

Altair Access Web 2018.4

# Release Notes



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# Altair Access Web Release Notes

These release notes describe the system requirements, new features, resolved and known issues of Altair Access™ Web 2018.4. Please see the following sections for more information:

- [About Access Web](#)
- [About PBS Application Services](#)
- [System Requirements for Access Web](#)
- [System Requirements for Interactive Application Components](#)
- [Supported Product Configurations](#)
- [New Features](#)
- [Resolved Issues](#)
- [Known Issues](#)

## About Access Web

Altair's new Access Web provides a simple, powerful, and consistent interface for submitting and monitoring jobs on remote clusters, clouds, or other resources. Engineers and researchers can now focus on core activities and spend less time learning how to run applications or moving data around. The Access Web remote visualization and collaboration capabilities bring access to an expensive, highend 3D visualization datacenter hardware right to the user. Access Web provides an ability to visualize the results by extracting plot and animation data. View plots for running jobs as well as for jobs which have been successfully completed. Download and analyze animations using the Altair HyperView Player.

Altair Access Web features:

- Novice to Expert: simple and powerful
- Same UX: desktop and web
- Secure: protected access to HPC resources
- End-to-end: submit, monitor progress, steer, fix, and rerun jobs
- Collaborate: shared 3D analysis
- 3D Remote Visualization
- Save time: Simplify job submission and management thanks to a powerful GUI with smart, simplified interfaces
- Be more productive: Spend more time focused on work and not IT tasks - for example, monitor jobs graphically without having to download huge job files

- Increase ROI: Consolidate access to applications and optimize license availability
- Reduce errors and improve consistency: Embed your company's best-practice "know how" directly into Application Definitions used for job submission

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## About PBS Application Services

PBS Application Services (PAS) is a middleware component that communicates with the PBS Professional complex and the operating system, and provides services for the front end client applications such as graphical user interfaces. This middleware component is used as the preferred method of communication between the integration of client applications and the PBS Professional complex. PAS allows users to quickly create application portals that boost productivity and accelerate innovation. Application administrators can use PAS to create custom, solver specific application definitions. Leveraging key industry standards like the Open Grid Forum High Performance Computing Basic Profile, PAS makes it easy to respond to dynamic changes to your users and applications.

To obtain the latest release package, contact your Altair sales representative by writing to [sales@altair.com](mailto:sales@altair.com) or [support@altair.com](mailto:support@altair.com). For more information, visit us at [www.pbsworks.com](http://www.pbsworks.com).

## System Requirements for Access Web

### Supported Platforms

Access Web is supported on the following Linux 64bit platforms:

- Red Hat Enterprise Linux 7.4
- Cent OS 7.4
- SLES 12 SP2

### Supported Server Platforms

Access Web supports only the 64-bit (x86\_64) architecture platforms for visualization of results.

## Supported Browsers

### Windows

- Firefox latest ESR (Only Extended Support Release is supported. Please refer to <https://www.mozilla.org/en-US/firefox/organizations/>)
- Google Chrome latest
- Microsoft Internet Explorer 11
- Microsoft Edge (limited testing)

### Linux

- Not supported at this time.

### OSX

- Firefox latest ESR (Only Extended Support Release is supported. Please refer to <https://www.mozilla.org/en-US/firefox/organizations/>)
- Google Chrome latest
- Safari latest



NPAPI plugins (HyperView Player Plugin for RVS) are not supported from Chrome version 44.0 and Mozilla Firefox ESR 45.

## Hardware Requirements for Access Web

Minimum hardware configuration required for Access Web are:

Table 1. Hardware requirements for Access Web

Hardware	Minimum Requirement	Recommended
CPU	2 CPU cores with a minimum speed of 2.5 GHz	4 CPU cores with a minimum speed of 2.5 GHz
Memory (Physical)	4 GB	8 GB
Disk Space	4 GB	10 GB



## Hardware Requirements for Results Visualization Service

Minimum hardware configuration required for Results Visualization Service (RVS) are:

Table 2. Hardware requirements for RVS

Hardware	Minimum Requirement	Recommended
CPU	A Quad Core Processor of 2.5 GHz	A Quad Core Processor of 3.1 GHz
Memory (Physical)	16 GB	32 GB
Disk Space	500 GB	500 GB



Result Visualization of results requires good network connectivity to all the connected file servers such as PAS server and job execution hosts. A minimum speed of 100mbps is required while a speed of 1gbps is recommended.

You can install Access Web and HyperWorks Desktop software separately. The HyperWorks Desktop path can be made accessible from Access Web by creating a mounting point for the HyperWorks installed directory on Access Web installed machine.



For a better performance of RVS, mount the stage directory and scratch directory on the Access Web installed machine if Access Web and PAS are installed separately.

# System Requirements for Interactive Application Components

Hardware and system requirements necessary for running an interactive application.

## Graphics

- Supported only on Nvidia and ATI (AMD) graphics cards.
- Install the 3D adapter drivers provided by the manufacturer.
- Full 3D acceleration or Pixel Buffer support should be enabled by the Linux drivers.

## GPU Cores and Memory

- Specific to the interactive applications being run.

## CPU Cores and Physical Memory

- Specific to the interactive applications being run.

## Other

- For running interactive sessions, X Server and application on local display must be configured and working.
- X Server must be configured to export True Color (24 bit or 32 bit) visuals.
- Use Virtual Private Networking or secured channels for communication between clients and interactive server if encryption is required.
- The PBS Professional execution host must be able to access and run the applications available through Access Web

## Supported Product Configurations

The currently supported Access Web product configurations are:

Access Web	PAS	PBS Professional	Hyperworks
2018.4	2018.4	18.2.3 18.2.2 18.2.1 18.1.3 (OSS) 14.2.4 14.1.0 (OSS)	14.0 2017.2



HyperWorks Desktop application is required to visualize CAE results.  
Access Web is tested in Hyperworks 2017.2

## New Features

This section provides information about the new features of Altair Access Web 2018.4:

- [Improved Port Detection by Installer](#)
- [Consistent Files and Jobs Views](#)
- [Display Hidden Files](#)
- [Persistence View](#)
- [Custom File Icons](#)
- [Copy and Paste File Paths](#)
- [Filtering Subjobs View](#)
- [Reset Preferences to the Default](#)
- [File Upload Progress](#)
- [Generic or Server Actions](#)
- [Visualize Results from the Files Tab](#)
- [Save and Open Plots \(.rvs\) Files](#)
- [Overlay Plots](#)
- [Hiding a Plot](#)
- [Shared File System for RVS](#)
- [Screen Capture in Remote Session](#)

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### **Improved Port Detection by Installer**

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To avoid potential conflicts the installer will detect if the default ports in the port range are busy and use new ports.

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### **Consistent Files and Jobs Views**

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Standardization of job and file list appearance and behavior to improve consistency.

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### **Display Hidden Files**

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Display hidden files and folders by enabling (name of Preference) located in the Preferences panel.

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## **Persistence View**

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The last navigated folder path in the Files tab, the last viewed job status in the Jobs tab and the last viewed job file in the Output and Running Folder tabs are retained and displayed even if you switch tabs when you turn enable the preference Persistence View.

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## **Custom File Icons**

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Custom icons can be configured for every file type in the `fileextensions.json` file located at `<PA_HOME>/config/pa/`

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## **Copy and Paste File Paths**

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Navigate to different locations by copying and pasting the file path into the breadcrumbs at the top of the List view.

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## **Filtering Subjobs View**

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Subjobs can now be filtered by job status: queued, running, completed, and failed. The filter can be saved as favorite for reuse.

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## **Reset Preferences to the Default**

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Preferences can be reset to their default value. The following preferences can be reset to the default value:

- Saved filters
- Custom columns
- Default job actions
- Persistence
- Notifications

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## **File Upload Progress**

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While uploading files, a file upload widget displays the upload progress in the file upload notification.

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## **Generic or Server Actions**

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Perform an action on a server. These actions are server specific and can be executed on single or multiple jobs without being specific to an application or job state.

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## **Visualize Results from the Files Tab**

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All Results Visualization operations can now be performed from the Files and Jobs tabs.

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## **Save and Open Plots (.rvs) Files**

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Save plots as .rvs files. These .rvs files can be opened later without a plot operation.

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## **Overlay Plots**

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Compare plots by overlaying them. Overlay multiple plots, hide and show overlaid plots and save the resulting view.

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## **Hiding a Plot**

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Improved control over display and hiding of plots by clicking the plot name.

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## **Shared File System for RVS**

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Access Web supports shared file systems. Results visualization performance can now be enhanced by mounting the stage directory and scratch directory on the machine where Access Web is installed. This is applicable when Access Web and PAS are installed on separate machines.

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## **Screen Capture in Remote Session**

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Grab a screen capture of a remote session and save it as an image file on your local system.

## Resolved Issues

This section provides information about resolved issues with Access Web 2018.4:

- [PA-4159 Remote Session Agent installer was not deploying GLXSpheres application definition in PAS](#)
- [PA-4312 presubmit.py was not accessing files from user's home directory in shared mounts](#)
- [PA-4330 The input files was not displaying after clicking on JobID link](#)
- [PA-4336 In IE 11, the sub folders were not clickable in File Viewer section](#)
- [PA-4339 File download was failing at the root directory level](#)
- [PA-4346 Not able to open a file from Running Folder for the jobs submitted in additional HPC](#)
- [PA-4352 The file content in File Viewer was not getting highlighted if Auto Tail is in progress](#)
- [PA-4353 Access Web Installation fails if there is a space in the Home and Exec folder paths](#)
- [PA-4356 Job was failing when Access Web was installed on PBS commands and execution only setup](#)
- [RVS-1241 RVS server does not respond when the number of data points in a plot is too high](#)
- [RVS-1243 Settings menu overlaps the plot buttons](#)
- [RVS-1265 Unable to export plot result as CSV file](#)

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### **PA-4159 Remote Session Agent installer was not deploying GLXSpheres application definition in PAS**

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**Summary:** The GLXSpheres application definition was not getting deployed in PAS location after installing Remote Session component.

**Resolution:** The GLXSpheres application definition is getting deployed in PAS location after installing Remote Session component. Check the PAS application location at `PA_HOME/data/pas/targets/localhost/repository/applications` after installing Remote Session component.



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### **PA-4312 presubmit.py was not accessing files from user's home directory in shared mounts**

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**Summary:** presubmit.py was not be able to access any files from user's home directory in shared system.

**Resolution:** presubmit.py is able to access files from user's home directory in shared system.

---

### **PA-4330 The input files was not displaying after clicking on JobID link**

---

**Summary:** Navigating to Jobs Details page by clicking on JobID link did not display Input files in Input tab.

**Resolution:** The input files are getting displayed in the Input tab after clicking on JobID link.

---

### **PA-4336 In IE 11, the sub folders were not clickable in File Viewer section**

---

**Summary:** Not able to click on the sub folders in File Viewer section in IE 11. Click the sub folder only after collapsing or expanding the parent folder.

**Resolution:** Sub folders are clickable in File Viewer section.

---

### **PA-4339 File download was failing at the root directory level**

---

**Summary:** Downloading the file at the root directory fails with the following error message:

```
"FileCompress : zip command could not open specified files to read, Permission Denied"
```

**Resolution:** File download does not fail at the root directory level.

---

**PA-4346 Not able to open a file from Running Folder for the jobs submitted in additional HPC**

---

**Summary:** This issue occurs when you submit a job to one HPC and try to open a file from Running Folder of jobs submitted to another HPC. Due to this, other files operation in jobs details page breaks. If you switch to Files tab and work on the same HPC, then this issue is corrected.

**Resolution:** Now open a file from Running Folder of the jobs submitted on additional HPC.

---

**PA-4352 The file content in File Viewer was not getting highlighted if Auto Tail is in progress**

---

**Summary:** The file was not updated with the latest content in the File Viewer when you select Auto Tail option in File Viewer.

**Resolution:** The last updated content gets highlighted in File Viewer when Auto Tail is in progress.

---

**PA-4353 Access Web Installation fails if there is a space in the Home and Exec folder paths**

---

**Summary:** During Access Web installation, if you provide Home and Exec folder path with a space then the installation fails. The default location of Home and Exec folders are:

PA\_HOME - /var/spool/pbsworks/2018.4/access/home

PA\_EXEC - /opt/altair/pbsworks/2018.4/access/exec

**Resolution:** Access Web Installation does not allow paths with spaces.

---

### **PA-4356 Job was failing when Access Web was installed on PBS commands and execution only setup**

---

**Summary:** Install Access Web on PBS commands and execution only setup and submit a Job. The job fails and the error file contains the following message:

```
-bash: /var/spool/pbs/mom_priv/jobs/1484.blrv9vm8.SC: /opt/altair/pbsworks/2018.4/access/exec/pas/python/python: bad interpreter: No such file or directory
```

All the components in PBS Professional should be switched off on the node for Access Web and PBS Professional Command Line to work.

For example, the configuration required in PBS for Command Line only mode or PBS to work with Access Web is as follows:

```
[root@blrv9vm1 ~]# cat /etc/pbs.conf
PBS_EXEC=/opt/pbs
PBS_SERVER=blrv9vm8
PBS_START_SERVER=0
PBS_START_SCHED=0
PBS_START_COMM=0
PBS_START_MOM=0
PBS_HOME=/var/spool/pbs
PBS_CORE_LIMIT=unlimited
```

**Resolution:** Job is getting completed successfully.

---

### **RVS-1241 RVS server does not respond when the number of data points in a plot is too high**

---

**Summary:** The RVS server does not respond to fetch data points if the number of data points in a curve is above 300000. The RVS Service is overloaded and cannot fetch 300000 data points for a plot.

**Resolution:** The RVS server responds even if the number of data points in a plot is too high.

---

### **RVS-1243 Settings menu overlaps the plot buttons**

---

**Summary:** If you access the User Settings menu (located at the top-right corner of the application) while you are on the Results viewer pane, the Plot buttons (located at the top-right corner) were overlapped.

**Resolution:** Settings menu does not overlap the plot buttons.

---

### **RVS-1265 Unable to export plot result as CSV file**

---

**Summary:** The Export as CSV option of a plot does not download the exported CSV file.

**Resolution:** The Export as CSV option of a plot downloads the exported CSV file.

## Known Issues

This section provides information about known issues with Access Web 2018.4:

- PA-1927 Job is failing if input script contains shebang line like `#!/usr/bin/python`
- PA-2872 User added additional include files are not getting added to the saved profile
- PA-3003 If files or folders contain special characters, they are not displayed
- PA-3021 Able to submit a job with invalid folder path
- PA-3260 Job Submission form pop-up window displays `/stage` path instead of `/stage/user-name` path
- PA-3272 Not able to submit jobs via Access Web when PBS Professional restarts
- PA-3453 Notifications are not displayed if registered PAS server user's password is changed
- PA-3675 IE 11 Performance Issues with Files tab when there are more than 500 files
- PA-3887 Don't Ask Again option not displayed in Job Termination confirmation dialog box if it is enabled
- PA-4067 View details link is not working for running or completed jobs
- PA-4115 Mail notifications are not sent to the configured user for Array Jobs
- PA-4230 Disk Space commands give wrong value while installing Access Web
- PA-4276 In the RVS Plot or Animation Table of Contents page, job output files cannot be chosen from the left menu
- PA-4317 The spinner for RVS Auto Refresh Time field in Preference does not display properly in the supported browser
- PA-4335 Error (Index 0 Size 0) in file viewer if the user switches between restricted and accessible files
- PA-4611 The default file icons configured in Access Web are not optimal
- PA-4621 Job submission form displayed is blank, if the master file attached to saved profile is deleted
- PA-4625 EXECUTION\_TIME failed by setting `job.attr_date_time` in `presubmit.py`
- PA-4630 `pas-del` command is suspended when trying to delete another user's job
- RVS-1282 When plots are overlaid, double-clicking a plot name in the legend causes plots to be hidden
- RVS-1293 The "Refreshing the plot, please wait..." message appears for a hidden plot
- RVS-1294 Saving an auto-refreshing plot causes the auto-refresh interval to become inconsistent

---

**PA-1927 Job is failing if input script contains shebang line like #!/usr/bin/python**

---

**Summary:** Job is failing if input script contains shebang line like #!/usr/bin/python

**Work Around:** This is due to the way PBS Pro handles the python scripts.

Remove shebang line #!/usr/bin/python from the job input script or add shebang line #!/opt/pbs/bin/pbs\_python to job input script.

---

**PA-2872 User added additional include files are not getting added to the saved profile**

---

**Summary:** Add a master file for an application then add additional include files and save it as a profile. Now when you select the saved profile and Run a Job, the additional include files are not getting displayed in the Job Submission Form.

**Work Around:** No workaround for this issue.

---

**PA-3003 If files or folders contain special characters, they are not displayed**

---

**Summary:** Files or data are not displayed in the Job Input and Job Output folders, if the input folder or files contains \$ or % characters.

**Work Around:** Avoid using special characters like \$ and % in Files or Folder names.

---

**PA-3021 Able to submit a job with invalid folder path**

---

**Summary:** The job is submitted even if you provide an invalid folder path in the output directory.

**Work Around:** No workaround for this issue.

---

**PA-3260 Job Submission form pop-up window displays /stage path instead of /stage/username path**

---

**Summary:** The pop-up window from Job Submission form displays /stage path instead of /stage/username path when you want to select a Job Script or an Output Directory.

**Work Around:** No workaround for this issue.

---

### **PA-3272 Not able to submit jobs via Access Web when PBS Professional restarts**

---

**Summary:** PAS is not able to submit jobs if PBS Professional restarts until PAS is restarted.

**Work Around:** Restart PAS only after PBS Professional is up and running.

---

### **PA-3453 Notifications are not displayed if registered PAS server user's password is changed**

---

**Summary:** If the registered PAS server user's password is changed, then the Notifications and Job Updates information are not displayed for all users logged into the application.

**Work Around:** Check the `pbsaccess.log` located at `<PA_HOME>/logs/pa/` to find out if PAS registration user's password has changed.

---

### **PA-3675 IE 11 Performance Issues with Files tab when there are more than 500 files**

---

**Summary:** If you add a cluster that has more than 500 files or folders, then there is a performance issue in Files Tab when using Internet Explorer 11.

**Work Around:** No workaround for this issue.

---

### **PA-3887 Don't Ask Again option not displayed in Job Termination confirmation dialog box if it is enabled**

---

**Summary:** If you enable the Don't Ask Again option in Job Termination confirmation dialog box, then there is no option to enable the notifications.

**Work Around:** Reset preference to the default by enabling the Reset All option in Diagnosis preferences.

---

**PA-4067 View details link is not working for running or completed jobs**

---

**Summary:** Spring regex pattern for Access Web services were not working correctly due to a bug in the thirdparty Spring library (Version 1.5.4).

**Work Around:** Follow the steps mentioned below:

1. Stop Access Web Services using the command:  
service pbsworks-pa stop
2. Navigate to /var/spool/pbsworks/2018.4/access/home/config/api\_gateway/default.d/
3. Open the storage.conf file and add the following lines of code at the end:

```
location /storage/jobs/ {  
  
    rewrite_handler_type 'java';  
    rewrite_handler_name 'com.altair.pbsworks.nginx.PBSAccessAuthHandler';  
    rewrite (^[^?]+[^/?])([^/]*)$ $1/$2 break;  
    proxy_pass https://pbsaccess/storage;  
    proxy_set_header Authorization "Bearer $access_token";  
    proxy_http_version 1.1;  
    proxy_set_header Upgrade $http_upgrade;  
    proxy_set_header Connection "upgrade";  
    proxy_set_header X-Real-IP $remote_addr;  
    proxy_set_header Host $http_host;  
}
```

4. Start Access Web Services using the command:  
service pbsworks-pa start

---

**PA-4115 Mail notifications are not sent to the configured user for Array Jobs**

---

**Summary:** The mail notifications are not sent to the configured users for array jobs.

**Work Around:** No workaround for this issue.



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### **PA-4230 Disk Space commands give wrong value while installing Access Web**

---

**Summary:** Disk Space check seems to be happening on "/" file system when we are installing Access Web on a separate mounted directory which has more than the required disk space for installation.



If user is unable to install Access Web due to Disk Space check, one can switchoff by setting below environment before installation:

```
export CHECK_DISK_SPACE=OFF
```

**Work Around:** No workaround for this issue.

---

### **PA-4276 In the RVS Plot or Animation Table of Contents page, job output files cannot be chosen from the left menu**

---

**Summary:** While specifying Plot or Animation parameters in RVS, input files for RVS cannot be selected from the Job Output files list on the left pane. Selecting the Job Output files from the left menu does not copy the plot or animation data of the selected file to the RVS view.

**Work Around:** Follow the steps mentioned below:

1. Click **Close**.  
The **Output** tab is displayed.
2. Right click the result file.
3. Select **Open with** and click **Plot TOC** to visualize the results.

---

### **PA-4317 The spinner for RVS Auto Refresh Time field in Preference does not display properly in the supported browser**

---

**Summary:** RVS Auto Refresh Time field accepts negative value and the spinner does not display properly in IE11, IE Edge and Chrome.

**Work Around:** No workaround for this issue.

---

**PA-4335 Error (Index 0 Size 0) in file viewer if the user switches between restricted and accessible files**

---

**Summary:** If you click on a permission denied file and then click on a file which has read/write permission, then Index 0 Size 0 error is displayed in the File Viewer section.

**Work Around:** No workaround for this issue.

---

**PA-4611 The default file icons configured in Access Web are not optimal**

---

**Summary:** Configured default file icons used in Access Web does not have an optimal view as the icons used are in svg format.

**Work Around:** You can configure scalable icons to get the best view. Update the JSON file, `file-extensions.json` located at `PA_HOME/config/pa/` and placing the file icons at `PA_HOME/config/pa/fileicons/`

---

**PA-4621 Job submission form displayed is blank, if the master file attached to saved profile is deleted**

---

**Summary:** If the master file attached to the saved profile gets deleted, then the job submission form is blank when you submit a job using that saved profile.

**Work Around:** No workaround for this issue.

---

**PA-4625 EXECUTION\_TIME failed by setting job.attr\_date\_time in presubmit.py**

---

**Summary:** TimeZone is added as an input field for EXECUTION\_TIME due to this job submission fails as PBS does not recognize and validate the time zone value.

**Work Around:** No workaround for this issue.

---

**PA-4630 pas-del command is suspended when trying to delete another user's job**

---

**Summary:** The pas-del command waits for the login credentials and it gets suspended, when trying to delete another user's job using the pas-del command.

**Work Around:** No workaround for this issue.

---

---

**RVS-1282 When plots are overlaid, double-clicking a plot name in the legend causes plots to be hidden**

---

**Summary:** No specific action is associated with double clicking a plot name when plots are overlaid. However, it has been observed that double-clicking a plot name causes plots to be hidden.

**Work Around:** When plots are overlaid and if you accidentally double click a plot name (in the legend) and plots are hidden, open the Overlay panel and click View to display the plots again.

---

**RVS-1293 The "Refreshing the plot, please wait..." message appears for a hidden plot**

---

**Summary:** When an auto-refreshing plot is hidden, any further messages regarding the plot should be hidden while the plot remains hidden. The "Refreshing the plot, please wait..." message appears periodically even when the plot is hidden.

**Work Around:** No workaround for this issue.

---

**RVS-1294 Saving an auto-refreshing plot causes the auto-refresh interval to become inconsistent**

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**Summary:** It has been observed that the auto-refreshing time interval is disturbed by some operations like saving an auto-refreshing plot.

**Work Around:** You can disable and enable this feature to resume auto-refresh at the preferred time interval. In the Options menu, click Auto-Refresh plot to disable it. Click it again to enable it.

