



**HP Industry
Standard Servers**

June 2003



Release Notes

HP ProLiant Essentials Performance Management Pack 2.0.4 Release Notes

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Abstract

This document describes installation, tips, and troubleshooting in version 2.0.4 of the ProLiant Essentials Performance Management Pack (PMP).

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 to debug existing performance issues. With the PMP software you can 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 7 console. Monitored servers must have the management agents installed that are for Insight Manager 7 use. Microsoft® Windows NT® servers must have WMI service installed. No software is required on the client machine used to view the information other than a browser.

What's new

Windows NT 4.0 — PMP 2.0.4 resolves issues with servers running Windows NT 4.0 that previously caused Dr. Watson errors to occur.

Locale Settings — PMP 2.0.4 resolves issues with the locale settings that previously caused problems when operating with European locale settings. The following functions can be performed normally regardless of the locale settings:

- Offline analysis
- Online analysis
- Data extraction
- Data reporting
- Logged data deletion

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 Support Matrix*.

Installation

This section provides basic installation information.

- The PMP database files are placed in the default SQL server folder.
- PMP 2.0.4 may be installed over any previous version of PMP, but does require a previous installation of Insight Manager 7 SP2.
- If you choose to uninstall PMP and Insight Manager 7, each component must be uninstalled separately from Add Remove Programs, and PMP must be uninstalled first. Select **Start>Control Panel>Add Remove Programs**.
- The Windows Management Instrumentation (WMI) software is required on Windows NT 4.0 systems. To download WMI software, visit <http://www.microsoft.com/downloads/details.aspx?FamilyID=c174cfb1-ef67-471d-9277-4c2b1014a31e&DisplayLang=en>

Browsing locally to PMP

From the desktop, select **Start>Programs>Performance Management Pack**.

This program group includes:

- Data Extractor
- Log Deletion
- PMP Documentation
- PMP Uninstall
- Report Generator

Playback tool

This section provides basic information about the PMP Playback tool.

- The Playback tool is installed separately on remote clients.
- If Web agents are not installed on a system where Playback is installed, run the Web server setup program, located in the \Program files\HP\ProLiant Performance Analyzer\Tools\Playback\elmsetup directory.
- All browsers must be closed before running the Playback tool installation.
- Dismiss the Secure message pop-up while playing Playback xml files and then refresh the browser.
- In the date range page of the Playback tool, click **Apply** once.
- For additional information about installing and using the Playback tool, refer to the *HP ProLiant Essentials Performance Management Pack User Guide*.

Tips

This section provides some helpful tips for using PMP.

- When upgrading from 2.0, 2.0.1, 2.0.2 or 2.0.3 to 2.0.4, or when changing your date/time properties, you must first stop the PMP service (called ProLiant Performance Analyzer) and close any open applications or windows. After the service has been stopped, you may perform the upgrade or date/time property change, and then restart the service.
- Any changes to the monitored server hardware and software configuration must be completed before monitoring the server. These configuration changes would include disabling a NIC, changing an IP address, and updating agents. If changes must be made, click **Stop Selected** on the **Administration** page, then go to the Insight Manager 7 **Settings** page and add the IP address of the modified server to the inclusion range input box, and then rediscover the server. After discovery is complete, restart the monitoring session.
- Servers running Windows NT 4.0 require Internet Explorer 5.5 SP2 or higher.
- Only HP SCSI and fiber adapters will be listed in PMP. SCSI and fiber adapters will not be listed under the storage subsystem if no drives are attached to the adapter and the PCI bus status icon will be blue. SCSI and fiber adapter components are always listed under the PCI subsystem but are only listed under the storage subsystem when a disk drive is attached.
- Microsoft Windows® 2000 logical disks that are mounted instead of being assigned a drive letter will not be included in the PMP inventory tab under Windows logical drives.
- The SCSI Utilization Percentage metric may display above 100 percent when sequential writes are issued for logical drives configured using RAID 5 or ADG.
- The NIC utilization metric may exceed 100 percent in some circumstances.
- The PMP session may reset in some instances.
- The Smart Array 5302 controller with fiber module is not supported in this release of PMP.
- To access the current list of discovered servers from Insight Manager 7, click **Update Server List** to populate the fields on the **Licensing** and **Administration** pages.

Discovering devices in Insight Manager 7

On the **Licensing** and **Administration** pages, you can only access servers that have been discovered by Insight Manager 7 SP2. To update the list of discovered servers:

1. On Insight Manager 7 Console, select the **Settings** tab.
2. Insert the IP address/IP address ranges in the **IP Address Ranges** field (for example 172.25.56.1-172.25.56.254).
3. Click **Execute Discovery Now** button to display the status of the discovery in the **Status** section. After discovery is complete, it momentarily displays 100 percent completed in the **Last Run** field, then displays the current date and time it completed the discovery.
4. Verify that all the tasks have completed. Select the **Devices** tab then click the **Tasks** link on the left side of the screen. Check for the following tasks:
 - Initial Cluster Identification
 - Initial Data Collection
 - Initial DMI Status Polling
 - Initial Software Version Status Polling
5. Be sure the **Last Run** field displays the date and time that the polling tasks have been executed.

If you make any changes to a server after it has been discovered by Insight Manager 7:

1. Select the **Devices** tab and then click the **Tasks** link on the left side of the screen.
2. Run all the Status Polling Tasks and wait until all tasks are complete.
3. After Insight Management 7 has discovered the server, click the PMP **Update Server List** button on the **Licensing** or **Administration** pages to refresh the server list and include the newly discovered servers. PMP displays up to 10 servers on a page at a time. Use the **next** and **previous** buttons at the bottom of the list to navigate through the list of servers.

When updating the server list, be aware of the following:

- **Licensing** page—If the number of licensed and discovered servers is less than the number of licensed servers (total licenses minus less available licenses), then there are servers that have been previously licensed but are not currently discovered by Insight Manager 7.
- **Administration** page—If the number of licensed and discovered servers is less than the number of licensed servers, then there are servers that have been previously licensed but are not currently discovered by Insight Manager 7.

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:
 - Be sure that there is an open network connection between the server and the middle-tier. (Servers can be pinged in both directions.)
 - Check the sample rate and number of samples. PMP will display a blue icon for a period of time equal to the sample rate multiplied by number of samples. For example, by default the settings are a sample rate of 2 minutes (120 seconds) and a number of samples of 5. PMP will display a blue icon for the first 10 minutes of monitoring while the information is being gathered and status calculated.
 - You can test the connection faster by setting the sample rate and number of samples to the minimum settings. Be sure to use the **Administration** page to stop and restart the monitored server. Once you have reduced the sampling frequency rate to the minimum value, return to the Insight Manager 7 main page. Wait for a few minutes to see if the status changes for the server.
- Sometimes the icon in the Insight Manager 7 **PF** column is not synchronized with the main page status icon. On the next Insight Manager 7 refresh everything will be resynchronized.
- This version of the PMP tool is not designed to support servers in a clustered environment.
- PMP (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 number of samples the user chooses to analyze. The number of samples used for analysis can be found in the top frame of the PMP main page under the heading “# of samples.”
- In some configurations, the PMP service (ProLiant Performance Analyzer) may terminate unexpectedly. To correct this, restart the service. This service can be restarted in the Services tool, which is accessed from the Administrator Tools in Windows 2000 and from the Control Panel in Windows NT 4.0.
- When accessing Insight Manager 7 for the first time on a Windows Server 2003 machine, the following message is displayed: `Content from web site listed below is being blocked by Internet Explorer security configuration. To continue, add the site to trusted zone. This will lower the security settings for all content of the Insight Manager 7 pages.`

- Windows Server 2003 requires 6.31 management agents or later.
- Configure SNMP Service for Windows Server 2003.
 1. From **Service**, right-click **SNMP service**, then click **Properties**.
 2. Select the **Traps** tab, and be sure that `public` is entered as the **Community Name**.
 3. Select the **Security** tab, be sure that **Accept SNMP packets from any hosts** is selected, and add the following Community Names:

Community	Rights
Public	Read only
Private	Read create

- For Window 2000 and Windows NT 4.0, physical and logical disk monitoring must be enabled for the storage subsystem to gather correct information. To enable physical and logical disk monitoring run the following command:

```
DISKPERF -Y [<\\COMPUTERNAME>]
```

-Y sets the system to start all disk performance counters when the system is restarted.

<\\COMPUTERNAME> is the name of the server you want to see or set the disk performance counter use.

NOTE: Windows Server 2003 has DISKPERF enabled by default.

Uninstalling PMP

To uninstall PMP, use the following two methods.

To uninstall with the PMP uninstaller:

1. Close all PMP browsers before uninstalling.
2. Select **PMP Uninstall** in the PMP program group.
3. Reboot the server.
4. Delete the folder where PMP was installed. The default location is `C:\ProgramFiles\HP\ProLiant Performance Analyzer`.

To uninstall through the Control Panel:

1. Close all PMP browsers before uninstalling.
2. From the Control Panel, select **Add or Remove Programs** and remove the PMP before removing Insight Manager 7.
3. Reboot the server.
4. Delete the folder where PMP was installed. The default installation location is `C:\ProgramFiles\HP\ProLiant Performance Analyzer`.

**For more
information**

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

- *HP ProLiant Essentials Performance Management Pack User Guide*
- *HP ProLiant Essentials Performance Management Pack Support Matrix*

You can also visit the HP website at

[http:// www.hp.com/servers/proliantessentials/PMP](http://www.hp.com/servers/proliantessentials/PMP)

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06/2003

Fourth Release