

Solution to access to knowledge base for performance agent for HP-UX customer

In softwaresupport.hpe.com:

Home > My Entitlements

Enter an SAID that includes technical support for an HP-UX operating environment.
When done it should look like this:

1 Products

BA931ACE:performance agent

The product number, such as the BA931ACE shown here, will vary depending on which HP-UX operating environment is on the SAID. The important part is that it says "performance agent."

This next step is only necessary if the customer previously used softwaresupport.hpe.com for other HPE Software products. In this example the customer was already entitled for HPE Data Protector. If performance agent is not selected, only knowledgebase items for the previous products will be findable.

Change products:

Dashboards > My Products

Initially it appears as:

My Products

| Product | Version | OS |
|-------------------------------------------------|---------|---------|
| <input checked="" type="radio"/> data protector | 9.0 ▼ | HP-UX ▼ |
| <input type="radio"/> performance agent | All ▼ | All ▼ |

Save

Change the radio button to performance agent and save:

My Products

| Product | Version | OS |
|----------------------------------------------------|---------|-------|
| <input type="radio"/> data protector | 9.0 | HP-UX |
| <input checked="" type="radio"/> performance agent | All | All |

Save

Now search knowledge:

Dashboards > Search Knowledge

Product "performance agent" is already checked:

Products ▼ A Z 1 9

- ☒ performance agent (3310)
- ☐ operations agent (86)
- ☐ glanceplus (54)
- ☐ glanceplus pak (46)

One may need to check additionally "operations agent," "glanceplus," and "glanceplus pak."

Specific example:

Customer was searching for an issue related to how GlancePlus would output a message including this string, which will use as the search term:

lvml_get_vginfo

In this case, in order to find the knowledgebase item related to this issue, need to have checked "operations agent."

Here the knowledge item has been found:

Self-Solve Knowledge Search

Search : lvml_get_vginfo

[Clear All](#)

Document Type ▼ ↓^A2 ↓¹9

Update Search

Save Search

Delete Saved Terms

Saved Search

☐ enhancement requests (1)

Products ▼ ↓^A2 ↓¹9

☒ operations agent (1)

Version ▶

Workflow Status ▶

Most Recent

Most Popular

Best Match

Most Important

We found 1 results

[1. OA 11.11/HPUX 11.31: Glance adviser syntax shows](#)

KM00958406

QCCR1A175431

[:lvml_get_vginfo failed for VG](#)

operations agent 11.11;

enhancement requests

customer entitled

published, investigation

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