Rocket® MultiValue Performance Experience (MVX: Performance) FAQ

UniVerse version questions

What version of UniVerse works with Rocket® MultiValue Performance Experience (MVX: Performance) for monitoring?

→ We've built this maintenance release of UniVerse specifically to work with MVX: Performance, and the MVX: Performance GA release works only with UniVerse v11.3.4. If you participated in the Alpha and used version 11.3.2_7003/7004, that version of UniVerse will NOT work with the GA version of MVX: Performance.

If I'm running an older version of UniVerse – v11.3.3, v11.3.2, or older – do I need to upgrade?

→ Yes, you need to upgrade because the MVX: Performance GA release will work ONLY with UniVerse v11.3.4 (AIX, Windows, Linux).

Can I use MVX: Performance to monitor UniData performance?

→ Not at this time. Currently, MVX: Performance 1.1.1, the GA release, works ONLY with UniVerse 11.3.4. We plan to make MVX: Performance available for other MV application servers – including UniData/ D3 – sometime in 3Q 2022.

Ordering questions

How do I use RBC to place an order for the MV Performance Experience?

→ Once you're in RBC, place an order for the MultiValue Experiences (MVX), along with the add-on of the Rocket MultiValue Performance Experience. After you create the order, you can download the product directly from RBC using the link provided in the confirmation email, or on the confirmation web page.

After you've installed the products, connect MVX to a UniVerse license, then use the built-in APIs to activate the MV Performance Experience on the UniVerse license. This process automatically adds the MV Performance Experience to the UniVerse license in RBC. Please note, this cannot be done directly in RBC.

Installing / running MV Performance Experience questions

What other software do I need installed before I can use MVX: Performance?

→ Based on the OS version you choose, you will need either Docker or Podman installed in order to use MVX: Performance. Familiarity with Containers (installation/ setup) is highly recommended.

You should use:

- Docker on Windows (via Docker Desktop for Windows)

- Docker for RedHat Linux 7.x, and CentOS 7.x

- Podman for RedHat Linux 8.x, and Centos 8.x

Do I need to purchase a new UniVerse server license to use MVX: Performance?

→ In its current form, the MVX server can be installed on Windows 10, RedHat, Centos 7.x and 8.x only. A UniVerse license is NOT required on those platforms, but they do need either Docker or Podman installed depending upon the operating system.

You should use:

- Docker on Windows (via Docker Desktop for Windows)

- Docker for RedHat Linux 7.x, and CentOS 7.x

- Podman for RedHat Linux 8.x, and Centos 8.x

Does MVX: Performance consume any other UniVerse licenses?

→ UniVerse servers that are registered with MVX: Performance for performance monitoring do NOT require you to purchase any additional licenses. The only requirement for monitoring registered servers is that those servers must be on active maintenance.

How many UniVerse servers can I connect to a single MVX?

→ For a single MVX installation, we currently recommend a limit of 10 managed UniVerse instances.

Does MVX need to have an active internet connection to function?

→ Yes, in order to function, MVX needs an active Internet connection to access RBC. MVX calls RBC to:

- Register the MVX serial number

- Ensure the UniVerse server to be monitored is on active maintenance

NOTE: MVX will stop functioning – after several warnings – if it fails to establish and maintain an active connection with RBC via the Internet

What kind of a performance impact should I expect on my system?

→ We have performed extensive tests on MVX to understand CPU load, memory usage, and file writes that occur when incorporating MVX for monitoring. Documentation of performance impacts is included as part of the documentation set.

Do I need to purchase anything from Rocket?

→ The MV Performance Experience is offered at no charge to our UniVerse customers on Active Maintenance.

Partner End User-Specific RBC login questions

As a Partner, can I obtain RBC login credentials for my end users that want to use MVX?

→ Yes, your end user can obtain logins, but as their partner, you must request it. Please note, however, that anything the end user does – like ordering something that carries a charge in later features – is your responsibility. To enable MVX: Performance to monitor a server's performance, MVX must communicate with RBC. Therefore, MVX requires the user to provide an RBC login (username/ password). Also, the user must have the authority to conduct transactions in RBC (i.e. make purchases) for the MVX and UniVerse license. In other words, the RBC credentials the user enters into MVX must include an RBC login with ordering privileges associated with the Partner's account. Please contact rbc@rocketsoftware.com if you need a new unique login.

Upgrade assistance questions

What if I need help upgrading UniVerse to version 11.3.4?

→ The Rocket Customer Solutions Engineering (CSE) Team offers an upgrade package, and an MVX training and setup package to help our customers move from older versions of UniVerse to 11.3.4. Please contact your Rocket sales rep for more details.

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