.</p>
WORKAROUND:	<p>You need to manually remove the deployed policy for the node from management server.</p> <p>(OR)</p> <p>You can correct the syntax of the configuration file in management server, create new version of the policy and deploy the updated version of configuration file policy to the managed node.</p>
DEFECT ID:	QXCR1000424634
PROBLEM:	<p>HP Performance Agent deployment fails with 'timed out' error.</p> <p>The deployment of 'Performance-agent' fails with 'timed out' error. It happens if the connection is very slow.</p>
WORKAROUND:	<p>This problem can be resolved by increasing the timer value on managed node.</p> <p>Run 'ovconfchg -edit' command</p> <p>Set the value of the parameter 'CMD_TIMEOUT' under 'depl' namespace to '3000000' or any other higher value suitable for your environment.</p> <p>Re-deploy the 'Performance-agent'</p>
DEFECT ID:	QXCR10007467904

PROBLEM:	<p>The undeployment of HP Performance Agent from Windows nodes fails with “There is no server process active for address: https://localhost/com.hp.ov.depl/bbcrcpserver’ error (bbc-71).</p> <p>The undeployment of HP Performance Agent is successfully completed in spite of the error.</p>
WORKAROUND:	<p>This problem can be resolved by updating the ‘Package Inventory’ on management server. You must perform the following tasks:</p> <ol style="list-style-type: none"> 1 Select ‘Deployment jobs’ from the left pane of the HPOM console. Right click “Failed undeployment job”, and select “All tasks” -> “Cancel job”. 2 Right click on the name of the managed node. Select “All Tasks” -> “Synchronize Inventory” -> “Packages”.
DEFECT ID:	QXCR1000756441
PROBLEM:	<p>The deployment of HP Performance Agent on UNIX nodes fails with ‘Command '/bin/sh -c “chmod +x install.sh” terminated with an error: chmod: can’t change install.sh: Not owner’ error (depl-301). It occurs only on the nodes where Operations Agent is running as non-root</p>
WORKAROUND:	<p>This problem can be resolved by cleaning up the install.sh file on the managed node.</p> <ol style="list-style-type: none"> 1 Please login as root on the managed node; delete the file <code>install.sh</code> available in <code><OvDataDir>/installation/temp</code> directory. 2 Redeploy ‘Performance Agent’.
DEFECT ID:	QCCR1A60005
PROBLEM:	<p>With Operations Agent 8.53 installed on the OMW 8.X management server, Performance Agent deployment to the "RHEL 4 update 7 kernel 2.6" managed nodes, will fail with the following error:</p> <p>(depl-153) Bundle is not installable on host.</p>

WORKAROUND:	NONE. Note that the problem is fixed with Operations Agent 8.60.
DEFECT ID:	None
PROBLEM:	<p>With Operations Agent 8.6 running on both the OMW server and managed node where Performance Agent has been deployed, Performance Agent undeployment will throw following error.</p> <pre>(depl-82) Unable to remove 'Performance-agent' from node <ManagedNode>.. There is no server process active for address https://<ManagedNode>/com.hp.ov.depl/ bbcrpcserver</pre> <p>Inspite of the above error, Performance Agent actually gets undeployed properly on the node.</p> <p>This is a problem with OMW server.</p> <p>Note that, this problem happens only if " FORCE REMOVAL OF PACKAGE" option is not checked.</p>
WORKAROUND:	<p>This problem can be resolved by updating the 'Package Inventory' on management server. You need to perform the steps as follows:</p> <ol style="list-style-type: none"> 1 Select 'Deployment jobs' from the left pane of the HPOM console. Right click "Failed undeployment job", and select "All tasks" -> "Cancel job". 2 Right click on the name of the managed node. Select "All Tasks" ->"Synchronize Inventory"-> "Packages".

Related Documentation

After you install deployables, for more information to deploy, control and configure Performance Agent, refer to the console online help for HP Operations Manager for Windows. HP Performance Agent includes the standard HP Performance Agent documentation set in viewable formats.

Document

- *HP Performance Agent for <platform> Installation & Configuration Guide*

- *HP Performance Agent for Windows User's Manual*
- *HP Performance Agent for UNIX User's Manual*
- *HP Performance Agent Data Source Integration Guide*
- *HP Performance Agent Tracking Your Transactions*
- *Application Response Measurement (ARM) API Guide*

The listed documents can be viewed on the HP OpenView Manuals web site at:

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