

Release notes

SP Analyst agents 5.20

SP Analyst console 5.21

SP Analyst Management Server 5.21

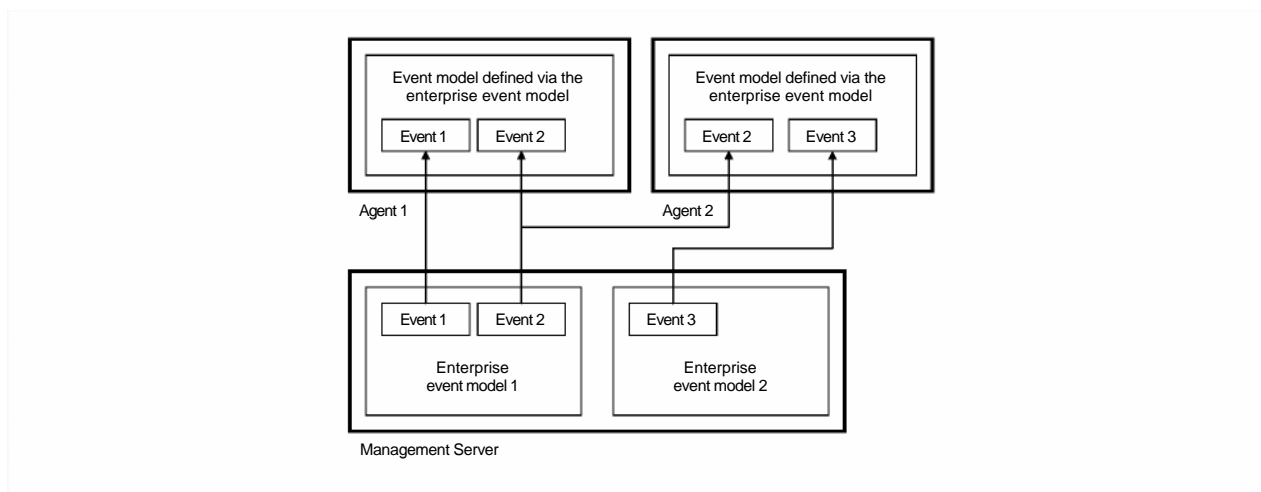
New features

Management of multiple enterprise models

Enterprise models are a way to define agent events and workloads in a very flexible manner.

The console and the management server can now manage several enterprise event models and several enterprise entity models.

For example, this allows different user access rights to be attributed to different models, e.g. the



OS team can be restricted to editing operating system related events while the application team can only edit application related events.

Event definition on agents built from several enterprise event models on the management server.

(Console 5.20 and management server 5.20 were already managing multiple enterprise models, but additional configuration improvements are available through 5.2 1)

Management of both enterprise and local entity models

Agents for Windows/Citrix/Unix/Linux can now handle 2 entity definition models:

- One model defined via enterprise entity models (the model of the agent is the consolidation of all the enterprise entity models attached to the agent).
- One model defined directly by editing it via the SP Analyst console.

This double edition mechanism facilitates working within an enterprise wide policy with local exceptions. This was already in place for defining events.

Faster response times

SP Analyst architecture allows the management of a large number of servers and lets many users view server information simultaneously.

Management Server handles multiple agent data queries simultaneously. This improves response times considerably. It is one of several improvements that have been made to the data query process.

Large sites with many consoles and/or agents will experience faster response times when:

- Opening a session on Management Server.
- Listing servers.
- Generating a table report (in real time or historically).
- Generating server health and usage reports.

(Response times were already improved on console 5.20 and management server 5.20.)

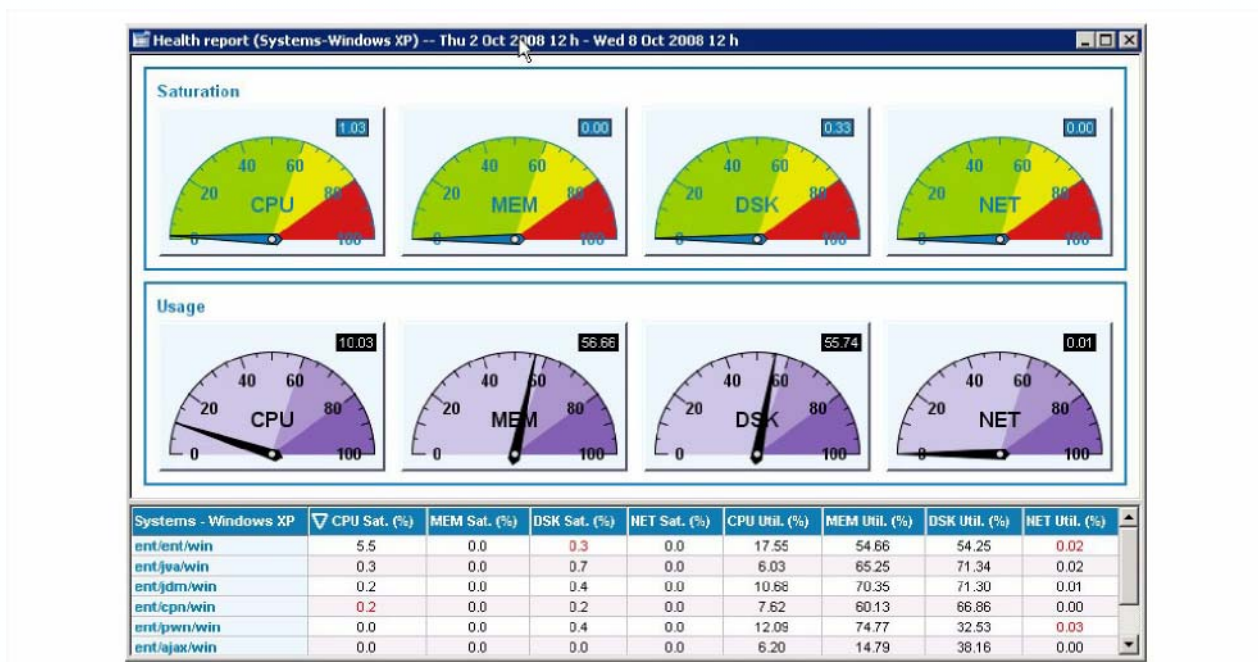
New health report

Health reports are dashboards presenting general key health indicators across a group of servers.

Health reports provide a rapid overview of the hardware resources' utilization and saturation levels:

- Server-by-server, comparing servers with each other and evaluating the load balance between them.
- Globally for a group of servers, providing an overview on the group.

(Health reports were already included in console 5.20 and management server 5.20.)

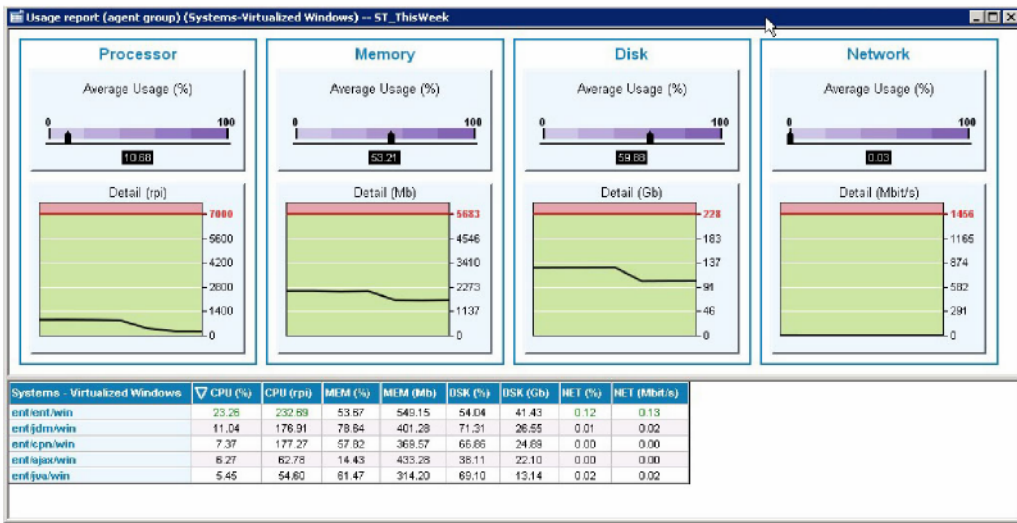


Health report.

New usage report

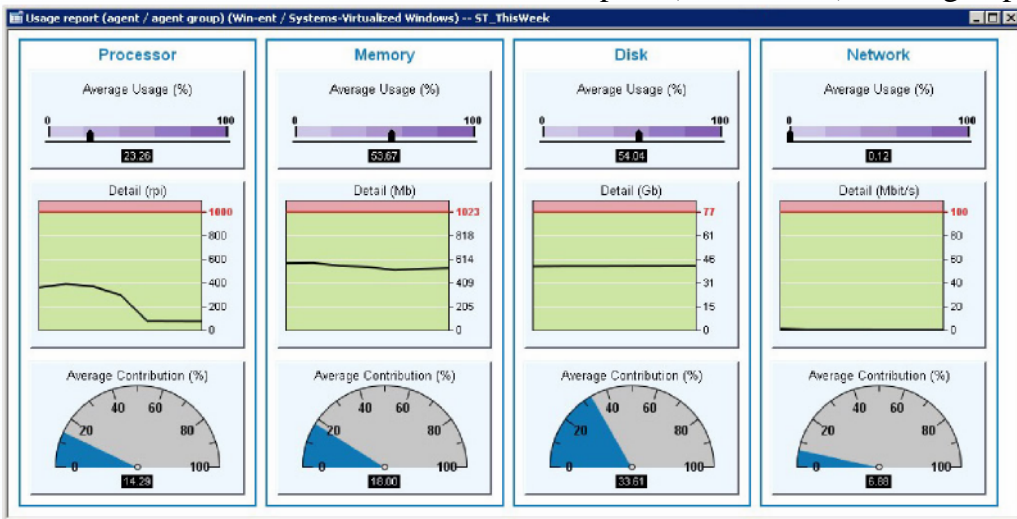
Usage reports are dashboards presenting general key usage indicators across a group of servers.

Usage reports are particularly adapted to presenting a view on a physical virtual server by consolidating information obtained from agents within each virtual server.



Usage report of a physical server with its virtual servers.

It is possible to zoom from a group usage report to a server usage report. The server report then shows detailed information on the server and on its footprint (contribution) on the group.



Detailed usage report on one of the virtual servers

New ad-hoc functions in the console

User access rights can be set on agent groups (groups defined in server classes).

Propagation of user access rights set on agent groups (groups defined in server classes) to agents within the groups. This way, when several servers are added and agents installed, they can be added to their respective groups, and the group access rights can be propagated to the agents in a single operation.

Coherence check between the user access rights on agents with user access rights on agent groups (groups defined in server classes). This way, one can check if user access rights on agents are at least the user access rights on agent groups.

Capacity indicators' values can be set on agent groups (groups defined in server classes). This allows either user-defined values to be set for agent group CPU, Memory, Disk and Network resources or allows Sysload to automatically set these values.

Multi-criteria searching and filtering function in the 'Administration of Management Servers' window. Filtering applies to the agent list, user list, group of users list, event and entity lists in the enterprise models.

Copy-paste functions (list of events, list of users, etc.) helping reporting on the SP Analyst configuration after a setup.

Possibility to define an expression "all except" when defining the instances in an event definition (e.g. Define an event on every file system except the file system '/database'). Agent version 5.20 required.

New ad-hoc functions in the management server

Support of SQL Server to host the management server database. This helps setting management server on a failover cluster with a unique database.

New ad-hoc functions in the agents

New metrics on virtualization on the Unix AIX agent when the agent runs in a micro-partitioned LPAR.

New metrics on virtualization on the Windows/Linux agents when the agents run in a guest operating system hosted by VMware ESX.

Automatic timekeeping correction on the Windows/Linux agents when the agents run in a guest operating system hosted by VMware ESX (the processor information is then related to the physical processor).

Top process by argument on the Windows/Citrix agents.

Improvements in the top process (by arguments) on the Windows/Citrix/Unix/Linux agents for a better tracking of applications.

Monitoring of processes running in AIX 6.1 WPARS.

AES tokens no longer required by agents for generating AES reports.

Changes to some token-types.

Automatic calculation of the server RPI_{max} (agents for Windows/Citrix/Unix/Linux and OS/400. The RPI_{max} is the maximum processor capacity in the Sysload unit RPI - Relative Performance Index - allowing processor utilization comparison on machines that have different processor capacities).

New 'Minimum' and 'Maximum' metrics in the 'Processor' (agents for Unix/Linux) domain. These show the minimum and the maximum processor activity in between two iterations of the agent Collector (these already existed in the agents for Windows/Citrix).

Circular agent Collector execution log (for Windows/Citrix/Unix/Linux). If set to 1MB, then it is guaranteed that the log file size will not exceed 1 MB. Another maximum value can be set according to your needs.

New installation procedure (agents for Windows/Citrix/Unix/Linux). A new installation program natively supports installations in silent mode or via Sysload Software Distribution (Sysload Software Distribution is a new Sysload solution that remotely installs SP Analyst agents. On Unix/Linux, the agent is now run under a user 'sysload' created by the installation program.

Newly Supported Environments

Windows 2008, Windows 2008 Core, AIX 6.1, Solaris 10 LDOM, ESX 3.5, OS/400 V5R4, OS/400 V6R1. Oracle 11g.

Recommended upgrade procedure

It is highly recommended that the console be the same version level as Management Server. Some functions are not available when mixing versions (see below).

Due to compatibility issues, the recommended upgrade procedure is as follows:

- 1) Backup Management Server's repository
- 2) Upgrade Management Server.
- 3) Upgrade the consoles.

The console version 5.21 requires a license file valid for version 5.2 on Token Server.

The console version 5.21 is compatible with Token Server version 5.10 (and previous) and agents version 5.10 (and previous).

Compatibility matrix with the previous version

Console 5.11 with Management Server 5.20

The console works with enterprise models if they remain in the previous format.

The console will not work with enterprise models if they are converted to the new format.

If the enterprise models have been converted to the new format, the console will not be able to create news ones. Enterprise models cannot coexist in both old and new formats.

Impossible to create table reports (activity monitoring and history report).

Console 5.11 with Management Server 5.21

Same as 'Console 5.11 with Management Server 5.20' in addition to it being impossible to work with groups defined as server classes.

Console 5.20 with Management Server 5.11

The console can work with enterprise models.

Impossible to create table reports (activity monitoring and history report).

Console 5.20 with Management Server 5.21

Impossible to work with groups defined as server classes.

Console 5.21 with Management Server 5.11

Same as 'Console 5.20 with Management Server 5.11' in addition to it being impossible to work with groups defined as server classes.

Console 5.21 with Management Server 5.20

Impossible to work with groups defined as server classes.