

Altair Access Web 2019.2

Release Notes



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Altair® PBS Works® v.2019.2

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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 2019.2. Please see the following sections for more information:

- [About Access Web](#)
- [System Requirements for Access Web](#)
- [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

To obtain the latest release package, contact your Altair sales representative by writing to sales@altair.com or support@altair.com. For more information, visit us at www.pbsworks.com.

A strong, reliable and powerful message layer was introduced as beta in Access Web 2019.1. This greatly improves the speed of job operations for running jobs such as downloading job files, view the job files, remote visualization, etc. It is now enabled by default for 2019.2. After installing Access Web it is mandatory to perform the steps mentioned in the *Access Web Administrators Guide* to setup modern communication and begin using the application.

System Requirements for Access Web

Supported Server Platforms

Access Web is supported on the following Linux 64-bit (x86_64) platforms:

- Red Hat Enterprise Linux 7.1 to 7.6
- Cent OS 7.1 to 7.6
- SLES 12 SP1 to 12 SP3

Access Web is supported on Windows Server 2016 platform:

- Access Web Components can now be installed in Windows Server 2016 using a Docker container. PAS and Remote Session can be installed using the Windows installer.

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

Hardware Requirements for Access Web

Minimum and recommended hardware requirements necessary to install and run Access Web:

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)	8 GB	16 GB
Disk Space	10 GB	500 GB



For high user load installations please consult PBSWorks support team.

RVS comes inbuilt with Altair Access. To use RVS for viewing result files, you need HyperWorks Desktop software. The software enables the HV Trans and HMathserv features in computing the result file data. You can install Access Web and HyperWorks Desktop software in the same or separate locations but ensure to merge the HV Trans and HMathserv features licenses in Altair Access Web license. 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.



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.



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.

Hardware Requirements for Remote Session Component

Hardware configuration required for Remote Session component are:

- Graphics - Supported only on Nvidia and ATI(AMD) graphics cards.
- GPU Cores and Memory- Specific to the interactive applications being run.
- CPU Cores and Physical Memory - Specific to the interactive applications being run.

Supported Product Configurations

The currently supported Access Web product configurations in Linux and Windows are:

All the component of Access Web like Access Services, PAS, and Remote Session should be the same version.

Linux Support

The currently supported Access Web product configurations for Linux are:

Access Web	PBS Professional	Hyperworks
2019.2	<ul style="list-style-type: none"> • 19.2.2 • 19.1.1 • 18.2.3 • 18.2.2 • 18.1.1 	<ul style="list-style-type: none"> • 14.0 • 2017.2



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

Windows Support

The currently supported Access Web product configurations for Windows Server 2016 are:

Access Web	PBS Professional	Hyperworks
2019.2	<ul style="list-style-type: none"> • 19.1.1 • 18.2.3 	<ul style="list-style-type: none"> • 14.0 • 2017.2

New Features

This section provides information about the new features of Altair Access Web 2019.2:

- [Themes, Branding and Visual Enhancements](#)
- [Modern Communication Layer for Faster Running Job Operations](#)
- [Windows Server 2016 Platform Support](#)
- [Configure Additional Portal Administrators](#)
- [Logger Statement for Debugging Purpose](#)
- [Job Submission Form Enhancements](#)
- [Remote Session Enhancements](#)
- [Infrastructure Library Updates](#)
- [Enhancements for Application Definitions](#)
- [Stability and Resilience](#)
- [Online Help Improvements](#)

Themes, Branding and Visual Enhancements

You can now customize the Access Web Login page with your logo and a custom message. Dark and light themes have been introduced along with the capability to change text size and background color for improving readability and reducing strain while using the application for a prolonged period of time. The job utilization gauge colors has also been updated to match the visual enhancements.

Modern Communication Layer for Faster Running Job Operations

A strong, reliable and powerful message layer was introduced as a beta feature in Access Web 2019.1. It is now enabled by default for 2019.2. This feature greatly improves the speed of job operations for running jobs such as downloading job files, view the job files, remote visualization, etc.

Windows Server 2016 Platform Support

Access Web Components can now be installed in Windows Server 2016 using a Docker container. PAS and Remote Session can be installed using the Windows installer. The Windows installation procedure is documented in the *Access Web Administrator's Guide*.

Configure Additional Portal Administrators

The Service User name provided during the Access Web installation is the default Portal Administrator. Using the Access Controls feature of Access Web, the Service User can add other users and assign them as Portal Administrators.

Logger Statement for Debugging Purpose

Debugging application definitions is easier now. The usage information of application definitions are logged from the logger statement in the presubmit and refresh scripts.

Job Submission Form Enhancements

The Access Web navigation header is displayed on top of the Job Submission form making it easier to navigate to other functionalities of the application. The last browsed directory location in current submission flow is retained for easier file selection.

Remote Session Enhancements

The following are the enhancements of Remote Session:

- Remote session start-up time and resize operations have been improved.
- Debugging remote sessions is now simplified with pre-install checks and in-place diagnostics dialog in remote session screen.
- The Remote Session clipboard support is extended for Windows.
- Remote Session agent installer is packaged with the latest version of VirtualGL and TurboVNC.

Infrastructure Library Updates

A more secure and reliable foundation is now provided by the updates to the following infrastructure libraries: JDK, Tomcat, React.

Enhancements for Application Definitions

The following are enhancements for Application Definition:

- Debugging - The debugging application definitions becomes easier as the information gets logged from the logger statement in the presubmit and refresh scripts.
- Better logging of application definition lifecycle events.
- Compatibility - The functions and capabilities of Application Definition APIs has been tested so that it is portable with the Access applications.

Stability and Resilience

- Bug fixes for crashes encountered during license checkout.
- Bug fixes for the known issue of PAS spawning too many processes when the underlying OS command takes a very long time.

Online Help Improvements

Access Web will now fetch and display the latest version of the User Guide (WebHelp) from Altair Connect. As a fall back, the application can also be configured to use a local copy of the User Guide.

Resolved Issues

This section provides information about resolved issues with Access Web 2019.2:

- [PA-4935 Resubmitting a Job fails in Access Web Windows environment](#)
- [PA-4936 Dynamic Application Definition in Windows environment](#)
- [PA-4937 Removing PAS Server from Access Web does not remove applications in AMS](#)
- [PA-4961 Clipboard support for remote session in Windows environment](#)

PA-4935 Resubmitting a Job fails in Access Web Windows environment

Summary: An error was displayed while resubmitting a job in Access Web Windows environment.

Resolution: An extra character was appended for resubmission and this has been fixed.

PA-4936 Dynamic Application Definition in Windows environment

Summary: A win32api error was displayed while using a dynamic application definition in Access Web Windows environment.

Resolution: The start.py script is updated to resolve this issue.

PA-4937 Removing PAS Server from Access Web does not remove applications in AMS

Summary: When registered PAS Server was removed, the applications related to that PAS was not removed from the Access Management service. The applications were still displayed in the Available Resources which can be mapped to a role in Access Management.

Resolution: The applications related to PAS Server are removed completely when the registered PAS is removed.

PA-4961 Clipboard support for remote session in Windows environment

Summary: In Windows environment, the clipboard was not supporting copying text from your local machine to remote sessions and from remote session to local.

Resolution: The Remote Session for Windows environment is updated with the latest libraries to support the clipboard feature.

Known Issues

This section provides information about known issues with Access Web 2019.2:

- PA-1927 Job is fails if input script contains shebang line like `#!/usr/bin/python`
- PA-2872 User added additional include files are not 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-3453 Notifications are not displayed if registered PAS server user's password is changed
- PA-3675 Internet Explorer 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-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-4783 File upload in running directory does not abort automatically even though job is no longer running
- PA-4859 Job submission is not successful, if large number of files with lengthy file names are included
- PA-4885 Notifications are not displayed to User if additional application is assigned using Access Management
- PA-4896 Access management performance slows down in Access Web
- PA-5095 Job submission fails using AllArgs application in PBS Pro 19.2.2 version
- PA-5103 Access Web Service is not starting due to an error in Service User Name
- PA-5106 File list fails for existing running jobs if you upgrade to 2019.2
- PA-5157 Image files takes more time to load when you open it from Running Folder

- [PA-5188 New Theme link does not take the migrated user to Theme Preference when you upgrade](#)
- [RVS-1307 Plotting CSV file fails when the file contains delimiters other than comma \(,\)](#)

PA-1927 Job is fails 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 added to the saved profile

Summary: Add a master file for an application then add additional include files and save it as a profile. When include files are added and the job profile is saved, the include files are not retained in the job profile.

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 path for 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-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 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 Internet Explorer 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/2019.2/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.

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-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-4783 File upload in running directory does not abort automatically even though job is no longer running

Summary: When you upload a file to the running directory and if the job is completed, then the file upload does not abort automatically.

Work Around: No workaround for this issue.

PA-4859 Job submission is not successful, if large number of files with lengthy file names are included

Summary: In Windows cluster, if you submit a job with the large number of include files (for example about 250 files) and if the files names are lengthy (for example about 150 characters) then the job is not submitted.

Work Around: No workaround for this issue.

PA-4885 Notifications are not displayed to User if additional application is assigned using Access Management

Summary: User does not get any notifications if additional applications are added using the access management by portal administrator. The application list gets refreshed only when the user logs out and logs in to the portal.

Work Around: No workaround for this issue.

PA-4896 Access management performance slows down in Access Web

Summary: When the list of users crosses 50 in the access management list of roles, then the performance of access management operations slows down.

Work Around: No workaround for this issue.

PA-5095 Job submission fails using AllArgs application in PBS Pro 19.2.2 version

Summary: When you submit a job using AllArgs solver in PBS Pro 19.2.2 version then the job submission fails. This is an issue with PBS Pro 19.2.2 as the job submitted with qsub -a argument causes duplicate job and job_attr rows in datastore and ultimately the job is rejected.

Work Around: No workaround for this issue.

PA-5103 Access Web Service is not starting due to an error in Service User Name

Summary: If you provide a Service User name like pbsAdmin or ec2-user (other than pbsworks) which has Camel Case or Special Characters, then Access Web fails to connect to the database and the service does not start.

Work Around: No workaround for this issue.

PA-5106 File list fails for existing running jobs if you upgrade to 2019.2

Summary: The files are not getting listed in the Running Folder for the existing running jobs that are in transit if you upgrade to 2019.2. This issue is due to the modern communication layer that is enabled by default for 2019.2. The same issue will be observed when you downgrade from 2019.2.

Work Around: No workaround for this issue.

PA-5157 Image files takes more time to load when you open it from Running Folder

Summary: The File Viewer takes more than 10 seconds to load or open image files like png or jpeg which is added in the Running Folder.

Work Around: No workaround for this issue.

PA-5188 New Theme link does not take the migrated user to Theme Preference when you upgrade

Summary: After you upgrade to 2019.2, the migrated users are directed to Theme Preference page when they click on New Theme link. The New Theme link works fine for the new users after you upgrade.

Work Around: No workaround for this issue.

RVS-1307 Plotting CSV file fails when the file contains delimiters other than comma (,)

Summary: Plotting CSV file fails because it doesn't work for all the delimiters. Currently, CSV files with delimiter other than comma (,) are not supported.

Work Around: No workaround for this issue.

