



# HP Performance Advisor

## Frequently Asked Questions



### 1. Does HP Performance Advisor have remote management capabilities?

The short answer is no. However, there are many solutions to remote computer management that already exist. There is a great web site [hp.com/go/easydeploy](http://hp.com/go/easydeploy) that details all the HP Client Management solutions.

### 2. Can HP Performance Advisor be run from a command line?

Yes, it can. There is only one supported command line option today. That is /L for setting a specific language to be used. See following question.

### 3. Do I need to be on a localized system in order to run HP Performance Advisor in a specific language?

No. On any system, you can run HP Performance Advisor from a command line specifying the language that you wish to work in.

The shortcuts work by passing the following arguments on the command line:

- Spanish...../L es-ES
- French...../L fr-FR
- German...../L de-DE
- Italian...../L it-IT
- Japanese...../L ja-JP
- S. Chinese...../L zh-CN
- Korean...../L ko-KR
- Russian...../L ru-RU
- Portuguese...../L pt-BR

### 4. Is HP Performance Advisor localized?

Yes. As of version 1.4, HP Performance Advisor is localized in the following languages:

English, French, Italian, German, Spanish, Portuguese, Russian, Japanese, Simplified Chinese, and Korean.

## HP recommends Windows.

### 5. Do I need to be an administrator?

Yes.

### 6. Can I run HP Performance Advisor in a virtual room?

Yes. However, it won't share by default. To share HP Performance Advisor, do the following in the virtual room:

Tools - > Options: Enable "Capture Overlays when sharing desktop"

### 7. Which machines does HP Performance Advisor support?

HP Performance Advisor will run on any HP machine. However, it is only tested on HP Workstations beginning with the HP Z200, HP Z210, HP z420, HP Z600 and HP Z800; and HP Mobile Workstations beginning with the HP 8440w, HP 8540w and HP 8740w. To get some of the more advanced features such as the block diagram or application specific BIOS settings, you must be running on a Z220/Z420/Z620/Z820 HP Workstation, or an 8470w/8570w/8770w HP Mobile Workstation. If you have a Z series HP Workstation or HP Mobile Workstation newer than what is listed, then it will also support all the advanced features in HP Performance Advisor.

### 8. Is a network connection required?

No. However, if there is no network available, HP Performance Advisor will have the following limitations:

- No automatic updates
- No access to white papers
- No ability to download graphics drivers.

### 9. What are the Performance Advisor benefits?

- Maximize workstation performance
- Enjoy simpler discovery and communication processes for hardware or technical application problem reporting.
- Perform analysis of hardware and software configuration.
- Enable user to "custom" configure each system differently to best match the user's requirements.

### 10. How is the Performance Advisor different from Performance Tuning Framework (PTF)?

- Re-design of PTF
- Design emphasis was targeted at simpler usage and more intuitive workflow
  - Your Computer
  - Your Software
  - Your Performance
- Designed with globalization capability which allow locale specific releases

### 11. What is the transition from PTF to Performance Advisor?

What was previously known as the Performance Tuning Framework (PTF) has evolved into the new HP Performance Advisor. If you previously used PTF, you should download and install HP Performance Advisor to have access to its new, enhanced functionality.

### 12. Is Performance Advisor preinstalled on Z Workstations?

Yes. It is in the Windows preinstall on the HP Z220/Z420/Z620/Z820 Workstations image.

### 13. Is Performance Advisor preloaded on EliteBook Workstations?

Yes, starting with the HP 8470w, HP 8570w, and HP 8770w with Microsoft Windows installed.

## HP recommends Windows.

### 14. How to download and install pre-release Performance Advisor?

The HP Performance Advisor installation bundle can be downloaded to your machine. Please remember to make note of the location where the file is saved. This installation covers Windows XP 32 & 64 bit, Windows Vista 32 & 64 bit, and Windows 7 32 & 64 bit.

Step 1: Download HP Performance Advisor Installation File: [hp.com/go/hpperformanceadvisor](http://hp.com/go/hpperformanceadvisor)

Step 2: Follow these steps to install the Performance Advisor.

- Click the Save button to save the file.



- Choose a Directory to save the installation file and click save to continue. Make note of this location.
- After the download completes Run the installation file and follow its prompts.
- Click Run if you are prompted by a security warning.



- The installation may take several minutes.

### 15. How does Performance Advisor update itself?

When Performance Advisor runs, it checks install version against latest version on the www.

### 16. How does Performance Advisor update the ISV application certification information?

When Performance Advisor runs, it checks install database version against the latest version on the www.

17. How to provide feedback/ideas for Performance Advisor? Send email to [ap-assist@hp.com](mailto:ap-assist@hp.com)

### 18. How can you learn more about Performance Advisor?

There is a HP Performance Advisor Introduction Video that anyone can [view](#).

### 19. What are the run-time requirements?

Windows Presentation Foundation .NET 3.5

### 20. How to run the Performance Advisor?

Execute HP Performance Advisor in the Windows Start Menu/All Programs/HP/Performance Advisor folder.

HP recommends Windows.

### **21. How do I view HP White Papers?**

The best way to view white papers is the White Paper Index. This is located under the drop down menu at the top right of the Performance Advisor Window. Additionally, if you have a HP Workstation, you can also view white papers by Right-Clicking components in the Block Diagram.

## **Your computer questions**

### **22. How do I query workstation configuration and send information for support?**

Run the Performance Advisor; go to “Your Computer” and select the Configuration Report. Click the Save to file button. Then attach the file AdvisorConfig.xml or AdvisorConfig.txt to an email message for your support contact.

### **23. Can I add more memory modules?**

In “Your Computer”, click the Z Workstation Block Diagram button and look for available memory slots. Go to HP Part Surfer and QuickSpecs for the specifics on supported memory modules.

### **24. How do I know which graphics driver is currently installed?**

In “Your Computer”, click the Graphics Card image on the system block diagram or the header in the Configuration Details screen to see details about the graphics card, such as the currently installed driver.

### **25. How do I determine the current BIOS settings?**

In “Your Computer”, click the BIOS chip image on the system block diagram or the BIOS header Configuration Details screen to see details about the BIOS, including the current settings.

### **26. How do I change the BIOS settings?**

In “Your Computer”, click the BIOS chip image on the system block diagram or the BIOS header Configuration Details screen to see details about the BIOS, including the current settings. Then click one of the displayed settings for a list of possible values for that setting.

### **27. How do I determine the current BIOS version?**

In “Your Computer”, click the BIOS chip image on the system block diagram or the BIOS header Configuration Details screen to see details about the BIOS, including the current settings.

### **28. How do I determine the Windows Environment Variables?**

In “Your Computer”, the environment variables and their values are displayed in the Configuration Report.

### **29. How do I determine the HP recommended graphics driver?**

- The Performance Advisor lists the graphics driver certification information on the Graphics Card information screen in “Your Computer” and allows the user to select the driver that make the most sense for the applications that will be run on the system. For any one application, the certified driver (if there is one) will be displayed on that application’s information screen.

### **30. How do I determine the best graphics driver, if no supported applications are installed?**

Drivers are listed in decreasing order of the number of applications that have certified them, so often the best driver for your specific system is the one at the top of the list in the Graphics Card information screen.

### **31. How do I download the HP recommended graphics driver?**

Examine the Configuration Details or Configuration Report.

HP recommends Windows.

**32. What is the System Management BIOS data?**

On Intel architecture systems, the Distributed Management Task Force (DMTF) reference specification addresses how vendors present management information about the system. The data in the Configuration details is extracted and presented using the SMBIOS specification.

**33. How do I determine what Manufacturer Hard Drive/s are installed?**

In “Your Computer”, examine the Configuration Details or Configuration Report.

**34. How do I determine the Workstation Serial Number?**

In “Your Computer”, examine the Configuration Details or Configuration Report.

**35. How do I enable Intel Hyper-Threading on Z Workstation?**

In “Your Computer”, click the BIOS chip image on the system block diagram, or the BIOS header Configuration Details screen to see details about the BIOS. Look at the Advanced/Processors/Hyper-Threading setting. Right click on the setting to select a new value.

**36. How do I determine which Processor(s) are installed?**

In “Your Computer”, click the image of the processor in the system block diagram, or examine the Configuration Details or Configuration Report to learn details of the processors.

**37. How do I determine the Intel QuickPath Interconnect speed or the Intel Front Side Bus speed?**

- In “Your Computer”, click the image of the processor in the system block diagram and select component details, or examine the Configuration Details for the Processor. Depending on the processor, the speed is the External Clock value.

## Your software questions

**38. How do I determine where my applications are installed?**

In “Your Software”, click the vendor button, click the application button and the application Install Location will be displayed if available.

**39. How do I find out more about HP’s relationship with the ISVs?**

In “Your Software”, click the software vendor button. Click the application button of interest and follow the “HP for Application” web link.

**40. How do I find an HP Workstation for my application(s)?**

In “Your Software”, click the software vendor button. Click the application button of interest and follow the “Workstation Finder Tool” web link.

**41. How do I update the Inventor Hardware Graphics Database?**

If Autodesk Inventor is installed then click the Autodesk button in “Your Software”. Click the Inventor application button and click the “Update Inventor Hardware Graphics Database” button.

HP recommends Windows.

**42. How do I download from the AutoCAD Certified Hardware web site?**

If Autodesk AutoCAD is installed then click the Autodesk button in “Your Software”. Click the AutoCAD application button and click the “Download from the AutoCAD site” link.

**43. How do I assess my graphics when running the Bentley MicroStation application?**

If Bentley MicroStation is installed then click the Bentley button in “Your Software”. Click the MicroStation button and click the MicroStation Graphics Benchmark “Download” link. After benchmark is downloaded, run the benchmark for a graphics assessment.

**44. How do I enable VBO graphics performance setting for CATIA V6?**

If CATIA is installed then click the Dassault Systemes button in “Your Software”. Click the CATIA V6 button and click the “Set CAT\_VBO\_ALLOWED” button.

**45. How do I diagnose issues with the SolidWorks application?**

In “Your Software”, click the Dassault Systemes button. Click the SolidWorks button and click the “Run SolidWorks Rx” button.

**46. How do I show all Supported Software Vendors in Performance Advisor?**

In “Your Software”, select the “Show All Supported Software Vendors” checkbox.

**47. How do I assess the workstation for running multi-threaded CAM application?**

- If HSMWorks is installed, then click the HSMWorks ApS button in “Your Software”. Click the PC Performance Rating button and click the “Download” link. After the HSMWorks PC Performance Rating Tool is downloaded then install the utility.
- Once the PC Performance Rating tool is installed then click the HSMWorks ApS button in “Your Software”. Click the PC Performance rating button and click the “Run PC Rating” button.

**48. How do I optimize my graphics settings for NX 6?**

If NX is installed then click the Siemens PLMS button in “Your Software”. Click the NX button and click the “Run HyperTune for NX” button.

**49. How do I run the Solid Edge AppAssist tool?**

If SolidEdge is installed, click on the Siemens PLMS button in “Your Software”. Click the Solid Edge button and click the “Run AppAssist for SolidEdge” button.

## Your performance questions

**50. How do I determine the application executable name for application monitoring?**

If the application is a Performance Advisor supported application then the executable will automatically be monitored. The application name and executable will be displayed in the session graph.

**51. How do I determine the physical memory required to keep my application running in main memory?**

Click the Memory Graph button in “Your Performance”. Click on the Memory Status Info button.

In the graph region, the white space above the plotted processes shows how much RAM was available during the sampling periods. You need to have RAM available when running your workloads. Or click the Application Monitor button in “Your Performance”. Review the captured session(s) application plot. Application memory or system memory should never approach 100 percent.

## HP recommends Windows.

### **52. How do I determine the application resources required over time?**

In “Your Performance”, click the Application Monitor button.

1. Select your application from the Application List.
2. Start Monitor and collect sessions over suitable time span.
3. Select Show All Sessions.

Select your application session plot. The per-process CPU & Memory usage will be plotted. The System wide CPU & Memory usage will also be plotted.

### **53. How do I start the Memory Graph?**

Click the Memory Graph button in “Your Performance”.

### **54. How do I highlight my application process in the Memory Graph?**

Select the process from table on the left (color should change when selected) of Memory Graph. The process memory should appear in the graph (with selected color). Click on a highlighted process in the graph to display a process tool tip. Double click a highlighted process in the graph to display the Capacity Meters.

### **55. What is the Capacity Meters “Working Set” percentage?**

Percentage of process memory pages resident in physical memory divided by total physical memory.

### **56. Does the Memory Graph or Application Monitor exit when stopping the Performance Advisor?**

The Memory Graph and Application Monitor are separate programs from the Performance Advisor and will continue to run when the Performance Advisor exits.

### **57. How do I add an application to the Application Monitor collection?**

Add your program file dialog and navigate to the executable name you want to monitor.

### **58. How do I determine if the Application Monitor is active?**

The Application monitor will report active state and also the active sampling rate.

### **59. How does the Application Monitor report alert conditions?**

The Application Monitor will update the user interface and show a plot icon next to the process name and process start time.

### **60. What resource conditions result in an application or system alert?**

- Monitored process requires > 60% of physical memory.
- Monitored process requires > 80% of max process virtual memory.
- Monitored process virtual bytes require > 80% of physical memory.
- Total of all process memory in use > 80% of system physical memory.
- Monitored process CPU time requires > 1 core.
- Total CPU time of all processes > 60% of all cores.

### **62. What is the Windows Experience Index (WinEI)?**

The Windows Experience Index is the scoring model as implemented for Windows-7. The overall scoring methodology for Windows-7 has not changed from Vista. There are the same five top-level WinEI/WinSAT scores, and each score is computed using a set of rules. The top level Base score (Index) is determined by the lowest sub-score.

## HP recommends Windows.

### **63. Does the Windows Experience Index exist on Window XP?**

No. The WinEI is for Windows 7 and Vista.

### **64. What are the WinEI Subscores?**

There are five Subscores. The maximum score is now higher 7.9 instead of 5.9, to reflect the greater capabilities of newer components.

- Processor Subscore
- Memory Subscore
- Graphics Subscore
- Disk Subscore
- D3D Subscore

### **65. What is the WinEI Metrics?**

The metrics are the detailed results/values from the specific component assessments.

### **66. How do I assess the WinEI after changing a graphics component?**

Save your most recent formal assessment results and re-run a formal assessment after the component change is completed.

### **67. How do I assess the WinEI after Out Of Box startup?**

The Initial formal assessment results should always be saved in the WinEI datastore. The log file name will contain the "Initial" string.

