
Version 1.0

Load generators over a firewall

All Versions

Troubleshooting Guide for OpenText™ Customers

opentext™

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1 Document Purpose and Target Audience

Welcome to the OpenText “Load generators over a firewall - Troubleshooting Guide”.

The purpose of this guide is to assist OpenText customers to assess and directly address typical issues in Windows-based load generator over a firewall setup located in their networks. These setups are often also referred to as “on-premises Load Generators” (OPLGs).

Investigated issues in this document include:

- Load generators not listed in the “Resources/Hosts” view.
- Load generators not listed in an operational state.
- Load generators that prevent tests from starting.
- Load generators crashing during tests.

Note that this guide does not attempt to include all potential root causes for the above symptoms. Instead, it simply isolates typical causes and assists in quickly addressing them.

The target audience of this document is technical personnel of OpenText SaaS customers who are involved with operating load tests within LRE or later and/or installing and maintaining load generators (injectors) in their own network that are connected to OpenText SaaS LRE environments. The audience typically includes load test specialists, QA lab managers, and QA managers.

2 How to use this guide

Please use this guide if you plan to troubleshoot an existing load generator over a firewall installation that is not (yet) functioning as expected. For information on how to conduct new installations from scratch, please use the document “Load generators over a firewall - Installation Guide” instead.

This troubleshooting guide consists of three main chapters plus an appendix:

“**Troubleshooting New Setups**” and “**Troubleshooting Pre-existing Setups**” each contain subchapters to troubleshoot typical symptoms based on your observations on either new or preexisting setups.

“**Contacting OpenText SaaS**” describes briefly which information is minimally required by OpenText SaaS in case your specific load generator issue cannot be solved by the measures proposed in this guide. Including sufficient information when filing your case will help speed up resolution times by allowing us to start the initial investigation of your case more quickly.

3 Terminology/Glossary

OneLG

The common load generator installation package for all LoadRunner family products.

Standalone Load Generator

This is the OneLG software package initially installed when deploying a load generator over a firewall. Application of the latest patches available for download on your LRE instance might also be required, as described in detail later in this document.

Injector over the Firewall (IOFW) / Load Generator over the Firewall / On-premises Load Generator (OPLG) / Private Load Generator

These are all names for a load generator that is located inside the customer's network, or on a network controlled by the customer, and connected to an OpenText SaaS LRE instance for the purpose of performance testing. Most load generators get installed on Windows through the "Standalone Load Generator" setup. They are maintained by customer personnel rather than OpenText SaaS personnel. These will be referred to as OPLGs (on-premises LGs) in this document.

Agent Configuration

An application installed on the load generator host that is used to configure the specific load generator. It is typically accessible through "Start / Micro Focus / Load Runner Agent Configuration".

Agent Service (Agent)

A Windows service ("LoadRunner Agent Service") that runs on the load generator host to connect it to OpenText SaaS LRE. In rare cases, the load generator is alternatively installed as a process instead that needs to be started by a logged in user.

Firewall

In the context of this document, we refer to the firewall(s) in the customer's network that typically separate(s) the load generator hosts from the internet.

MI Listener (MIL)

An MI Listener is a server located in the OpenText SaaS network that acts as a proxy to connect the customer's load generators with LRE in the OpenText SaaS datacenters. Each host must be configured in the Agent Configuration to point to that MIL (by entering the public DNS name of the MIL into the "MI Listener" field).

4 Troubleshooting New Setups

Multiple components must be configured correctly first before load generators can operate properly. This section helps you to eliminate and address common causes of incomplete or incorrect configurations that typically occur in new setups.

4.1 Symptom: The load generator is not listed in the Hosts view in LRE

Please walk through the list of potential causes below.

4.1.1 Cause: Naming mismatch or host not yet registered in LRE

Each load generator must have a name and a location. Both the load generator name and location name must be unique across your LRE instance. Existing location names are listed in the project's Host table and are created in the LRE Administration. The only characters allowed in load generator names and location names are letters, numbers, dashes, and the underscore character.

- Examples of valid load generator names: *newbanklg01* to *newbanklg15*
- Examples of valid location names are: *newbank* and *newbanksouth*

Troubleshooting:

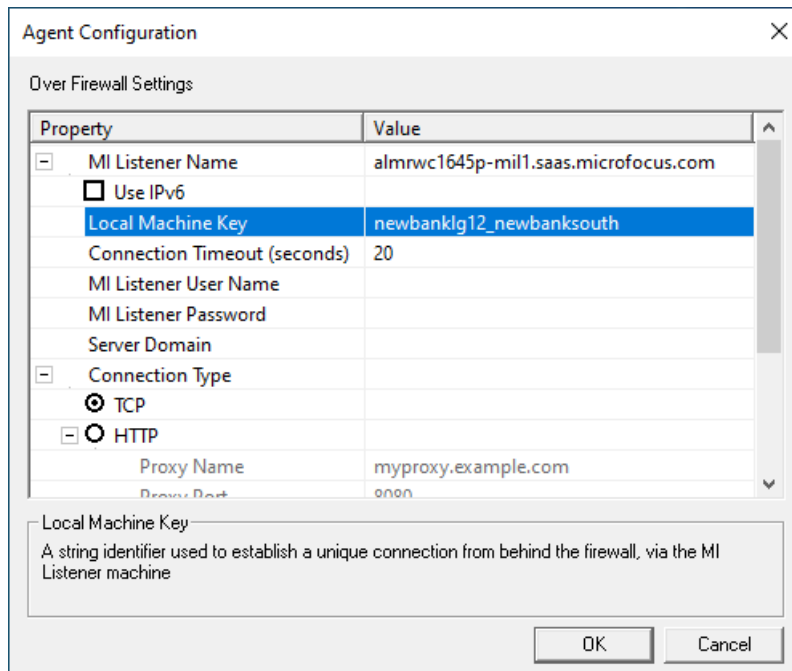
On the load generator, start the "Agent Configuration" application, typically located at:

Start / Micro Focus / LoadRunner Agent Configuration

Make sure that the "Through MI Listener (Over Firewall)" radio button is enabled, then click on "Settings". Verify that the "Local Machine Key" field contains the exact spelling of the unique load generator name and the location name, separated by an underscore character:

`<injectorname>_<locationname>`

E.g. for load generator "newbanklg12" in location "newbanksouth", the Local Machine Key has to be `newbanklg12_newbanksouth`



Verify that this load generator is registered under the load generator name and with the named location and that it is visible to your project, by logging into LRE and selecting the “Resources/Hosts” view. Make sure to remove any potentially pre-existing filters from the view.

Check the “Name” and “Location” columns and see if you can find a line item that has both the load generator name and the load generator location name listed.

Only if there is a load generator listed whose name and location are exactly spelled as configured in the Local Machine key, the load generator is registered correctly (in our case it would be a host named “newbanklg12” and a location named “newbanksouth”).

If you find the host listed, though with spelling differences from the Local Machine Key: Either change the spelling of the load generator name in the Local Machine Key in the agent configuration to match as listed in LRE (and let the agent restart afterwards), or you can request from SaaS, or your LRE administrator, to correct the load generator name and/or location name in LRE as needed.

Instead, if you cannot find the host listed at all: Request from OpenText SaaS, or your LRE administrator, to add the host to your project, using the given load generator name and location name. Be sure to provide the name of the project, and the correct case-sensitive spelling for location and load generator names.

If after these steps the load generator still does not show up in the hosts list (in any state), please continue to work with OpenText SaaS on this issue directly.

4.2 Symptom: The LG is listed as “Unavailable” or “Non-Operational” in LRE

The symptom is that under Resources/Hosts in LRE, the load generator shows up but is listed in “Unavailable” or “Non-Operational” status instead of the “Operational” status required for the load generator to be ready for a load test.

Note that a “Non-operational” status typically indicates that at some previous point in time the host was indeed operational, though it is currently not. In contrast, an “Unavailable” status of a host indicates typically that the load generator setup in question is not yet complete, and it never has connected to LRE successfully before, or in rare cases that OpenText SaaS later chose to make the host unavailable temporarily for maintenance.

This symptom can have a variety of causes. Let us eliminate the most common ones.

4.2.1 Cause: Name mismatch

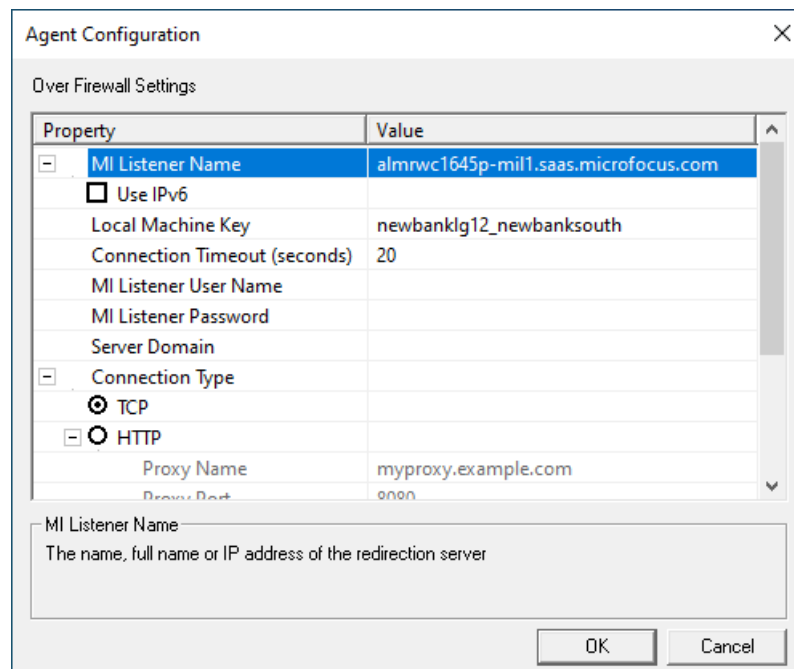
As with a misspelled local machine key in the Agent Configuration will prevent a load generator to show up in LRE as operational, please follow steps above to assume that both load generator name and host name are properly present in the load generator’s Agent Configuration and in the LRE “Resources/Hosts” table.

In case you perform a change in the Agent Configuration, make sure to allow restarting the agent as requested by a popup after saving your edits, and in LRE’s “Resources/Hosts” list, a few moments later select the host and click “Check Host”. If it does not turn to operational this way, wait for at least 10 minutes for the load generator’s “Operational” state to appear in LRE’s “Resources/Hosts” graph, and if still not operational, continue troubleshooting as below.

4.2.2 Cause: Other common agent configuration issues

On the load generator, when starting the “Agent Configuration” application, check that the “Through MI Listener (Over Firewall)” radio button is enabled. If not, the load generator will not attempt to connect to LRE.

Click on “Settings” and check the “MI Listener Name” field:

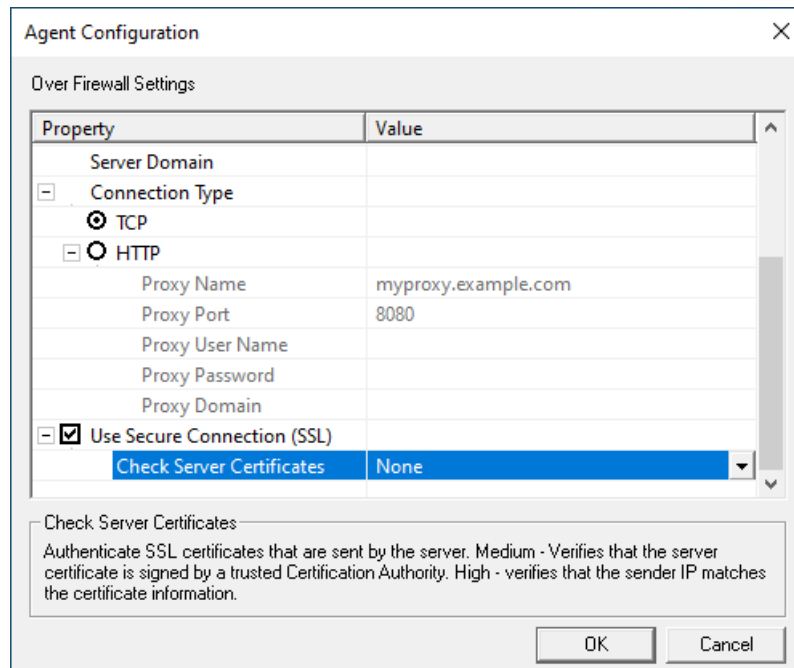


This field is supposed to contain the public DNS name, or, alternatively, IP address, of the MI Listener host **as provided to you by OpenText SaaS**. Note that the DNS name on the screenshot is just an

example and will not be the correct address for your load generators. Note that in specific cases, multiple MI Listeners may have been made available for your account, typically to balance the load from larger amounts of load generators.

Check the “Connection Timeout (seconds)” field. This value is recommended to be the default 20 seconds unless you’ve received other instructions from OpenText SaaS.

Scroll down and check that that “Use Secure Connection (SSL)” is enabled and that the “Check Server Certificates” is set to “None” unless you’ve received other instructions from OpenText SaaS.



If you made any changes, allow the Agent to restart as prompted and wait for 10 minutes before checking if LRE now lists the load generator as operational.

4.2.3 Cause: Firewall not open (direct, non-proxy configurations)

For a load generator to connect to LRE, the firewall around your network that hosts your load generator must have port 443 open for outbound communication (an exception is the less common use of proxy configurations, which require tunneling the load generator’s communication to LRE through a proxy in your network to pass through the firewall this way).

In many cases, outbound communication on port 443 is permitted already before load generator installation, though in cases of higher security, even outgoing communication may be blocked by default.

Troubleshooting:

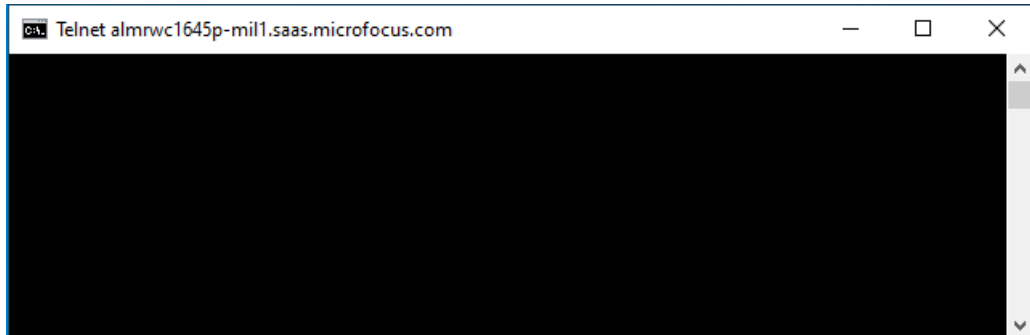
On the load generator, open a Windows command shell.

Enter “telnet <MI_Listener_DNS_name> 443” and check the response. The MI Listener DNS name is provided by OpenText SaaS and needs also to be entered identically in the Agent Configuration’s “MI Listener” field.

For the MI Listener used in our earlier example, the command would be:

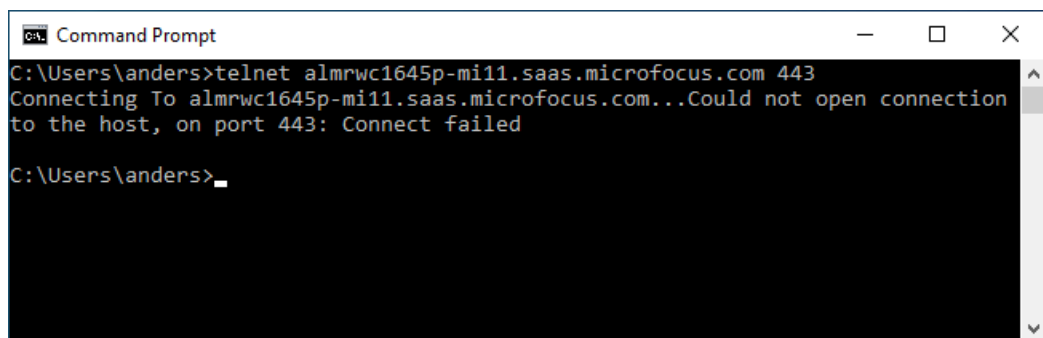
```
telnet almrwc1645p-mi11.saas.microfocus.com 443
```

If the response looks like this: (blinking cursor on empty window)



Then the firewall is open from the load generator to the MI Listener on port 443, as it needs to be. You can click the "X" close icon to close the window and proceed to the next cause.

If the response looks like this: ("could not open connection ...")



Then the firewall is not open and needs to be opened by your IT Security team unless you must use a proxy configuration instead. Please contact your IT Security Team to open the firewall from the load generators to the MI Listener DNS name (alternatively, IP address) outgoing on port 443. Note that the firewall rule is outgoing only since there are never any incoming connections from the MI Listener.

If the telnet test cannot be performed, we recommend asking your IT Security team to check if the firewall is open outgoing from the load generator's IP address(es) to the MI Listener, on port 443.

4.2.4 Cause: Proxy-related issues

If the load generator communication is configured to be used with a proxy in your network, please check that the proxy parameters entered in the Agent configuration match the proxy configuration in your network, as given by your IT department.

Especially, verify that the proxy user account listed in the Agent Configuration is correct and currently active. This can be verified easily by checking if these credentials work with any browser. Simply try accessing an external website requiring proxy authentication. You can then provide the user account being used by the load generator.

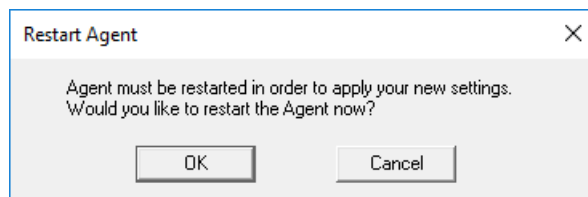
If the above checks do not identify the issue, we recommend you asking with your IT department that the proxy is working correctly and that any traffic from the agent can be seen on the proxy's diagnostics if available.

4.2.5 *Cause: Agent restart or host restart required*

A simple agent restart may be required to re-synchronize the agent with LRE for the load generator to be recognized.

Start the Agent Configuration dialog, though without getting into the "Settings" dialog.

Instead, simply click "OK" and confirm the "Restart Agent" dialog with another click on "OK".



Now wait 5-10 minutes to determine if the load generator status turns "operational" in LRE. Alternatively, try the "Reconfigure Host" button after selecting the load generator in the Host view and after completing, check the status.

If the issue does not get resolved this way, you may also attempt to restart the host instead of restarting just the agent service.

4.2.6 *Cause: Agent installed as service: Service is not running, and does not start when starting host*

During installation of the load generator software, the user has the choice to install the agent as either service or process. For most setups we recommend that the Agent is installed as a service, as the load generator will be available automatically after a reboot, in contrast to being available only after a user logged in to the load generator.

If installed correctly, the "Load Runner Agent" starts automatically after reboot, connecting to LRE.

However, in some cases, the installed service may not start automatically.

Troubleshooting:

On the load generator, open the "Windows Services" application.

Verify that the "LoadRunner Agent Service" is in "Started" status (you may have to refresh the view to get the latest reading). If it is not started, check that the startup type is "Automatic". If not, change the startup type.

Start the service (in "Automatic"). Refresh the view after 30s to check that the service is still running.

If it is not running, a permission issue may be the cause as the software may not have been installed properly using administrative privileges.

First verify that your user account has administrative privileges in Windows. Now, you can change the credentials of the Agent service following the steps in the Appendix.

Alternatively, you can opt to reinstall the load generator, making sure you have administrative privileges following the steps as outlined in the Appendix.

(Optional, extensive step): If that does not work, you could try to reconfigure the Agent to run as a process temporarily, according to the Appendix. If that works, likely a permission issue with the agent running as a service is the cause, as process-based execution does not need administrative privileges, but service-based execution does. Don't forget to revert to reconfigure the agent to run as a service when done.

If the service still does not start after reinstallation and reboot, continue below.

4.2.7 Cause: Agent installed as a process: Process is not running

During installation of the load generator, the user has the choice to install the agent as either service (LRE) or process (LRP). For most OpenText SaaS setups, we recommend that the Agent is installed as a service, as the load generator be available as soon as the host is started, in contrast to being available only after a user logged in to the load generator.

However, if installed as a process, one common reason why a load generator may not be operational is a very simple one: The agent process (magentproc.exe) may not be running.

Troubleshooting (for as-a-process installations only):

Login to the load generator and start the Task Manager. Select the "Processes" tab and make sure that "Show processes from all users" is selected. Sort by name, and check if "magentproc.exe" is running. If the process not running, we recommend to first verify that it is not installed/started as a service instead:

- On the load generator, open the Windows Services application and verify that the "LoadRunner Agent Service" is not present and running.
- Start the agent as a process (using administrative privileges) by running magentproc.exe from <LG>\launch_service\bin as administrator (right-click for this option).
- Alternatively, use the "LoadRunner Agent Process" shortcut from the Start -> Program Files -> Startup group
- If desired to start the process automatically after login, add a shortcut to the magentproc.exe into the Start -> Program Files -> Startup group.

Validate in the task manager that magentproc.exe is now running and check once again a few minutes later to make sure it keeps running as expected.

4.2.8 Cause: Agent running as both process and service simultaneously

The load generator can run the agent as either service or process, though not at the same time. Below are steps how to verify if both are running simultaneously erroneously.

Troubleshooting:

On the load generator, go to the Windows Services application, and verify if the “LoadRunner Agent Service” is present and running.

Start the Task Manager, select the “Processes” tab and make sure that “Show processes from all users” is selected. Sort by name, and check if “magentproc.exe” is running.

If indeed both service and process are active, first stop both and then follow the instructions in the Appendix on how to install for either service or a process (we recommend choosing the service option in most cases). This will assure that only one of the two options will start the next time the host will be booted or a user logs in.

4.2.9 Cause: Load Generator installation does not have the latest patches applied

Patch mismatch with our servers may lead to intermittent or no connectivity with LRE, and to issues when starting, running, and stopping tests.

Dependent on the SaaS-certified patches applied to the load generator since its first installation, you may or may not find that the latest SaaS-certified patch was applied. Note that OpenText SaaS certifies patches only after conducting additional testing against SaaS infrastructure, hence latest SaaS-certified patch may not be the latest patch available on OpenText Software Support Online or recommended by OpenText Software Support. It is important to for SaaS customers to use SaaS-certified patches only.

Any required patches will be listed in the Standalone Downloads section of your LRE instance. Please feel free contact OpenText SaaS to validate the latest patch version that matches your LRE environment.

Troubleshooting:

To validate the installed patch level, use the “Programs” (or “Programs and Settings”) view in Windows, set to show installed updates. The location of this view depends on the version of Windows used. Verify that you can find the latest update for “Micro Focus Load Runner – Load Generator”.

If the latest certified patch level has not been installed obtain and install the latest patch as described in the Appendix, or through OpenText SaaS.

If patches are required, make sure that they are installed using administrative privileges and allow the host to restart if prompted, otherwise initiate a restart manually. After the reboot make sure that the LoadRunner Agent service is running and wait approximately 5 to 10 minutes before checking if the load generator is listed as operational in LRE.

4.2.10 Cause: The Load Generator may have been installed on a not supported Operating System version.

You can verify the list of supported operating systems for the Standalone Load Generator installation at the following URL: <https://admhelp.microfocus.com/lre/>

- *Get Started -> Support Matrix -> Support Matrix documentation*

5 Troubleshooting Preexisting Setups

Even after a load generator has been configured correctly and used in load tests successfully, multiple components must stay in tune for load generators to continue to operate properly. This section helps you eliminate and address common causes that may affect service over time. If this section cannot address the issue, please check the “Contacting OpenText SaaS” chapter.

5.1 Symptom: All LGs in one location have fallen into “Non-Operational” status

In this case, previously most or all load generators have worked successfully and have now suddenly fallen from “Operational” status into “Non-operational” status.

Please walk through the list of potential causes below.

5.1.1 Cause: Customer network issues

First, see if the network path is open from the load generators in your network, to the MI Listener in OpenText SaaS. To perform that check in non-proxy setups, log into one of the now non-operational load generators and perform the telnet test outlined above in the “Firewall not open” chapter.

If the telnet test fails, we recommend asking your IT Security team to check if the firewall is open outgoing from the LG IP address(es) to the MI Listener on port 443.

Alternatively, if a proxy setup is used to connect outside the network, verify that the user account listed in the Agent Configuration is still correct and currently active. This can be verified easily by checking if these credentials work with any browser. Simply try accessing an external website requiring proxy authentication. You can then provide the user account being used by the load generators. If that fails, check with your IT department that the proxy in your network is still operating, reachable, and has not been re-configured recently.

5.1.2 Cause: SaaS-internal issues

In rare cases, the specific MI Listener inside OpenText SaaS LRE that the load generators in your network point to may experience some issue. We recommend that you contact OpenText SaaS after your previous troubleshooting confirms that the network path to the internet is open from your load generators, and after you still see issues with all load generators being now in non-operational state.

5.2 Symptom: Some LGs have fallen into “Non-Operational” status, while other LGs on the same location and MI Listener may still be operational

Since in this case there are still load generators in your network connecting to the MI Listener correctly, we can rule out MI Listener failure and general network issues that affect all load generators in your network. Typical remaining causes are listed below. Please walk through the list in sequence.

5.2.1 Cause: The load generator Agent needs to reconnect or to be reconfigured

Log into the LRE application and display the “Hosts” view without filters, and make sure that the line item for the non-operational load generators in question is visible and select that line item.

Based on your permissions, you may have a “Check Host” button available in the view. Click it. A popup will appear to inform you of the communication status with the load generator.

Based on your permissions, you may have a “Reconfigure Host” button available in the view. Click it and confirm the dialog asking you if you want to reconfigure the host. Since at this point the host is non-operational, it is not involved in any load tests now, so this option can safely be used. Aside of other functions, this operation assures that a reconnect is attempted that will put the load generator into operational state if successful. You may now have to refresh the “Hosts” view to reflect the status change to “Operational”.

We recommended to attempt to run a test that includes the successfully reconfigured load generator, and to observe the load generator status for a short while in order not to overlook any reoccurring issues that may have deeper root causes.

If an error message appears instead, please continue as described below.

5.2.2 Cause: The load generator needs to reboot

The load generator may need a reboot. To perform a reboot, please log in to the load generator and perform the reboot directly. After the reboot is completed, wait for 5 minutes before validating if the status goes to “Operational” in the “Hosts” view. If it does not become operational, also continue below.

Even if the status does change to operational, we recommend to run a load test that makes use of the load generator, and to observe the status for a short while in order not to overlook any reoccurring issues that may have deeper root causes.

While your permissions may allow you to use a “Reboot Host” button available in the “Hosts” view, this option typically only works with load generators within the same network as LRE (in our case, in OpenText SaaS), hence it is not the recommended procedure with load generators.

5.2.3 Cause: The load generator is down

Try to log into the load generator via Windows Remote Desktop. If you cannot get a login prompt, it is possible that the host is down and needs to be started.

Even if 10 minutes after the start of the host the load generator shows operational successfully, to avoid ignoring a deeper lying issue we still recommend investigating the cause for the previous host shutdown. If the load generator does not go into “Operational” after a start, please continue below.

5.2.4 Cause: Patch level mismatch

A recent required patch upgrade may not have been performed on all load generators, or a patch not certified by OpenText SaaS may have been applied. Please check that the load generator installation on the non-operational load generators is on the same patch level as the operational ones.

5.3 Symptom: Tests fail to start even though all involved LGs are listed as operational

While there are multiple causes why tests may fail to start, we are focusing only on those that report that load generators in your network fail to connect during the test start process.

Assure that all the load generators involved in the test are indeed in operational state before test start, as such is required to start the test successfully. This may require to first troubleshoot the load generators in question by means described earlier. If you can repeatedly see though that while all load generators are operational before the test some fall into non-operational state when starting a test, continue here.

If you need to determine if a particular previous test has failed to start due to load generator issues, you can bring up the test run's log in LRE by selecting "Test Management/Runs", picking your run ID, then clicking on the "Event Log" tab and scanning for errors related to the specific hosts in question.

Now please walk through the list of potential causes below.

5.3.1 Cause: Little or no disk space available

Disk space issues on load generators can happen due to a variety of reasons. Most commonly, previously not collated results from tests may pile up on the system drive over time.

Best practices:

- Always collate your test runs after execution, even if the results are without relevance to you. This ensures that no un-collated results start to pile up on the load generator's drives.
- Always turn off logging (even on error) for load tests that hold more than 10 VUsers. Error and message information is still available in LRE during the test and in the output.mdb file (renamed SqliteDb.db.zip in LRE 2023 R1 and later) after the test.
- Always run with think times enabled in the run time settings and present between each transaction in the code of the script.
- Avoid multi-megabyte data files in your load test scripts, as such large files slow down test starts and can cause out-of-disk space conditions.

Troubleshooting:

Log into the load generator in question and check the available disk space on the drive that holds the temporary directory for the IUSR_METRO user (Windows "%TEMP%" variable). This is typically the system drive (C:), unless changed explicitly by the user earlier.

If the available disk space is very low, e.g. below 2 GB, disk space issues may have caused the test not to start.

IMPORTANT: Before proceeding, we recommend collating results from previous tests through LRE as this may not be possible after the next step.

PROCEED WITH CAUTION: MANUAL REMOVAL OF OUTDATED TEST RESULTS.

You may also opt to clean up not collated test results manually, though be aware that deletion of a run's not yet collated test results on even one load generator prevents the test's future collation by LRE. Hence, we recommend to always collate any relevant test run results in LRE before manually cleaning up old data on your load generators. Note that in some cases, partial re-collation of

business-critical tests with accidentally partially deleted test results may still be possible if performed by OpenText SaaS manually upon request.

Deleting the files of a load generator's TEMP directory manually will render the results of all not yet collated tests that used the load generator PERMANENTLY NOT COLLATABLE. The test results are held in subfolders of the TEMP directory of IUSR_METRO, which is typically pointing to C:\temp. To determine the location precisely, log in as IUSR_METRO (password can be obtained from OpenText SaaS) and check the TEMP system variable which holds the location.

If in doubt how to resolve the disk-space condition, contact OpenText SaaS.

5.3.2 Cause: Proxy credentials allowed for only one or limited connections at a time (for proxy setups only)

On some proxy setups, credentials are required for the load generator to pass its communication through the proxy server in your environment, and on some proxy setups, the number of simultaneous connections through one user account is limited to one or a small number. If the amount of allowed simultaneous proxy connections on the user account used by the load generators is smaller than the amount of load generators in your test, some or all load generators will fail to connect at test start as expected.

Troubleshooting:

Note down username and password and proxy name used in the Agent Configuration and verify with your IT department that for the listed proxy the number of simultaneous connections on this account is unlimited, or at least higher than the maximum amount of load generators in your network.

5.3.3 Cause: Patch level mismatch

A recent required patch upgrade may not have been performed on all load generators, or a patch not certified by OpenText SaaS may have been applied. Please check that the Standalone Load Generator installations on the non-operational load generators are on the same patch level as the operational ones.

5.3.4 Cause: Analysis or Virtual User Generator product was recently installed on top of one or more of the LGs

It is not possible to install Analysis and/or Virtual User Generator on top of the Standalone Load Generator. This is not supported. Only the load generator software can be installed on the machine.

5.4 Symptom: Tests start, though a sudden immediate drop in running VUser count occurs

Analyzing this issue is a bit more involved. If you choose to analyze it yourself before contacting OpenText SaaS, below you can find steps to do so.

In some cases, mdv processes running on load generators in load tests may crash, dropping all VUsers running one or more mdv processes for the remainder of that test. The amount of VUsers

served by one mdrv process depends on configuration and load test protocol. For web tests, the default is to run up to 50 VUsers per process. If the rare issue of mdrv failure occurs, it can happen on single processes as well as all of them.

First, rule out other (normal) causes for VUsers stopping in tests early, such as scheduling, script error conditions, or a gradual (even though fast) decline of VUsers during load conditions due to System Under Test-related issues.

In contrast, mdrv failure shows at least one of the following indicators:

- Mdrv failure typically causes an immediate drop of multiple running VUsers on the same load generator at the same moment, rather than over a short time period or across load generators. E.g. 50 or more VUsers may stop suddenly on one load generator. If the test is still running, such event typically shows as a sharp immediate vertical step down on the “Running VUsers” graph.
- Typically, an “mdrv failure” error message gets reported as well. Such message can be found in the error messages during the test. Should the test have collated and analyzed successfully, it will also be available in Analysis.
- If you want to drill deeper, you can opt to analyze the test results with Standalone Analysis, and then group the “Running VUsers” graph by host. If you see that sudden drops of multiple VUsers happen on the same load generator (host) at a time, mdrv failure on that load generator is likely.

After identifying mdrv failure, we recommend searching for the following causes below before contacting OpenText SaaS.

5.4.1 Cause: Load generator shutdown or reboot

Attempt to log into the load generators of the test and see if any of them are not running. If you can log in, you may check for signs that a reboot that may have happened during the test. E.g. The Windows event log that can be viewed with the “Event Viewer” in Windows holds this information. If a reboot indeed occurred, the event viewer may provide clues if the reboot was triggered externally (e.g. by a scheduled re-boot, or by an administrator).

5.4.2 Cause: Little or no disk space available

Disk space may have run out on a load generator during a test due to an accumulation of temporary load test data, see above.

5.4.3 Cause: Patch level mismatch

An incorrect patch level on the load generator may cause this issue, see above.

6 Contacting OpenText SaaS

If the load generator issue you observed did not get addressed by the steps listed, we recommend contacting the OpenText SaaS support.

Please provide at least the following information, so that our team has enough data on hand right away to start working on your case in a timely manner:

- The full LRE instance URL.
- The Domain and Project.
- The details of the issue.
- If the issue occurred on a new setup or on a preexisting setup that was previously running load tests with the load generator successfully.
- If you observed the issue for the first time, or if it is a repeat issue.
- Please provide specific information if available:
 - Local machine keys and location names of the load generators showing the issue
 - If a test start/run issue, the Run ID(s) of the failed test(s)
 - Any observations you find helpful that you may have made while troubleshooting the issue yourself

Note that during the troubleshooting process, the OpenText SaaS engineer may find it necessary to conduct a live remote diagnosis session on the load generators.

7 Appendix

This appendix describes certain common configuration tasks to remedy conditions identified in the troubleshooting sections of the document.

7.1 Configuring the Agent as either Service or Process

The load generator agent can be run either as service or as a process. OpenText SaaS recommends running the agent as a service for most setups, as the agent becomes ready immediately after the host is started, then idling with minimal system resources.

NOTE: It is crucial that the Agent only runs through one of these two means, not both, at the same time. Otherwise, operational errors will occur.

As a service, the 'LoadRunner Agent Service' service runs automatically even if the user does not log in to the system. The user can login to the machine and go to Administrative Tools -> Services -> 'LoadRunner Agent Service' to verify or change which user account is running the service, since this might affect the user's rights to pass through proxies. The service should run under administrative privileges, or user "IUSR_METRO".

While installing, make sure to have administrative privileges (domain or local).

As a process, the Agent runs through 'magentproc.exe' from the <LG>\launch_service\bin folder. This requires a user to login to the machine to start the Agent and stay logged in during the use of the load generator. The Agent will run with the same user rights as the logged in user.

After installing the load generator Agent, the user can switch the Agent to run as either service or process by performing the following steps.

7.1.1 To run the Agent as a service (recommended for permanent setups)

Remove the "LoadRunner Agent Process" shortcut from the Start -> Program Files -> Startup group if present, to avoid the process from starting when the computer is rebooted.

Launch the command prompt using Run as Administrator and go to <LG>\launch_service\bin. If started erroneously as a non-administrative user, the installed service will not work properly later.

Type in: `magentservice.exe -install<enter>`

Note: If you want to set a different account, type in

```
magentservice.exe -install <user_domain>\<user_name> <password>
```

Go to the Window's Services view and change its properties to start it as "Automatic".

If you wish to modify the login details after installation of Agent Service, do the following

- Go to Start -> Control Panel -> Administrative Tools -> Services and look for the LoadRunner Agent Service.
- Right-click and select Properties->Log On and change the information from there.

7.1.2 To run the Agent as a process (for specific reasons)

Launch the command prompt using Run as Administrator and go to <LG>\launch_service\bin
Uninstall LoadRunner Agent Service by typing in:

```
magentservice.exe -remove<enter>
```

Verify that the service 'LoadRunner Agent Service' is no longer running.

Start the load generator Agent process by running:

```
magentproc.exe
```

If desired to start the process automatically after login, add a shortcut to the magentproc.exe into the Start -> Program Files -> Startup group.

7.1.3 To run the Agent service under a different account

If an installed Agent service runs under incorrect credentials that do not have proper administrative permissions, you can correct this by uninstalling and reinstalling the service.

Launch the command prompt using Run as Administrator and go to <LG>\launch_service\bin
Uninstall LoadRunner Agent Service by typing in:

```
magentservice.exe -remove<enter>
```

Type in:

```
magentservice.exe -install <user_domain>\<user_name> <password>
```

Go to the Window's Services view and change its properties to start it as "Automatic".

7.2 Reinstalling the Load Generator Software

In some cases, it may be required to redo the load generator software installation completely, e.g. if the installation got corrupted.

Uninstalling and reinstalling the Standalone Load Generator:

Make a note of the agent configuration parameters and download the Standalone Load Generator software by downloading it from the LRE application, using the "Download applications" button.

Make sure your Windows account on the load generator has administrative privileges.

Uninstall the existing Standalone Load Generator software and install the latest Standalone Load Generator software using *administrative* privileges, and during the setup choose "LoadRunner Enterprise".

In the Agent Configuration application, enter the configuration parameters as previously, this typically includes at least the MI Listener Name and the Local Machine Key.

Restart the agent as requested. Verify through the Windows “services” view that the service is now present in Windows.

Reboot the host to and make sure that the service is running and after 10 minutes, check in LRE if the load generator is connected.