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## Welcome to HyperWorks Enterprise!

Altair® HyperWorks® introduces a novel set of comprehensive Enterprise software modules, tightly integrated with the HyperWorks platform, making the management of simulation and test data a natural and enjoyable experience.

Altair HyperWorks Enterprise always exceeds users' expectations, providing unsurpassed flexibility, ease-of-use and efficiency to accelerate the product development lifecycle.

A modern Service Oriented Architecture (SOA) coupled with the market leading HPC workload management and job scheduling solution – PBS Professional – constitute the foundation of HyperWorks Enterprise™ (HWE).

**HWE Foundation Known Issues**

S. No.	Description	Cause	Resolution
1	Console based installer in Linux should allow space in parent directory	Installer doesn't allow space (i.e. " ") in installation path.	Space (i.e. " ") is converted into underscore (i.e. "_").
2	Styling (CSS) is not working on Firefox 3.6.18 and 3.16.24	<ol style="list-style-type: none"> <li>1. On the login page, all the text and labels are not aligning properly.</li> <li>2. On the landing page user name displayed in black color.</li> <li>3. UI components on the Preference panel are not aligning properly.</li> <li>4. "Show" and "hide" button is not working for the notification panel.</li> </ol>	This issue exists with an older version of FF and cannot be resolved in the product.
3	Installation Directory is deleted, not uninstalled.	User deletes the installed product in any other way than using the provided Uninstaller	Delete the entries of your installer ONLY from the below mentioned files:
4	License check out on some RHEL6 systems may not function properly.	This is a known issue with Altair's ALJDK libraries on RHEL6. The Altair Licensing Team is working to resolve this issue.	This is a known product issue.

## HWE Compute Manager Known Issues

S. No.	Description	Cause	Resolution
1	Windows view mapped and other drives from remote file browsing and job submission page	Currently CM doesn't display drive letters other than C:\ in remote browsing.	Providing mapping mechanisms for all drive letters on Windows will resolve this.
2	When the credentials for PPAS admin are changed the job is submitted fine but is not reflected on Monitoring	When we change the credentials for the PAS admin user who has added the server.  And later submit a job through a regular user(regular CM user) whose credentials are not changed and has registered to PPAS using portal credentials , the job gets submitted fine but is not reflected in the jobs table.	This is a known product issue.
3	In case more than one job is selected the files tab does not indicate, for which job the files are listed.	When the user selects more than one job from the jobs table, and the files tab is open the files are listed but the files tab does not indicate the job association for each file	This is a known product issue.
4	CM says file edit fails whereas file is getting updated.	When the user tries to edit and save a file which he does not own but has write permission on, CM says file edit fails whereas file is getting updated.	Improperly set directory permissions may be the cause.
5	Files list is not working on IE8 in case the job folder contains ~3000 files.	In case the job-dir. contains approx. 3000 files and user tries to list the files from monitoring page, an alert message is displayed on IE8 and the files are not listed.  This is also encountered on Remote File Browser if single user has submitted approx 5000 jobs and stage directory	This is a known product issue.

		contains approx 5000 directories.	
6	HTML documentation does not work as expected with Google Chrome.	This is a known Help & Manual issue.	We will work with the Help & Manual team to determine ways to avoid this issue in future releases.
7	License check-out may fail on Windows Server 2008 R2	This is a known product issue with Altair's Licensing Libraries for this 2008 R2.	This is a known product issue.

## HWE Results Visualization Service (BETA) Known Issues

S. No.	Description	Cause	Resolution
1	Failure rate of more than 20% is observed when more than 30 concurrent results service requests are sent	Socket timeout and PAS sends broken pipe response when there are a large number of requests	Only 30 concurrent results service requests are supported in the current release
2	An error dialog is presented when reading some *.key (LS-Dyna) model files	Issue with reading some *.key files using HVTRANS, a HW translator used for reading TOC (Table of Contents)”	Try reading a d3plot file for both model and results instead of .key file for model. This is a known product issue. Contact support for more help.
3	MBD *.h3d, Flex *.h3d and *.maf and are not supported for extracting animation TOC	Not all file formats supported in HW Desktop post-processing products are supported in results visualization service	This is a known product issue.
4	Unable to get TOC (Table of Contents) in Internet explorer-browser	Issue with GWT. Unable to catch the exceptions.	This is a known product issue. Use alternate supported browser.
5	HVP (HyperView Player) Browser Plug-in does not show the result/model with appropriate animation type.	Issue with HVP Plug-in. It always plays the file with animation type as “Model” when Contour parameters are passed.	Please download the HVP Plug-in fix from Compute Manager User Area/Downloads Page (Extras section) and read the further instructions on how to patch the local HVP installation. Or Please contact your local administrator for more information.
6	HVP Browser plug-in does not display contour plot in Linux platforms (32 and 64 bit)	This is an issue with HVP Plug-in on Linux.	This is a known product issue.
7	Not able to extract plot information for Abaqus, CFX and Fluent log files (.out, .sta, output)	These readers are not available by default in HyperWorks for these file formats.	Please download the HyperWorks Log file readers patch from Compute Manager User Area/Downloads Page

			(Extras section) and read the further instructions on how to patch the local HyperWorks installation. Or please contact your local support for more information.
8	Services will not start if the installation directory path contains spaces in Linux platform	The startup script has issues with folder path containing spaces.	This is a known product issue.
9	Does not automatically read the rest of the files in series (E.g. d3plot01, d3plot02...) when only master file (d3plot) is selected and the PAS server is not directly accessible.	The recommended setup is to make the staging or the job execution directory available to Results visualization server as mounted drive or path resolved.	This is a known product issue.
10	Not able to extract plot data/TOC for H3D files in Windows.	The HyperMath server is not able to extract plot information in Windows.	This is a known product issue.
11	Unable to get Plot TOC for .plt - Motion Solve Result File.	Due to file extension conflict between Motion Solve result file and RM Plug-in Plot Template instance file.	This is a known product issue. Read from *.mrf or *.abf files from MotionSolve
12	Plots are displayed, only if Adobe Flash plug-in is installed and enabled in browsers.	The current version of Plot widget supports only Flash version.	This is a known product issue.
13	Not able to show/hide (toggle) individual curves in a plot	The current version of Plot widget does not support toggle feature.	This is a known product issue.

## Intellectual Property Rights/Terms of Use

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