



hp industry  
standard servers

february 2003



release notes

## hp ProLiant Essentials Performance Management Pack release notes

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## abstract

This document describes installation, tips, and troubleshooting in this version of the ProLiant Essentials Performance Management Pack (PMP).

The PMP is a software solution that detects, analyzes, and explains hardware bottlenecks on HP ProLiant servers. PMP provides the tools you need to receive proactive notification of building bottleneck conditions and debug existing performance issues. With the PMP software you monitor performance on one or more servers. The performance information is analyzed to determine if there is a building or existing performance bottleneck issue. You can interactively display this information, log the information to a database for later analysis or reporting, and set up proactive notification using the HP Insight Manager 7 notification mechanism.

PMP is installed on the same server as the Insight Manager console. There is no software required on the monitored server other than the management agents required for Insight Manager 7 usage. There is no software required on the client machine used to view the information other than a browser.

## what's new

PMP features ProLiant Performance Analyzer (PPA) version 2.0 and contains all the functionality offered in Version 1.1 of PPA in addition to features that provide more automation, more performance and utilization data, and easier setup and install.

**Data collection through Insight Management Agents**—Special permissions and network setup of the monitored servers are no longer required for PMP to collect data. Instead, the Management Agents are used.

**Network interface card (NIC) analysis added**—PMP now reports on performance issues with HP NICs cards.

**Fibre host bus adapter analysis added**—PMP now reports on performance issues with HP Fibre host bus adapters.

**SCSI adapter analysis added**—PMP now reports on performance issues with HP simple SCSI adapters.

**More ProLiant servers and options analyzed**—A larger set of servers and options are now supported.

**Static analysis**—PMP analyzes the hardware configuration of a server looking for potential problems before they can become performance issues.

**Reporting and data extraction**—PMP v2.0 supplies a summary report that shows the percentage of time the server was in a bottleneck state and overall performance utilization for a system broken down by its subsystems. PMP also supports the extraction of sequences of data into comma-separated value (CSV) files for import into desktop analysis or reporting tools.

**Insight Manager integration**—System performance states are now displayed on the Insight Manager 7 home page. Further, users of Insight Manager 7 and PMP can set up rules that cause notification through any of the methods supported by Insight Manager 7 today when a performance issue is detected.

**Simplified installation and setup**—Just install Insight Manager 7 SP2 and PMP is installed automatically. There are no additional CDs or configuration steps required. Insight Manager 7 and PMP run on the same server and share the same instance of the database server for logged information

## before you begin

Confirm that you have fulfilled the hardware and software requirements for the installation environment. These requirements are described in detail in the *HP ProLiant Essentials Performance Management Pack Featuring ProLiant Performance Analyzer 2.0 Support Matrix*.

## installation

This section provides basic installation information.

- The PPA\_DB\_V2 database files are placed in the default SQL server folder, Program Files\Microsoft SQL Server\MSSQL\Data.
- PPA and IM7 must be uninstalled separately from Add Remove Programs. Select **Start** → **Control Panel** → **Add Remove Programs**.
- The Windows Management Instrumentation (WMI) software is required on Windows NT® 4.0 systems.
- When you initially open the **Administration & Licensing** page, it may take several minutes for the page to display as it loads all of the servers.

## browsing locally to ProLiant Performance Management Pack

From the desktop, select Start → Programs → ProLiant Performance Analyzer.

This program group includes:

- Log Deletion
- Data Extractor
- Report Generator
- PMP Documents

## playback tool

This section provides some basic information concerning the PPA Playback Tool. This tool is installed separately.

- If web agents are not installed on a system where Playback is installed, run ELM setup from \Program files\HP\ProLiant Performance Analyzer\Tools\Playback\ELM to reset the administrator password to administrator.
- All browsers must be closed before running the Playback tool.
- Dismiss the Secure message pop-up while playing Playback xml files and refresh the browser.
- In the date range page of the Playback tool, click **Apply** once.

## tips

This section provides some helpful tips.

- Any changes to the monitored server hardware and software configuration need to be completed before monitoring the server. These configuration changes would include disabling a NIC, changing an IP address, and updating agents. If changes need to be made, take the server offline through the **Administration & Licensing** page, then go to the IM7 Settings page and add the IP address of the modified server to the inclusion range input box and rediscover the server.
- Servers running Windows NT 4.0 require Internet Explorer 5.5 SP2 or higher.
- Only Compaq SCSI and fiber adapters will be listed in PPA. SCSI and fiber adapters will not be listed and the PCI bus status icon will be blue if no drives are attached to the adapter.
- Microsoft® Windows® 2000 logical disks which are mounted instead of being assigned a drive letter will not be included in the PPA inventory tab under Windows logical drives.
- The SCSI Utilization Percentage metric may display above 100% when Sequential Writes are issued for logical drives configured using RAID 5 or ADG.
- The NIC utilization metric may exceed 100% in some circumstances.
- The PPA session may reset in some instances.
- The Smart Array 5302 controller with fiber module is not supported in this release of PPA.
- If you are using Internet Explorer 6.0, you may need to click **Refresh** to populate the fields on the **Administration & Licensing** page if they appear blank.

## discovering devices in IM7

To discover devices in IM7:

1. From the IM7 browser, select the **Settings** tab. The **Settings** page is displayed.
2. Enter the IP addresses of the servers that need to be discovered for licensing and monitoring in PPA by entering their IP address ranges in the IP Address Range dialog box.
3. Click the Execute Discovery Now button.
4. After the discovery is 100% completed, select the Home tab of IM7.
5. Click the PF column icon for any device. The PPA options page is displayed.
6. Click the Admin button. The Administration & Licensing page is displayed with the servers discovered.

## troubleshooting

This section provides basic information about troubleshooting common issues.

- If the PF column status icon for a monitored server displays a blue icon and always redirects to the **Unknown Performance Status** page:
  - Make sure that there is an open network connection between the server and the middle-tier. (Servers can be pinged in both directions.)
  - Go to the Administration & Licensing page and make sure that the server mode is set to monitoring.
  - Reduce the sampling frequency to the minimum value and return to the IM7 main page. Wait for a few minutes to see if the status changes for the server.
  - Use the Administration & Licensing page and take the server offline and bring it back online.
- Sometimes the icon on the IM7 PF column is not synchronized with the main page status icon. On the next IM7 refresh, everything will be re-synchronized.
- This version of the PPA tool is not designed to support servers in a clustered environment.
- For the most accurate performance results for the NIC components, set the sampling frequency to 2 minutes or less.
- PPA (both Engine and Playback tool) plots the last 25 samples in a graph. However, among the 25, only the last 'n' samples are used for analysis, where 'n' is the samples to analyze, chosen by the user. The '# of samples' used for analysis can be found in the top frame of the PPA main page under the heading "# of samples."
- In some configurations, PPA service may terminate unexpectedly. To correct this, restart the PPA service. This service can be restarted in the Services tool, accessed from the Administrator Tools in Windows 2000 and from the Control Panel in Microsoft Windows NT.
- When installing Insight Manager 7/Performance Management Pack using SQL Server Authentication, the following message will be displayed, "Insight Manager 7 Install completed with errors. Please look at the log file at c:\IM7.log." The log file contains the message, "Error: Missing PPA Install Status registry key." The message should be disregarded, the install completed successfully.
- Currently, the free license for PMP is limited to one of the first 200 eligible servers discovered. An eligible server is a server as specified in the support matrix running the proper agents. If there are more than 200 eligible servers discovered, only the first 200 will display on the **Administration & Licensing** page. This restriction does not apply to purchased licenses and will be lifted for the free license as well.
- While running the **Administration & Licensing** page, you may receive a message from the Internet Explorer browser indicating that a control is being accessed that is marked as unsafe for scripting. If this happens, the message may be suppressed in Internet Explorer by selecting **Tools** → **Internet Options** → **Security**, and clicking the **Local Intranet** icon and then clicking the **Custom Level** button. Select the **Initialize and Script ActiveX Controls not marked as safe** entry and choose the **Enable** option.

## uninstalling proLiant performance analyzer

## for more information

When uninstalling Performance Management Pack:

1. From the Control Panel, select **Add or Remove Programs** and remove the PPA before Insight Manager 7.
2. Reboot the server.
3. Delete the folder where PPA was installed. The default location is c:\Program Files\HP\ProLiant Performance Analyzer.

To learn more about PMP, refer to the following documentation:

- *HP ProLiant Essentials Performance Management Pack User Guide*
- *HP ProLiant Essentials Performance Management Pack Featuring ProLiant Performance Analyzer 2.0 Support Matrix* or visit our website at [www.hp.com/servers/proliantessentials/PMP](http://www.hp.com/servers/proliantessentials/PMP)

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02/2003

First Release