Altair Access Desktop 2024.2.1

Release Notes

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When your Altair One account is set up, you can access the Altair support page via this link: www.altair.com/customer-support/

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For more information visit: https://learn.altair.com/.

If you are interested in training at your facility, contact your account manager for more details. If you do not know who your account manager is, contact your local support office and they will connect you with your account manager.

Telephone and E-mail

If you are unable to contact Altair support via the customer portal, you may reach out to technical support via phone or e-mail. Use the following table as a reference to locate the support office for your region.

When contacting Altair support, specify the product and version number you are using along with a detailed description of the problem. It is beneficial for the support engineer to know what type of workstation, operating system, RAM, and graphics board you have, so include that in your communication.

To contact an Altair support representative, refer the following table.

Location	Telephone	E-mail
Australia	+61 3 9866 5557 +61 4 1486 0829	anz-pbssupport@altair.com
China	+86 21 6117 1666	pbs@altair.com.cn
France	+33 (0)1 4133 0992	pbssupport@europe.altair.com
Germany	+49 (0)7031 6208 22	pbssupport@europe.altair.com
India	+91 80 66 29 4500 +1 800 208 9234 (Toll Free)	pbs-support@india.altair.com
Italy	+39 800 905595	pbssupport@europe.altair.com
Japan	+81 3 6225 5821	pbs@altairjp.co.jp
Korea	+82 70 4050 9200	support@altair.co.kr
Malaysia	+91 80 66 29 4500 +1 800 208 9234 (Toll Free)	pbs-support@india.altair.com
North America	+1 248 614 2425	pbssupport@altair.com
Russia	+49 7031 6208 22	pbssupport@europe.altair.com
Scandinavia	+46 (0) 46 460 2828	pbssupport@europe.altair.com
Singapore	+91 80 66 29 4500 +1 800 208 9234 (Toll Free)	pbs-support@india.altair.com
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See www.altair.com for complete information on Altair, our team, and our products.

Contents

Altair Access™ Desktop Release Notes

1

These release notes describe the new features, bug fixes, and known issues for Access Desktop 2024.2.1 Please see the following sections:

This chapter covers the following:

1.1 About Access Desktop

Altair Access Desktop provides a simple, powerful and consistent interface for submitting and monitoring jobs.

Engineers and researchers can focus on core activities instead of learning how to run applications or moving data around. You can download and analyze animations using the Altair HyperView Player.

Key Benefits

Easy-to-Use Desktop Application - Give your engineers, scientists, and researchers access to high-performance computing (HPC) – no IT expertise needed – to run solvers, view progress and manage data from the familiar interface of Windows File Explorer.

Time and Resource Savings - Spend more time focused on core work and not IT tasks, with quick and easy job submission and management thanks to a powerful GUI with a smart, simple interface.

Consistent Access User Experience - Users get a simple, powerful user experience that's consistent across desktop, web, and mobile.

Optimized Resource Management - Integration with Altair® PBS Professional® allows optimized application provisioning on computing resources for maximum utilization.

Open Architecture - Because Access is built on an open architecture, you can use third-party applications without needing additional software development.

1.2 System Requirements

Supported platforms and hardware requirements for using Access Desktop.

Supported Platforms

Access Desktop is supported on the following:

- Windows 10 64-bit platform
- Linux

Hardware Requirements

Access Desktop requires a minimum hardware configuration:

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)	2 GB	8 GB
Disk Space	2 GB	4 GB

1.3 Supported Product Configurations

Supported product configurations for using Access Desktop.

The currently supported Access Desktop product configurations are:

Access Desktop	PBS Professional
2024.2.1	• 2024.1.0 • 2022.1.0

Small engineering groups often require the ability to submit jobs without installing the full-blown HPC management stack. To enable this, a common, single computer (with sufficient specifications) can be used. Access Desktop can connect to such shared workgroup computers over SSH and enable users to submit, monitor, and manage their jobs. Contact your system administrator to configure a Workgroup computer.

Note: Altair License Server 14.5.1 or newer is required for Access Desktop 2024.2.1.

1.4 What's New

Latest features available with Altair Access™ Desktop.

AltairOne Connector Upgrade

Access Desktop is now upgraded to support latest AltairOne deployments.

Security Fixes

- Third-Party libraries are upgraded to mitigate vulnerabilities for Software like Tomcat, JAVA, Python, etc,.
- ALSDK is upgraded to 15.5.1.

1.5 Known Issues

A list of issues that have been identified or reported and are either under investigation or scheduled to be fixed.

- PA-1461 Password change in PBS Professional is not reflected in Access Desktop
- PA-1506 File download does not resume when the network connection is lost and reconnected
- PA-1543 PBS Access mounted drive is showing capacity of the local system
- PA-3933 Application Definition rendering on UI fails when associated refresh.py is using utils
- PA-4406 Access Desktop application UI becomes blank
- PA-4604 The job gets stuck at uploading state if the file name contains % character
- PA-6965 Local job submission fails if the PAS_SUBMISSION_DIRECTORY environment variable is empty
- PA-6966 Local job submission fails if the PYTHONHOME points to the system installed Python path
- PA-7573 File uploads, downloads, and jobs progress do not resume if the Skip this next time option is not selected

PA-1461 Password change in PBS Professional is not reflected in Access Desktop

Summary: If the credentials of a user is changed in PBS Professional, the user is still able to submit jobs from Access Desktop using the old credentials.

Workaround: Restart Access Desktop, the user will be prompted to log in to the cluster with the new credentials.

PA-1506 File download does not resume when the network connection is lost and reconnected

Summary: When there is a disruption in the network connection the file download progress doesn't resume and the file is downloaded partially.

Workaround: No workaround for this issue.

PA-1543 PBS Access mounted drive is showing capacity of the local system

Summary: When you configure remote drive for Access Desktop, the user's local drive capacity is applied to the Access remote drive. This is happening due to Microsoft limitation. Please refer to the knowledge base article. https://support.microsoft.com/en-us/help/2386902/webdav-mapped-drive-reports-incorrectdrive-capacity

Workaround: No workaround for this issue.

PA-3933 Application Definition rendering on UI fails when associated refresh.py is using utils

Summary: When a *refresh.py* is using the utils package for processing and the package is not found, the application definition rendering fails in the Desktop user interface. Using the utils package in refresh.py, one can communicate with PBS to get details like queues, binary paths like queues and binary paths. The communication with PBS includes reading */etc/ pbs.conf* or executing a *qstat*

command. In Access Desktop, there is no local PBS running and these commands are not available, so execution of the command fails and a message is written to the PAS Server log file.

Workaround: No workaround for this issue.

PA-4406 Access Desktop application UI becomes blank

Summary: While working on Access Desktop application, intermittently the UI becomes blank.

Workaround: No workaround for this issue.

PA-4604 The job gets stuck at uploading state if the file name contains % character

Summary: If the input file contains a % character, the file upload does not complete and the job does not get submitted.

Workaround: Rename the file to remove % character and then submit job.

PA-6965 Local job submission fails if the PAS_SUBMISSION_DIRECTORY environment variable is empty

Summary: If PAS_SUBMISSION_DIRECTORY environment variable is empty before launching Access Desktop, then the local job submission fails.

Workaround: Before launching Access Desktop, delete the PAS_SUBMISSION_DIRECTORY environment variable.

To delete an environment variable:

1. Click **Start** on Windows System tray.
2. Enter the keyword `env`.
3. Open **Edit the system environment variables**. The **System Properties** dialog box is displayed.
4. Click **Environment Variables**.
5. Select the environment variable, **PAS_SUBMISSION_DIRECTORY**.
6. Click **Delete**.

PA-6966 Local job submission fails if the PYTHONHOME points to the system installed Python path

Summary: If PYTHONHOME, the environment variable is pointing to the system installed python path (for example, python3), then the local job submission fails.

Workaround: Before launching Access Desktop, unset the PYTHONHOME environment variable value.

To unset an environment variable:

1. Navigate to `C:\Users\%username%\AppData\Local\altair\Altair Access\`*`2021.1.1`*`\exec\scripts`
2. Open the batch file `adfportal.bat` using any source code editor.
3. Add `set PYTHONHOME=`
4. Save the changes.

PA-7573 File uploads, downloads, and jobs progress do not resume if the Skip this next time option is not selected

Summary: If the **Skip this next time** option is not selected while registering a cluster, the file uploads, downloads, and running jobs fail after a network disconnection.

Workaround to enable resuming of file uploads, downloads and jobs: Select the **Skip this next time** option for the cluster while registering it.

Workaround to resume paused file uploads, downloads and jobs: Open the **Clusters** dialog box, select the cluster and close the dialog box. This will update the server details.