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WHAT YOU NEED TO KNOW. **WHEN** YOU NEED TO KNOW IT.



User's Guide

Meta-View Performance Manager

Meta-View Agent for Windows

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Meta-View Performance Manager for Windows version B.02i

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META-VIEW PERFORMANCE MANAGER FOR WINDOWS

Introduction

Meta-View Performance Manager for Windows includes agent and two multi-host graphical clients: Meta-View Web and Meta-View Alert. Meta-View Web, which runs on Windows PCs and UNIX workstations, and Meta-View Alert which runs on Windows PCs are included with this release of Meta-View for Windows.

The following section describes the contents of the Meta-View for Windows package you have received. Please start with this section to install:

- Meta-View Agent for Windows on your Windows 2000, Windows XP or Windows Server 2003 system
- Meta-View Web on your Windows or UNIX system
- Meta-View Alert on your Windows PC system.

Package Contents

The package you received from Lund contains all that you need to install the Agent, Web, and Alert components of Meta-View Performance Manager for Windows. The following items are included in this package:

1 Printed documentation:

- Release Notes for Meta-View Agent for Windows
- Release Notes for Meta-View Web
- Installation and Setup Instructions for Meta-View Agent for Windows
- Installation and Setup Instructions for Meta-View Web
- Installation and Setup Instructions for Meta-View Alert as contained in the User's Guide

- 2 The **Meta-View Performance Manager Product CD** containing the Meta-View for Windows and Meta-View Web, and Meta-View Alert components and all Meta-View Performance Manager documentation, including a user's guide for each supported platform.

Installing Meta-View Agent for Windows

The Meta-View Agent for Windows Installation and Setup Instructions provide detailed information to guide you in installing Meta-View Agent for Windows onto your Windows system.

To install your product(s) you will need the Product CD, installation instructions, and a product serial number.

Installing Meta-View Clients

The Installation and Setup Instructions for the Meta-View clients provide detailed information to guide you in installing Meta-View Web and Meta-View Alert on a Windows system. You can install these products on as many systems as you require. No license code is required to run either Meta-View Web or Meta-View Alert.

Support

When you purchase product maintenance and support from Lund Performance Solutions, you benefit from the knowledge and experience of our professional support teams. Our contracted product support entitles you to receive timely updates, bug fixes, documentation and direct technical support.

Contact Information

Postal Address

Lund Performance Solutions

240 Second Avenue SW

Albany, OR 97321 USA

Internet URL

Visit the Lund Performance Solutions website at <http://www.lund.com/>.

Telephone Number

For customer and technical support, call **(541) 812-7600**, Monday through Friday during the hours of 7:00 A.M., to 4:00 P.M., Pacific Time, excluding major holidays.

Fax Number

Transmit fax messages to **(541) 812-7611**.

E-mail Addresses

Send e-mail messages to:

- | | |
|------------------------------|------------------------|
| • Technical Support Team | support@lund.com |
| • Sales Team | sales@lund.com |
| • Professional Services Team | consulting@lund.com |
| • Certified Trainers | training@lund.com |
| • Documentation Team | documentation@lund.com |

Technical Support

At Lund Performance Solutions we are working hard to provide you with intuitive software products. Additionally, we try to provide superior online and printed documentation. However, should you find yourself with a technical question that you cannot answer with the tools provided, please contact our technical support team.



NOTE You must be a registered user to access Lund Performance Solutions' support services. Lund Performance Solutions' support services are subject to Lund Performance Solutions' prices, terms and conditions in place at the time the services are used.

E-mail Tech Support

Ask questions and receive detailed answers from the technical support team by sending an e-mail message to **support@lund.com**. Please include the product serial number with your question. Will receive a reply by e-mail.

Telephone Tech Support

You can reach the technical support team by phone at **(541) 812-7600**, Monday through Friday during the hours of 7:00 A.M., to 4:00 P.M., Pacific Time, excluding major holidays.

When you call, please be at your computer, have the product documentation in hand and be prepared to provide the following information:

- Product name and version number
- Type of computer hardware you are using
- Software version number of your operating system(s)
- Exact wording of any messages that appear on your screen

- What you were doing when the problem occurred
- How you tried to solve the problem

Sales

Lund Performance Solutions' professional sales team is available to answer your sales and customer support questions Monday through Friday during the hours of 7:00 A.M., to 4:00 P.M., Pacific Time, excluding major holidays.

Please contact your account manager for information about the latest Lund Performance Solutions products, the Lund PASS Plan (Performance Advantage Support Services), upgrade options and prices and more.

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Lund's professional IT services group is a team of dedicated, experienced IT professionals who provide strategic IT solutions, system performance consulting and outsourcing, project management and migration services to the midrange computer marketplace, worldwide.

For information about Lund's professional IT services, please visit our website, send an e-mail message to consulting@lund.com or contact your account manager.

Training

Lund's training institute presents system performance training courses at their corporate training center in Oregon and at various locations across the United States and Canada throughout the year. The training programs are designed for trainers from all educational areas, including academia, consulting and business.

For information about training, please contact your account manager at Lund.

Documentation

Lund Performance Solutions makes every effort to produce the highest quality documentation for our products, and we welcome your feedback. If you have comments or suggestions about our online Help or printed guides, send an e-mail message to documentation@lund.com or contact your account manager.

All product documentation is available online at:

<http://www.lund.com/support/documentation.html>

INSTALLATION AND SETUP INSTRUCTIONS

META-VIEW AGENT FOR WINDOWS

The installation and setup instructions apply to installing Meta-View Agent for Windows. This release is compatible with Windows 2000, Windows XP and Windows Server 2003.



NOTE If you are updating from an earlier version of Meta-View Agent for Windows, you will need to first uninstall the earlier version. The installer will remind you of this if you try to install the new version without first uninstalling the earlier one.

The uninstall will leave your performance database in place in the install directory. Its name is log.mdb. If you leave it in place, the new agent will use it and append performance data to it. If you want, you can delete the performance database and start fresh. One reason for wishing to do this is that the new Meta-View Agent, by default, logs much less data than the old one. The reason is that the new Agent does not log the Proc_Thread (process thread) class of data items, and the old one did.

Installation

To install Meta-View Agent for Windows:

- 1 Be sure that the user that performs the installation has administrator rights.
- 2 Close any other applications on the system on which the installation will be performed, including the MS Office Toolbar and any anti-virus software. Other applications and anti-virus software may interfere with the complete Meta-View Agent for Windows installation.
- 3 Insert the Meta-View Performance Manager Product CD into the CD-ROM drive.

The main menu of the Product CD will appear in the Internet Explorer window if AutoPlay is enabled on the CD-ROM drive.

If the main menu of the Product CD is not displayed, open Windows Explorer to view the contents of the CD-ROM drive. Double-click the Index.html file in the CD-ROM's primary folder to open the main menu.

- 4 Click the "Install Meta-View Agent for Windows" link to start the installation program.

If an Internet Explorer dialog box appears, asking if you would like to open/run the program or save it to disk, select the open/run option and click OK in that dialog.

If an additional dialog box appears, reporting a security warning with the information that the Authenticode signature was not found, click Yes to run the installation program.

- 5 The installation program will start.

Follow the steps in the program wizard to place Meta-View Agent for Windows on the computer.

When the wizard asks for the company name and serial number, enter these values exactly as they were provided in the licensing document. Depending upon the product delivery method, this document will either be in an accompanying licensing printout or in e-mail form.



NOTE The installation program may be hidden under the other program windows on the desktop. To prevent confusion between the installation program activity and other applications, minimize or close any other open windows while performing the installation.

- 6 Congratulations! Meta-View Agent for Windows is now installed and monitoring the system. Please see "Configuration" on page 7, for configuration instructions.

CONFIGURATION

Meta-View Agent configuration parameters are available in the Windows Control Panel.

- 1 From the Windows Start menu, go to the Control Panel.
- 2 In Control Panel, double-click the Meta-View Agent icon.
- 3 The Meta-View Performance Manager dialog box will appear. It contains the following tabbed pages:
 - Data Service Configuration (Figure 3.1)
 - Host Discovery (Figure 3.2)
 - License (Figure 3.3)
 - Data Service Control (Figure 3.4)

Below you can find detailed instructions on how to modify the configuration parameters.

Data Service Configuration

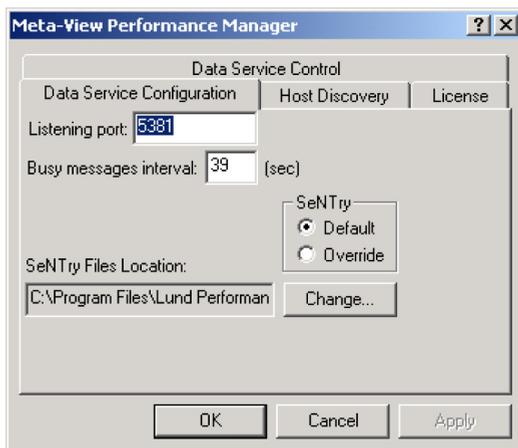


Figure 3.1 Data Service Configuration Screen

The Data Service Configuration Screen contains the parameters related to Data Service:

- Listening port is a configurable feature of Meta-View Agent. The user can change the listening port number. The default port for Meta-View communication is 5381.
- Busy messages interval is the time interval of the messages. The default value is 39 seconds.

The user can change the location of the SeNTRY files by clicking the **Change** button. The Browse for Folder dialog box displays.

Host Discovery

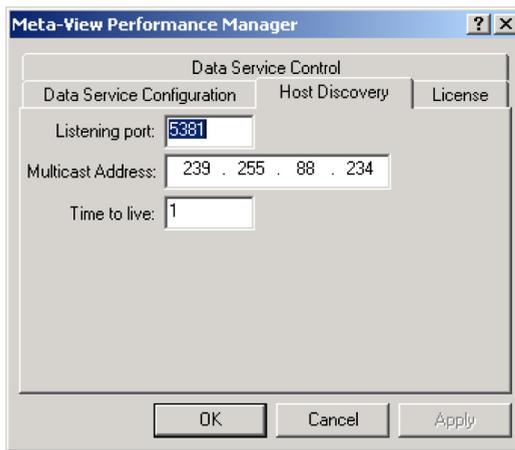


Figure 3.2 *Host Discovery Screen*

The parameters of the Host Discovery screen are as follows:

- Listening port: the default value is 5381
- Multicast Address: the IP address of the host
- Time to live

License

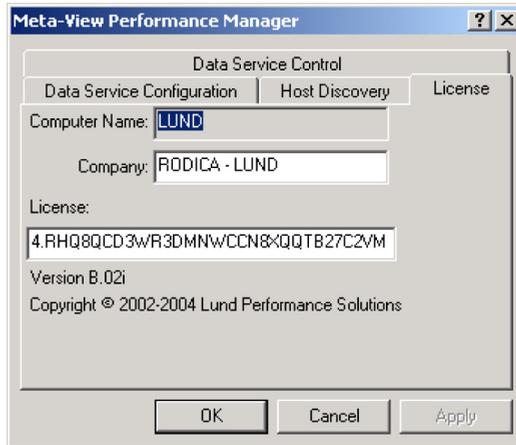


Figure 3.3 License Screen

The License screen contains information related to the license:

- Computer Name: the name of the user's computer
- Company: the name of the user's company
- License: the license number

The screen also displays the version number of the application and copyright information.

Data Service Control

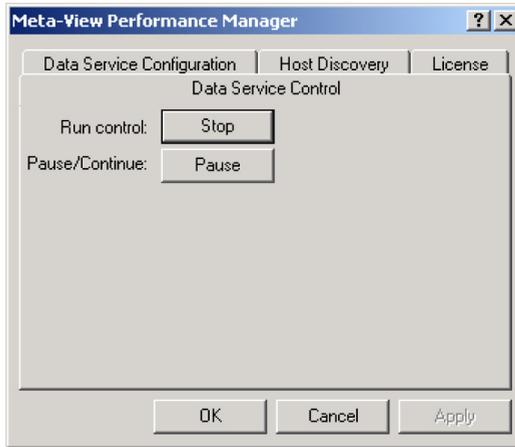


Figure 3.4 *Data Service Control Screen*

The Data Service Control screen contains two buttons: **Start/Stop** and **Pause** for running or stopping the control application.

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