HP OpenView GlancePlus and GlancePlus Pak 2000

*GlancePlus Pak 2000 provides you with a single product for managing a system's availability and performance. As an integrated product, it offers everything the previous GlancePlus Pak offered and adds single-system event and availability management **1.*

With GlancePlus Pak 2000, you get the real-time diagnostic and monitoring capabilities of GlancePlus and the historical data collection capabilities of HP OpenView VantagePoint Performance Agent software. In addition, GlancePlus Pak 2000 monitors your system for key events that could impact performance. When such events are detected, you are notified and can respond by accepting the suggested or automatically invoked actions you receive through GlancePlus Pak 2000.

With GlancePlus Pak 2000, you can handle a wide range of system performance and availability problems so that you can efficiently get the best availability and performance from your system and the applications running on it.

HP OpenView **Solutions**

HP OpenView solutions target specific IT management challenges to solve today's pressing problems. Delivering swift results incrementally, the multiple solutions are the "building blocks" to a complete IT management solution. HP OpenView VantagePoint lets you rapidly achieve Business Transaction Management for the Electronic Enterprise.

HP OPENVIEW

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GlancePlus Pak 2000 integrates:

GlancePlus – a powerful system performance monitoring and diagnostic tool. Easy to learn and use, GlancePlus provides immediate performance information about your system. It lets you easily examine system activities, identify and resolve performance bottlenecks, and tune your system for more efficient operation. With GlancePlus your users are more productive and your business applications run more smoothly.

HP OpenView VantagePoint Performance Agent -- keeps a history of your system's performance and sends alarms of impending performance problems. Using VantagePoint Performance Agent, you can pinpoint trends in system activities. This allows you to balance workloads and accurately plan for future system growth. VantagePoint Performance Agent also allows you to integrate your system into an HP OpenView VantagePoint Operations or HP OpenView VantagePoint Performance Manager-based framework for centrally managing your distributed environment.

Single-system Event and Availability Management (**1) — provides you, out-of-the-box, the ability to detect key events that

impact the performance and availability of your system, and get notification when these events occur. In addition it can automatically suggest or invoke actions when these events are detected.

Furthermore, you can easily monitor the status and proper functioning of the component products GlancePlus and VantagePoint Performance Agent. You can start and stop these components as well as easily configure VantagePoint Performance Agent.

GlancePlus Features:

- Hierarchy of performance information, that allows you to view quick summaries of overview data and drill down to diagnostic detail. (System-level, application-level, and process-level data provide different views of a system's performance.)

- Rules-based diagnostics that uses customizable system performance rules to identify system performance problems and bottlenecks.

- Alarms that are triggered when customizable system performance

thresholds are exceeded. (These alarms generate on-screen notifications, and can execute commands or scripts for automated actions.)

- A Motif-based interface that is easy to learn and use. A character mode interface is also included, allowing you to use GlancePlus on non-X-Window displays.

- Online Help that provides an outstanding online User's Guide — complete with a guided tour of the product, context-sensitive help, and flexible search capabilities.

- Dynamic system performance graphs and alarms displayed from GlancePlus while it runs as an icon.

- Graphical displays of performance data that provide a quick view of a system's performance, bottlenecks, and usage of CPU, memory, disk, and LAN resources.

- System table resource information that provides status of important configurable system parameters such as process tables, buffer cache, buffer headers, and shared memory.

- Network performance information, such as Network File System (NFS) and local area network (LAN) metrics.

- Graphs that can show short-term history cumulative totals and running averages of performance metrics.

- A customizable interface that gives you extensive choices for filtering process information, setting update intervals and selecting fonts and colors. These features make it easy to configure GlancePlus to your work-style and preferences.

- The ability to display and alarm on Application Response Measurement (ARM) data such as transaction average response time, distribution of transaction response times, service

level objective value, and number of times it has been exceeded. The ability to display groups of transactions, to drill down to a single transaction, and display resource consumption by the transactions.

- The ability to monitor and graphically display resource usage of resource allocation groups set up by HP Process Resource Management (HP PRM) software running on HP 9000 systems.

Benefits:

- Efficiently keep business applications running smoothly.

- Save time and effort managing your system resources.

- Better understand your computing environment.

Efficiently Keep Business Applications Running Smoothly

GlancePlus software allows you to identify and solve performance problems quickly. If you suspect a problem, you can examine how different software programs and users are using system resources. You can view detailed information on individual processes, including CPU and memory use and time spent waiting for different system resources. You can group users and processes into "applications," then use these groupings to efficiently determine their impact on system resources. With this information, you can quickly get a picture of how your system's major resources are being used and who is using them.

On-screen alarms notify you of developing problems when customizable system performance thresholds are exceeded. This allows you to address problems before they impact users and business processes. In addition, GlancePlus's rules-based adviser uses its customizable system

performance rules to help you quickly identify system performance problems and bottlenecks.

GlancePlus provides you information that enables you to identify and resolve problems quickly, and to choose alternative system and kernel configurations or processing priorities.

Save Time and Effort Managing Your System Resources

GlancePlus's Motif-based interface is easy to learn and use. In addition, the Help facility gives you a quick start in using the product and interpreting performance data without having to search through volumes of manuals. GlancePlus' extensive configurability allows you to tailor it to best suit your needs and work style. You can set filters based on thresholds on any of the displayed performance metrics (such as CPU utilization, and disk input/output (I/O) rate). This allows you to see only the most active processes. You can define color highlighting on process data that exceeds user-defined thresholds. This helps you to quickly identify processes or users that are having the greatest impact on your system's performance.

You can run GlancePlus as an icon and have alarms and dynamic system performance graphs displayed within the icon, allowing you to efficiently keep an eye on your system's performance while attending to other tasks.

Better Understand Your Computing Environment

Using GlancePlus, you are more aware of how your systems and software programs interact. By using its ability to group related programs and users into "applications," you can efficiently assess and track system resource usage by related processes or users.

The CPU, disk, and memory detail screens give you a detailed view of system

activity. You can view disk I/O rates and queue lengths by disk device, file system, or by logical volume, to determine whether your disks are in balance. You can also see how much disk activity is due to virtual memory I/O and swapping. By using GlancePlus' displays of short-term history and averages, you get a view of your system's performance that extends beyond the last interval.

GlancePlus software helps you monitor your LAN, enabling you to identify networking problems that are affecting the performance of your systems' and applications.

GlancePlus' graphs give you the information you need to quickly assess how your system is performing. Whether you manage multi-user systems or a network of workstations, GlancePlus enables you to more efficiently understand and manage your computing environments.

VantagePoint Performance Agent

[Refer to VantagePoint Performance product brief for more details]

VantagePoint Performance Agent gives you the data you need to effectively analyze, understand, and make informed decisions about your computing environment. It collects comprehensive information on system activity and is available on different computer system platforms.

Using its Data Source Integration technology (DSI), VantagePoint Performance Agent can gather data from other IT resources such as applications, databases, and networks. VantagePoint Performance Agent then summarizes, time stamps, logs, and alarms on all the collected data for total resource and performance management.

VantagePoint Performance Agent provides data and alarms to HP OpenView VantagePoint Performance Manager for analysis and can forward alarms to the HP OpenView Network Node Manager and HP OpenView VantagePoint Operations. As part of GlancePlus Pak 2000, VantagePoint Performance Agent will out-of-the-box forward messages to the Event Management facility of GlancePlus Pak 2000. (**1) VantagePoint Performance Agent data can also be exported to a variety of third-party products for capacity planning, statistical analysis, and resource and performance management. This flexibility ensures that VantagePoint Performance Agent easily integrates into your management strategy.

Single system event and availability management *[**1]*

Features:

- Out-of-the-box monitoring of key events and processes that can impact the performance of your system and the applications running on it.

- Key event and process monitoring on the system that includes notifying users when these events are detected.

- Message browser for receiving and displaying messages on events that have been identified, including VantagePoint Performance Agent alarm messages.

- Automatic and operator-initiated actions that allow a quick response to identified events

- Facility to start GlancePlus from the Java-GUI to diagnose problems on the system.

- Facility to start VantagePoint Performance Manager, if installed on that system, to use the logged VantagePoint Performance Agent data for longer term performance and resource analysis and problem resolution

- Display that allows configuring and managing the component parts of GlancePlus Pak through a Java GUI

- Ability to configure and customize conditions that define the monitored events.

- Ability to customize actions invoked when particular events are detected.

- One interface for monitoring and managing the component parts of the GlancePlus Pak 2000 product such as VantagePoint Performance Agent. With this interface, you can configure, start, and stop VantagePoint Performance Agent.

- Online Help to quickly get answers to questions on how to use the product.

Benefits:

- Proactive monitoring, problem detection and corrective actions.

- Easy-to-install, out-of-the-box, event and availability management.

- Customizable/adaptable to your event and availability management needs.

- Monitoring and maintaining the availability of component parts of GlancePlus Pak such as VantagePoint Performance Agent.

Ordering Information

One license to use for GlancePlus and GlancePlus Pak 2000 covers the right to manage one system. In addition to the license-to-use, the corresponding media and manual product must be purchased.

HP GlancePlus Pak 2000

HP OpenView GlancePlus Pak 2000 for HP 9000 Servers, Sun SPARC, IBM RS/6000, and NCR WorldMark systems

License-to-use (LTU) product numbers

B6131AA LTU on a Tier 1 * – HP 9000 Server, Sun SPARC, IBM RS/6000 or NCR WorldMark system

B6132AA LTU on a Tier 2 * – HP 9000 Server, Sun SPARC, IBM RS/6000 or NCR WorldMark system

B6133AA LTU on a Tier 3 * – HP 9000 Server, Sun SPARC, IBM RS/6000 or NCR WorldMark system

Media product numbers

B3701AA Media/manual product for GlancePlus Pak 2000 on HP 9000 Servers

B3703AA Media/manual product for GlancePlus Pak 2000 on Sun SPARC systems

B3705AA Media/manual product for GlancePlus Pak 2000 on IBM RS/6000 systems

B5023AA Media/manual product for GlancePlus Pak 2000 on NCR WorldMark systems

HP OpenView GlancePlus Pak 2000 for Siemens/Nixdorf systems

B6112AA License-to-use GlancePlus Pak on Siemens/Nixdorf systems

B6113AA Media and manual for GlancePlus Pak on Siemens/Nixdorf systems

HP OpenView GlancePlus Pak 2000 for HP 9000 Workstations

B6130AA License-to-use GlancePlus Pak 2000 on HP 9000 Workstations

B3699AA Media and manual for GlancePlus Pak 2000 on HP 9000 Workstations

HP OpenView GlancePlus

HP OpenView GlancePlus for HP 9000 Servers, Sun SPARC, IBM RS/6000 and NCR WorldMark systems

License-to-use (LTU) product numbers

B6121AA LTU on a Tier 1 * – HP 9000 Server, Sun SPARC, IBM RS/6000 or NCR WorldMark system

B6122AA LTU on a Tier 2 * – HP 9000 Server, Sun SPARC, IBM RS/6000 or NCR WorldMark system

B6123AA LTU on a Tier 3 * – HP 9000 Server, Sun SPARC, IBM RS/6000 or NCR WorldMark system

Media product numbers

B3693AA Media product for GlancePlus on HP 9000 Servers

B3695AA Media product for GlancePlus on Sun SPARC systems

B3697AA Media product for GlancePlus on IBM RS/6000 systems

B5021AA Media product for GlancePlus on NCR WorldMark systems

HP OpenView GlancePlus for Siemens/Nixdorf systems

B6112AA License-to-use GlancePlus on Siemens/Nixdorf systems

B6113AA Media and manual for GlancePlus on Siemens/Nixdorf systems

HP OpenView GlancePlus for HP 9000 Workstations

B6120AA License-to-use GlancePlus on HP 9000 Workstations

B3691AA Media and manual for GlancePlus on HP 9000 Workstations

To order OpenView GlancePlus or HP OpenView GlancePlus Pak 2000 you must order the respective License-to-use product number and the media and manual product number.

HP OpenView GlancePlus

1. Identify System Performance Bottlenecks

Use the GlancePlus rules-based adviser to interpret performance data and identify bottlenecks. A customizable set of default rules handles a variety of system conditions.

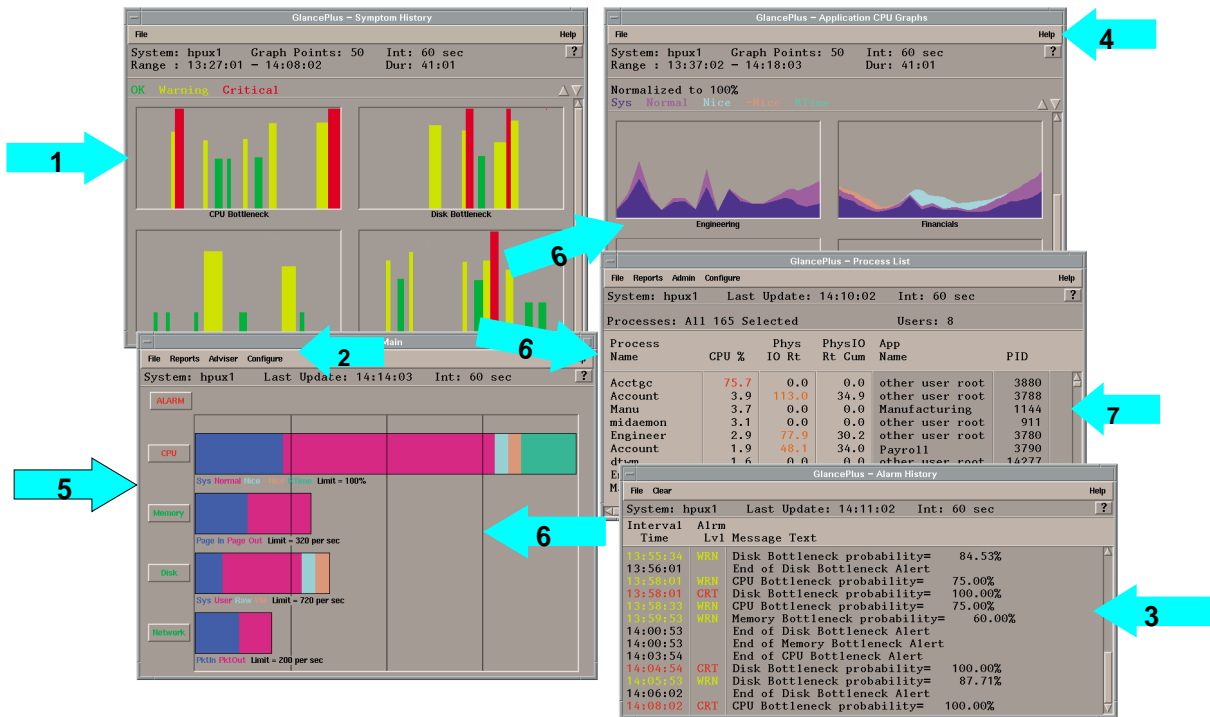### 2. Configure/Customize Graphical Displays

Select from extensive choices for display options, colors, and fonts. Define the data sample intervals and durations for the graphs.

3. Monitor with Threshold-based Alarms

Proactively manage your computer system by using alarms. Use the default alarm thresholds or define your own to meet the particular needs of your environment.

4. Get Quick Answers to Your Questions Using the Online Help Facility

Use the guided tour to learn about how GlancePlus is used. Use the on-item help to quickly get answers to your questions on specific items on the GlancePlus screen report.

5. Track CPU, Memory, Disk, and Network Resources

Graphical and tabular onscreen color reports show your system's performance and resource utilization in real time. GlancePlus software can also display a short-term history of these measurements.

6. View the Level of Metrics That Gives You the Detail You Need

Metrics are displayed at the global, application, or process level.

7. Create Customized Tabular Data Displays

Define the order of the data columns and sort criteria.

Define filters to see only the processes that are of interest to you and color-highlight those that meet conditions that you define. Select the metrics you want to display.

8. Monitor System Performance While Tending to Other Tasks

Run GlancePlus as an icon and use the dynamic graphs displayed in the icon to keep an eye on the performance of your systems

Resource and Performance Matrix

Table 1: Summary of Featured Information for HP OpenView GlancePlus	
Global Information	
CPU	Percent of CPU utilized by system, and user activity
CPU detail	CPU utilization both globally and per processor on multiprocessor systems
	CPU utilization by user processes broken out by standard-run priorities
	CPU run queue lengths, system call counts, and activity rates of interrupts and context switches
Input/output (I/O)	Disk I/O rate by file system, virtual memory, and raw activity
I/O detail	Physical reads and writes per disk and file system
	Disk utilization and physical I/Os broken out by user, virtual memory, and raw categories
	Queue lengths of each disk device
	File system capacity, and file system space utilization
Logical volume detail	Read and writes, counts, and bytes per logical volume
Memory	Paging rates: pages in and pages out
Memory Detail	Percent of available physical memory utilized by system and user processes
	Physical, available, and free memory
	Page faults, page I/Os, swap I/Os, virtual memory reads and writes, and cache size
Network	Packets in, packets out, collisions, and errors
Network detail	Packets in, packets out, and collisions and errors for each LAN device
Swap	Percent of enabled swap space that has been reserved and is active
Swap detail	Swap space available and used, and percent utilization by device and file system
System tables	Amount of system table resources available and used, including nbuf, nproc, nfile, and shmem
System attributes	System CPU type, OS release, configuration information including number of CPUs, disks, LAN cards, Logical Volume Manager volume groups, and physical memory
NFS detail	NFS reads and writes byte rates and response time, both inbound and outbound, for all clients or servers that are communicating with the host
	NFS in and out operation counts for the node
Application Information	
Application summary	CPU, I/O, and virtual memory utilization by application
	Number of processes, number of active processes, and major faults per application
Application detail	CPU utilization per application broken down by user CPU and system CPU
	Tabular report of short-term history of CPU, I/O, and Virtual Memory utilization by application
Process Information	
Process summary	For all processes: process and parent process identification numbers, run priority, user name, CPU utilization, disk I/O rate, resident set size, and resource the process is waiting on
Process detail	For each process: detailed information on CPU, disk, memory utilization, and open files
Table 2: Featured VantagePoint Performance Agent Information	
Data Type	*Metric Type*
Global	Record identification, summary, CPU, disk, networking, memory use, process queue depths (load factors), user/process, and terminal transaction
Application	Record identification, application identification, summary, process count, terminal transaction, average process wait state, CPU, disk, memory
Process	Record identification, process identification, summary, CPU, disk, memory, terminal transaction, average process wait state, and overall process lifetime
Transaction Tracker	Transaction name, count, average response time, distribution of response time metrics, and aborted transactions

Hardware and Software Requirements

• 32 MB RAM and 64 MB virtual memory minimum.

• A system with a 100 MHz or faster processor is recommended for running the GlancePlus Pak 2000 event-management Java user interface.

• Disk space used: about 13 MB for GlancePlus, 28 MB for the VantagePoint Performance Agent, and 27 MB is needed for the Event Management portion of GlancePlus Pak 2000. An additional 60 MB is suggested for the VantagePoint Performance Agent data files though it is configurable depending on how much data you want to collect and store.

• HP-UX 10.20 with X-Windows libraries X11R5 and Motif libraries 1.2, or HP-UX 11.0 with X-Windows libraries X11R5 or X11R6 and Motif libraries 2.1

• Netscape 4.0 (or later) browser for viewing the GlancePlus Pak Event Management online Help files that is available through the Java Event Management interface (HTML format).

• A color graphics monitor with a minimum of 1280 x 1024 resolution required, and 8 color planes recommended.

For HP 9000 Servers and HP 9000 Workstations

• HP-UX 10.20, and 11.0

For Sun SPARC systems

• Sun Solaris 2.5 and 2.6 Operating System releases

For IBM RS/6000 systems

• IBM AIX 4.1, 4.2, 4.3, 4.3.1 and 4.3.2 Operating System releases

For NCR WorldMark systems

• MP-RAS 3.02 Operating System releases

For Siemens Nixdorf RM systems

• SNI Reliant Unix 5.43

For More Information

For more information about HP OpenView, please call your local HP reseller or local HP sales office.

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