

# AdminPoint tab

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- [About the Dashboard tab](#)
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## About the Dashboard tab

The Dashboard tab provides an overview of Precise components. It displays information that allows the Precise administrator to determine (at a single glance) the health of his installations. This tab analyzes and reports on your system’s current Precise status.

The Dashboard tab indicates the following situations:

- Data is not loaded to the PMDB
- Agents are failing
- FocalPoints are failing
- License Limitation Metrics which have been exceeded
- Licenses have expired or are near expiration
- Licenses that are installed
- Actions Items which are critical
- Agents are stopped
- Instances configured to experience downtime during the selected time frame

## How the Dashboard tab is structured

The Dashboard tab is divided into two areas: the Category Details table (left pane) and the Main area (right pane). Each area can include different control elements, such as tabs and view controls, and displays information in various formats, such as tables.

The Category Details table area lists all the components, such as: Agents, FocalPoints, and Licenses, that are monitored by the Precise main FocalPoint, grouped by category.

The Main area provides information regarding the category selected in the Category Details area. Once a certain component is selected in the Category Details table, the upper portion of the Main area displays details (a list of the entities) for the selected category. Once a particular entity is selected in the upper portion of the Main area, the lower portion of the Main area displays additional relevant details for the entity. This information will help the user pinpoint a problem.

### About the view controls

In the Dashboard tab, above the Category Details area, is the view controls bar. This bar includes:

- **Last Refreshed display.** This displays the date and time that the information was last refreshed.
- **Auto Refresh is off / Auto Refresh is on button.** This button enables you to control whether the information is refreshed automatically.
- **Node view control.** By default information is displayed for all Nodes.
- To display the overview status of all Precise components in a specific node, select the node from the drop-down menu.
- **Application view control.** By default information is displayed for all Applications.
- To display the overview status of all Precise components in a specific application, select the application from the drop-down menu.

### About the Category Details table

The Category Details table displays all the components monitored by the Precise main FocalPoint, grouped into categories. The categories are displayed in the table by their error severity level, which is defined by the component in each category with the highest error severity level.

You can control the way data is displayed in the table. See “About sorting data” on page 184.

The Main area (right pane) will display tables based on the selection made previously on the Category Details table. The following table shows the information displayed in the Category Details table.

Table 3-1 Category Details table

Header	Description
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Status	<p>Indicates the highest severity error (if any) encountered by one of the category's components, as follows:</p> <p><b>Red.</b> Indicates that at least one of the category's components encountered a high severity error.</p> <p><b>Orange.</b> Indicates that at least one of the category's components encountered a medium severity error.</p> <p><b>Yellow.</b> Indicates that at least one of the category's components encountered a low severity error.</p> <p><b>Green.</b> Indicates that none of the category's components encountered errors.</p> <p>Indicates components configured to experience downtime in the defined time frame. Errors for this component are ignored.</p> <p>Indicates problematic components that have been acknowledged and are currently being handled. These components, and the errors resulting from them, are excluded from their category's total and are grouped together in this category. For more information, see <a href="#">Defining problematic components as acknowledged</a>.</p>
Category	<p>Indicates a group per technology, such as:</p> <ul style="list-style-type: none"> <li>• Agents</li> <li>• FocalPoints</li> <li>• Warehouse processes</li> <li>• License Limitation Metrics</li> <li>• Licenses</li> <li>• Action items</li> </ul>
Total components	Indicates the total number of components in the selected category.
Errors	<p>The color-coded stacked bar indicates the number of underlying components that have an error. Only red (high) and orange (medium) severity errors are shown.</p> <p>Click on the icon on the header to switch between the following display methods:</p> <ol style="list-style-type: none"> <li>1. Show relative-sized colored toolbar according to the number of components that have problems.</li> <li>2. Show full-sized colored toolbar.</li> <li>3. Show the number of components that have problems.</li> </ol>

## About the Main area in the Dashboard tab

The Main area displays different information depending upon which category is selected in the Category Details table. Clicking on the hyperlink for specific data items launches, in-context, the tab from which the data was derived.

## About the Detailed Description

The fish-eye displays text for the purpose of helping the user to understand and focus onto problems.

After selecting a category (Agents, FocalPoints, Warehouse processes, Licenses, Action items, or Acknowledged Items) in the Category Details table, the Detailed Description fish-eye displays text relevant to the selected category. For example: if Agents or Focalpoints are selected in the Category Details table, the Detailed Description fish-eye displays a detailed description of the current status for the selected Agents or FocalPoints. Recommendations to resolve the problem are also given.

## Defining problematic components as acknowledged

Handling a problematic component and solving its underlying issues might take time, and continue over into additional time frames. By default, problematic components continue to produce error reports until the underlying issue is resolved. To avoid excess error reports stemming from the same problematic component, you can acknowledge the component as problematic and currently being handled. Components can be defined as acknowledged for a defined period of time or until specified differently.

While a component is defined as acknowledged, it doesn't appear as part of its original category, but rather as part of a general "Acknowledged Items" category. Errors related to this item are therefore not included as part of their category's total errors.

To define a component as acknowledged

1. In the fish-eye text describing the component's error, click **acknowledged**.
2. In the dialog box, select and define the desired acknowledgement time frame.
3. Click **OK**.

To cancel a component's definition as acknowledged

- In the fish-eye text describing the component's error, click **Cancel**.

## About the FocalPoints category and the Agents category related table

Either the FocalPoints category or the Agents category may be displayed. The FocalPoints category lists all of the Precise FocalPoints and the Agents category lists all of the Agents and the status for each, in the selected category. Agents whose status is stopped will be reported as problematic. (This option can be controlled from the Admin Dashboard settings).

You can control the way data is displayed in the table. See [Managing agents](#).

The following table shows the information displayed in the FocalPoints or Agents table.

**Table 3-2** FocalPoints or Agents table headings

Header	Description
Status	Indicates the highest severity error (if any) encountered by the component, as follows:  <b>Red.</b> Indicates that the component encountered a high severity error.  <b>Orange.</b> Indicates that the component encountered a medium severity error.  <b>Yellow.</b> Indicates that the component encountered a low severity error.  <b>Green.</b> Indicates that no component encountered errors.  Indicates components configured to experience downtime in the defined time frame. Errors for this component are ignored.
Node	Name of the node.
Server	Name of the server on which the FocalPoint or Agent is running.
Agent	Name of the FocalPoint or Agent.
Description	A short description of the current status for the selected FocalPoint or Agent.
Criticality	Displays the related instance(s) criticality setting.

### About the Events table

The Events table lists all the Precise events for the selected FocalPoint or Agent. Each row corresponds to an event. You can control the way data is displayed in the table. See "About sorting data" on page 184.

The following table shows the information displayed in the Events table.

**Table 3-3** Events table headings

Header	Description
Level	Indicates severity: <ul style="list-style-type: none"><li>• Red stop sign indicates that a critical alarm has been raised.</li><li>• Yellow warning sign indicates a near-critical alarm has been raised.</li></ul>
Date	Displays the date and time the event occurred.
Message	A short description of the current status.
ID	The ID (identification number) for the specific event.

### About the Warehouse processes category related table

The Warehouse processes table lists all warehouse processes in the selected category and the status for each. Warehouse Load processes that have stopped loading data will be reported as problematic (This option can be controlled from the Admin Dashboard settings).

You can control the way data is displayed in the table. See "About sorting data" on page 184.

The following table shows the information displayed in the Warehouse processes table.

**Table 3-4** Warehouse processes table headings

Header	Description
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Status	<p>Indicates the highest severity error (if any) encountered by the component, as follows:</p> <p><b>Red.</b> Indicates that the component encountered a high severity error.</p> <p><b>Orange.</b> Indicates that the component encountered a medium severity error.</p> <p><b>Yellow.</b> Indicates that the component encountered a low severity error.</p> <p><b>Green.</b> Indicates that no component encountered errors.</p> <p>Indicates components configured to experience downtime in the defined time frame. Errors for this component are ignored.</p>
Node	Name of the node.
Instance	Name of the instance.
Server	Name of the server on which the instance is installed.
Product	Name of the product.
Process	Name of the process.
Last Run	The date of the last run for this process.
Criticality	Displays the related instance(s) criticality setting.

### About the Licenses category related table

The Licenses table lists all licenses installed and the status for each. You can control the way data is displayed in the table. See “About sorting data” on page 184.

The following table shows the information displayed in the Licenses table.

**Table 3-5** Licenses table headings

Header	Description
Status	Indicates the licenses installed and the status for each.
Server	Name of the server on which the FocalPoint or Agent is running.
Agent	Name of the FocalPoint or Agent.
Feature	A description of the license feature.
Licensing Status	<p>One of the following statuses:</p> <ul style="list-style-type: none"> <li>• <b>Not Licensed.</b> The feature is installed, but the current license file does not include a product key for the feature.</li> <li>• <b>Licensed.</b> The feature has a license.</li> <li>• <b>Expired.</b> The feature was licensed, but its license has expired. This status usually appears when a feature is included in a trial license with an expiration date.</li> <li>• <b>License Expires in &lt;x&gt; Days.</b> The feature has a license, but the license will expire soon. This status appears when the expiration date occurs within the next 14 days.</li> </ul>
Expiration Date	Expiration date for the currently installed license for a feature.

To use the Precise product suite, you need the appropriate license file. All product keys are saved in a single license file managed by Precise FocalPoint. The Precise license file contains information about the product features that you are licensed to use. It also contains data about your information system environment, including CPU, model, server name, or IP addresses of the servers where the products run.

A license can be either temporary or permanent. Temporary licenses expire after a specific date, while permanent licenses enable you to use the products indefinitely.

You can gather server information for each server and features in your environment by taking an agent snapshot. This information is needed to pass to your customer support representative when you want to obtain a permanent license file. The information is saved as an XML file on your local drive. The path and the filename appear in a message box.

To create an XML file of all servers and features in your application

1. Go to **AdminPoint > Dashboard**.
2. In the All Categories table, select **Licenses**.
3. In any of the License descriptions in the Main area, click **Apply another license**.
4. In the Apply License dialog box, click **Agent Snapshot**.

To create a file of all installed licenses in your application

1. Go to **AdminPoint > Dashboard**.
2. In the All Categories table, select **Licenses**.
3. In any of the License descriptions in the Main area, click **Apply another license**.
4. In the Apply License dialog box, click **Retrieve License**.

To apply a license

1. Go to **AdminPoint > Dashboard**.
2. In the All Categories table, select **Licenses**.
3. In any of the License descriptions in the Main area, click **Apply another license**.
4. In the Apply License dialog box, specify the location of the license file, or click browse to find and select the location.
5. Click **OK**.

**About the License Limitation Metrics category related table**

The License Limitation Metrics category related table list all License Limitation Metrics installed and the status for each. You can control the way data is displayed in the table. See "About sorting data" on page 184.

The following table shows the information displayed in the Licenses Limitation Metrics table.

**Table 3-6** License Limitation Metrics

Label	Description
status	Indicates the License Limitation Metrics status for the installed technology/CPUs.
Technology	Technology to which the License Limitation Metrics applies.
Amount Installed	The number of instances of the relevant technology/CPUs that are installed.
Amount of Applied Licenses	The limitation of the number of instances of the relevant technology/CPUs.

**About the Action Items category related table**

The Action Items table lists all action items in the selected category and the status for each. You can control the way data is displayed in the table. See "About sorting data" on page 184. See [About the Action items view](#).

The following table shows the information displayed in the Action Items table.

**Table 3-7** Action Items table headings

Header	Description
Icon	The icons display the criticality of the Action Item related instance, whether high, medium, or low.
Status	Indicates the status of an Action Item.
ID	The Action Item ID number.
Node	Name of the node.
Instance	Name of the instance.
Server	Name of the server on which the FocalPoint or Agent is running.
Origin	the origin of an Action Item.
Status	Indicates the status of an action item, whether done, failed, pending, blocking, or executable.
Update time	The date of the last run for this process.
Criticality	Displays the criticality of the Action Item related instance, whether high, medium, or low.

**About the Agents tab**

You can view information on and manage Precise agents by using the Agents tab. In this tab, the table includes the following columns:


- **Agent Server.** Name of the server where the Precise agent is running.
- **Technology.** The technology type of the AppTier monitored by this agent.

- **Instance.** Name of the instance that is monitored by this agent (if relevant).
- **Environment.** Name of the instance environment. This name is only displayed for agents that have an instance specified in the instance column. Some agents do not have this name, for example FocalPoints.

This column displays all the environments that an instance belongs to.

- **Agent.** The name of this agent.
- **Product.** Name of the Precise product this agent belongs to.
- **Most Recent Error.** If problems occurred during the Installation Verification Procedure, the time the last Installation Verification Procedure occurred.
- **Status.** Current state of the specific Precise agent. See the explanation below.
- **Last Update Time.** The time when the agent status was last updated.
- **OS.** The operating system where this agent is installed.
- **Node.** Name of the node.

The current status of an agent can be any of the following statuses:

Icon	Description
	The agent is starting up.
	The agent is running.
	The agent is stopped.
	The agent is running but has encountered a problem. See the agent log files for details, verify the agent (using the <b>Verify</b> button), or contact Precise Technical Support.
	<p>The agent is in failed status. This occurs in case the agent has problems. For example, in case it has crashed at least three times in an hour. See the agent log files for details, verify the agent (using the <b>Verify</b> button), or contact Precise Technical Support.</p> <div>  Once the agent is in failed status it keeps returning this status even if the original problem is fixed. To recover the agent from this status, fix the original problem, then start the agent using <b>AdminPoint&gt;Agents tab</b>. </div>
	Precise FocalPoint cannot retrieve the current agent status. See the Precise FocalPoint logs and the agent log files for details. See <a href="#">Viewing a log file from the Agents tab</a> .

You can control the way data is displayed in the table. See “About sorting data” on page 184.

You can select several agents to start/stop or refresh status. The following table describes the different procedures for selecting multiple agents.

**Table 3-8** Selecting agents

Select	Action
An individual agent	Click a specific row in the table.
An arbitrary set of agents	Click the first agent row, hold down the <Ctrl> key, and then click all other required agent rows.
A consecutive group of agents	Click the first agent row, hold down the <Shift> key, and then click the last agent row.

## Managing agents

Agent command buttons appear at the bottom of the Agents tab.

Using the Agent command buttons, you can perform the following actions on one or more agents in the table:

- Start one or more agents at a time.
- Stop one or more agents at a time.
- Refresh the status of one or more selected agents.
- View the log files that are available for a selected agent.
- Verify the installation by manually running the Installation Verification Procedure for the selected agent. By default, this procedure runs once a day. It validates that the agent is running properly. If it detects problems, a message appears on the screen, reporting the found errors. The time of the last error that was found during the Installation Verification Procedure is indicated in the Recent Errors column in the table. The findings of the Installation Verification Procedure process are also reflected in the Dashboard tab.

Installation Verification Procedure process findings are also reflected in the AdminPoint Dashboard tab.

## About log files

Log files record information, warning, and error messages. They may be helpful to understand the scope of a problem and provide directions to solve it.

## Viewing a log file from the Agents tab

In AdminPoint you can view a log file from the Agents tab.

To view a log file from the Agents tab

1. In the Display Agents table, select an agent and click **Log**.
2. In the Select Log File dialog box, select a log file and click **View**. The log file opens in a separate dialog box.

## Saving a log file

In AdminPoint you can save the log file using the log file dialog box.

To save a log file

1. In the log file dialog box, click **Save**. The log file opens as HTML text in a new browser window.
2. Use your browser menu to save the file on your computer.
3. Close the browser window; then click **Cancel** to close the log file dialog box.

## About the Setup tab

Through the Setup tab, you can view and manage various setup functions:

- [About the Instances & Clusters view](#)
- [About the Updates view](#)
- [About the Action items view](#)
- [About the Nodes view](#)
- [About the Applications view](#)

## About the Instances & Clusters view

The Instances & Clusters view allows you to install, edit, and uninstall Precise agents to monitor instances and clusters. Additionally, you can set instance AppTiers and set custom columns for instances and clusters.

For more details about installation, see the *Precise Installation Guide*.

The Instances & Clusters view is divided into two areas - the Instances & Clusters tree area and the Main area. The Instances & Clusters tree area displays information regarding the filtered group type of instances or clusters selected in the Instances & Clusters tree area. The Main area lists all the instances or clusters that are monitored for the selected filtered group.

## About viewing and managing instances and clusters

The Instance & Clusters tree (on the left) filters to display instances and clusters by the following group options:

- Nodes
- Monitored servers (only for instances)
- Actives (only for instances)
- Technologies
- Environments

Each of these filter options can also display sub-filter options. The Filtered Instances or Clusters table (on the right) displays the details for all or selected instances or clusters.

The Filtered Instances or Clusters table, in the Main area, displays information in different columns for each instance or cluster.

- **Instance**. Name of the monitored instance (for instances only).
- **Cluster**. Name of the monitored cluster (for clusters only).
- **Technology**. The technology of the monitored instance or cluster.
- **Monitored Server**. Name of the monitored instance's server (for instances only).
- **Environment (AppTier)**. Name of AppTier and the environment.
- **Node**. Name of the node.
- **Action Items**. Indicate whether there are pending action items for this instance or cluster. The indication can be one of the following:
  - **Empty**. No pending action items.
  - **Green exclamation mark**. Pending action items exist.
  - **Red exclamation mark**. Blocking pending action items.
- **Active**. Indication of whether the instance is active or only showing historical data (for instances only).



An empty column indicates that the instance is active and monitored. A special icon will indicate when monitoring for the instance is disabled.

- **Instances #**. Number of instances in the cluster (for cluster only).
- **Instances**. List of names of the instances in the cluster (for clusters only).



If the list exceeds the space allowed, hover over the column and a tooltip will appear with the complete list of instances.

- **Criticality.** Displays the criticality level of an instance, whether high, medium, or low. (*For instances only.*)
- **Type.** See [Customizing column headers and their values for instances.](#) (*For instances only.*)
- **Location.** See [Customizing column headers and their values for instances.](#) (*For instances only.*)
- **Tag.** See [Customizing column headers and their values for instances.](#) (*For instances only.*)
- **Comment.** See [Customizing column headers and their values for instances.](#) (*For instances only.*)

Additional columns are displayed depending on the selected technology:

**Table 3-9** Additional columns

Technology	Column name	Description
Oracle	Database ID	The ID of the database.
Web	Web server type	The type of the Web server.
Web	Server-side installed indication	An indication if the server-side is installed.
Web	Client-side installed indication	An indication if the client-side is installed.
J2EE	J2EE type	The J2EE type.

You can control the way data is displayed in the table. See “About sorting data” on page 184.

## Managing instances and clusters

Depending on the chosen entity (instance or cluster) in the Instances & Clusters tree, a different set of buttons appear at the bottom of the Display Instances & Clusters table. The following table describes the activities that can be performed with the buttons:

**Table 3-10** Display Instances & Clusters buttons

Entity	Button	Description
Instance	Add Instance	Add a new instance. For more information about the installation, see the <i>Precise Installation guide</i> .
Instance	Edit	Edit the selected instance. If the instance is part of a cluster, the edit button is disabled and editing is done by selecting the cluster and clicking <b>Edit</b> . For more information about the installation, see the <i>Precise Installation Guide</i> .
Instance	Delete	Delete the selected instance from the Display Instances & Clusters table and invoke the uninstall process for the instance. For more information about the installation, see the <i>Precise Installation Guide</i> .
Instance	Set AppTier	Assign the instance to an AppTier. See <a href="#">Setting AppTiers</a> .
Instance	Customize Columns	Customize the columns for one or more instances. See <a href="#">Customizing column headers and their values for instances</a> .
Cluster	Add Cluster	Add a new cluster. This can only be performed for J2EE, Web, and Oracle. For more information about adding a new cluster, see the <i>Precise Installation Guide</i> .
Cluster	Edit	<b>For J2EE and Web</b> , this button opens the Add Servers window within the cluster installation. <b>For Oracle</b> , this button opens the Add New Oracle Cluster window.
Cluster	Advanced Edit	This button opens the Instance Properties window in the Install Web Cluster process from within you can click <b>Advanced</b> to change the properties. <b>This button is only enabled for Web technology.</b>
Cluster	Set AppTier	Assign the cluster to an AppTier. See <a href="#">Setting AppTiers</a> .

## Setting AppTiers


An AppTier is an application tier in your environment; Precise agents monitor, process, and communicate performance-related information for that tier. An AppTier can consist of one or more instances or clusters of the same technology.

The Instances & Clusters view lets the user assign an instance or cluster to one or more AppTiers. Notice you cannot assign an instance or cluster to more than one AppTier that belongs to the same environment.


By default, an AppTier carries the name of its technology (such as 'Oracle'). You can set the AppTier name to another significant name to be able to distinguish between different AppTiers.

To set AppTiers in the Display Instances & Clusters table

1. On the Instances & Clusters view, select one instance or cluster from the Filtered Instances or Clusters table and click **Set AppTiers**. A check mark in an instance or cluster row, to the left of the Environment column, indicates whether this instance or cluster is part of this environment.

 To enable this button, you must select only one instance or cluster.

2. You can change the instance or cluster AppTier name by selecting an environment row, and clicking change AppTier.
3. Click **OK** to save the instance's or cluster's AppTiers setup, or **Cancel** to close the dialog box without saving.

 Any AppTier change performed on an instance which is part of a cluster, is automatically applied to all instances of that cluster.

Customizing column headers and their values for instances

You can customize the header and the value you want displayed on the Filtered Instances table.

To customize column headers for instances

1. Select one or more instances for which you want to set their custom columns.
2. In the Instances view, click **Customize Columns**.
3. Type the values you want to set for the selected instances or select one of the available values in the combo. You can select **Do not change** to leave the current value.
4. You can (optionally) change the columns headers name by clicking the **Change Column Names** button.
5. Click **OK** to save the customized columns setting, or **Cancel** to close the dialog box without saving.


About the Updates view

Known in previous versions as the Patch view, the Updates view in version 9.0 displays available updates and manages their application process. Using the Updates view, you can check which updates were applied to your servers, view the update properties, and launch the update application process. For more information about applying updates, see [Applying an update](#).


To view and manage updates

1. In AdminPoint, select **Setup>Updates**.
2. In the screen that appears, select one of the following display modes from the drop-down menu(s) above the table.
  - **Server Status**. This mode displays all servers that the update selected in the "For" drop-down menu should be applied to, and the current application status. The Server Status table displays the following information:

Header	Description
Update ID	Name of the update.
Server	Name of the server.
Status	An icon that indicates whether the update was applied successfully or with errors.

Application Type	<p>Indicates how the update was applied to the server. The application types include:</p> <ul style="list-style-type: none"> <li>○ <b>Applied (Directly).</b> The update was applied directly on the selected server.</li> <li>○ <b>Applied (Upon Installation).</b> The update was automatically applied on the server when the server was installed.</li> <li>○ <b>Applied (Indirectly).</b> The changes and functionalities provided by the update were applied on the selected server when a newer update containing these functionalities was applied to it.</li> <li>○ <b>Update Required.</b> The update should be applied on the selected server.</li> <li>○ <b>Update Required (Priority).</b> The update must be applied on the selected server before it is applied on other servers in the same framework.</li> </ul> <p>A FocalPoint is installed on the selected server. Within each node, the servers with FocalPoints installed on them must be updated before the other servers. Therefore, the update must be applied on the selected (FocalPoint) server before it is applied on other servers in the same node.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p> Because there can be multiple nodes in a Precise installation, there can be multiple servers with this status. This status only refers to servers in the same node. You can update a server (without a FocalPoint) in a different node before updating the selected server, if the servers with FocalPoints installed on them in the other node have already been updated.</p> </div> <ul style="list-style-type: none"> <li>○ <b>Pending Prerequisites.</b> The update cannot be applied until all prerequisites are fulfilled. A list of prerequisites can be found per update on <a href="https://precise.secure.force.com">https://precise.secure.force.com</a>.</li> <li>○ <b>Pending Server-Update Version Upgrade.</b> The server version is not supported by the update. The server version must be upgraded before the update can be applied.</li> </ul>
Applied On	The date and time that the update was applied on the server.
Node	Name of Framework node that the selected server is part of.
Installed Agents	List of all agents that are currently installed on the server.

- **Update Status.** This mode displays all updates currently loaded and their status for all relevant servers. The table displays the following information:

Header	Description
Update ID	Name of the update.
Server	Name of the server.
Status	An icon that indicates whether the update was applied successfully (insert icon) or with errors (insert icon).
Application Types	<p>Indicates how the update was applied to the server. The application types include:</p> <ul style="list-style-type: none"> <li>■ <b>Applied (Directly).</b> The update was applied directly on the selected server.</li> <li>■ <b>Applied (Upon Installation).</b> The update was automatically applied on the server when the server was installed.</li> <li>■ <b>Applied (Indirectly).</b> The changes and functionalities provided by the update were applied on the selected server when a newer update containing these functionalities was applied to it.</li> <li>■ <b>Update Required.</b> The update should be applied on the selected server.</li> <li>■ <b>Update Required (Priority).</b> The update must be applied on the selected server before it is applied on other servers in the same framework.</li> <li>■ <b>A FocalPoint is installed on the selected server.</b> Within each node, the servers with FocalPoints installed on them must be updated before the other servers. Therefore, the update must be applied on the selected (FocalPoint) server before it is applied on other servers in the same node.</li> </ul> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p> Because there can be multiple nodes in a Precise installation, there can be multiple servers with this status. This status only refers to servers in the same node. You can update a server (without a FocalPoint) in a different node before updating the selected server, if the servers with FocalPoints installed on them in the other node have already been updated.</p> </div> <ul style="list-style-type: none"> <li>■ <b>Pending Prerequisites.</b> The update cannot be applied until all prerequisites are fulfilled. A list of prerequisites can be found per update at <a href="https://precise.secure.force.com">https://precise.secure.force.com</a>.</li> <li>■ <b>Pending Server-Update Version Upgrade.</b> The server version is not supported by the update. The server version must be upgraded before the update can be applied.</li> </ul>
Applied On	The date and time that the update was applied on the server.
Node	Name of framework node that the selected server is part of.
Product	Name of the Precise components that are affected by the update.

You can control the way data is displayed in the table. See "About sorting data" and "About filtering data" on page 184.

## Applying an update

To apply an update

1. Go to <https://precise.secure.force.com> and locate the desired update.
2. Download the update to a local directory on the computer from which you run the Precise StartPoint GUI.
3. Go to **AdminPoint > Setup > Updates**.
4. In the Updates view, click **Apply updates**. The Update Installation wizard appears.
5. In the "Select Updates" screen, locate the desired update in the Available Updates table. If the update does not appear, click **Add Update** and enter the file path from the folder you downloaded the update to. Alternatively, click the browse button, select the path, and click **OK**. The update now appears in the Available Updates table.



For more information regarding a specific update, see the **Description** area at the bottom of the screen. To view all information for the update, scroll down or click the expand icon at the top right of the area to open a new window with the information.

Selecting an update to appear in the Available Updates table does not apply the update. The update application process begins only after the servers have been selected.

6. Select the desired update in the Available Updates table and move it to the Updates to Install table using the arrows between the two tables.



If there is a newer update that contains the update you selected, the newer update will be selected and appear in the Available Updates table.

7. Click **Next**. The Select Servers screen appears, displaying all servers and their update status. By default, all the servers will be selected to be updated. You can choose to exclude servers from the application process at this time by removing the selection mark next to them.



In some cases, applying the update to one server will only be allowed if another server is updated at the same time. In these cases, you will be prompted to include the relevant servers in the selection to be updated.

8. Click **Next**. The update application "preparing" phase begins. If there are pre-action items to be executed, they will appear on the screen and must be completed to continue to the update application "applying update" process. Perform these action items.
9. Once all pre-action items are completed, the update application process will resume. If there were no pre-action items, the update application process will automatically continue.
10. The "Applying Updates" screen appears, displaying an update application process progress bar for each server.
11. After the update application is complete, post-action items will appear on screen. Perform these action items. You can decide to perform these action items at a later stage.



If there are no pre- or post-action items, the wizard will automatically move from through the "Preparing", "Pre Action Items", "Apply update", and "Post Action Items" screens.

## About the Action items view

The action items management mechanism tracks and automates manual action items required for installations and updates. You can manage action items by displaying which action items have been performed and which have not.

Through the Action Items view, you can check if instance-related action items are pending, failed, or completed. You need to perform all action items because some of the action items block the related agent startup. This means you cannot start the related agent until performing the action item.

You can manually perform any action item. Once you have performed it, notify Precise of this by selecting the action item and clicking the Mark as done button.

Some action items support automatic execution. For such action items the "execute" button is enabled. You can instruct Precise to automatically perform the action item for you by selecting the action item and clicking "Execute". You can select several action items and click execute or mark as done.

## About the action items table

Using the Status combo at the top of the view you can select to view only pending action items, failed action items, or completed action items:

Header	Description
ID	The action items resource identification number; this ID number may be used more than once. For example, there may be several messages with the same Action ID for different instances.
Server	The name of the server where the action item was produced.
Technology	The technology type of the monitored instance. Exists only for action items which have a value in the instance column.
Instance	Name of the specific instance that is being monitored (if relevant).

Action Item	The title of the action item. After clicking an action item, the action item's full text is displayed lower on the screen. You can also view the action item's full text in the tooltip of this column.
Order	The order of Precise installation action items should be performed as specified - in ascending order. The specified order is necessary because of dependencies between action items.
Status	This is an icon which indicates the status of Precise installation action items. The action item status can be one of the following: completed, failed, or pending. In the case of a failed status, the tooltip describes the reason for failure.
Blocking	The icon indicates whether the start of the related agent is being blocked, until the action item has completed.
Origin	This the source of the action item. The source can be any of the following: install, uninstall, update, or verification.
Executable	A check mark indicates the action item is executable. An executable action item can be handled automatically by selecting the action items and clicking <b>Execute</b> . To execute the action item, additional user input (such as: user and password) may be required.
Node	Name of Framework node.
Update Time	Date and time when the action items were produced or last updated due to failure, execution or marked as done.
Required Fields	This column displays the name of fields requiring user input before automatic execution of the action item.

## About icons for action items

The legend for the action items table is:

Icon	Description
	The action item was completed successfully.
	Invocation of the action item failed. See this icon's tooltip for the failure reason.
	The action item was not yet performed.
	The action item's related agent cannot be started until the action item is performed.
	The action item can be automatically executed by Precise. Click execute to instruct Precise to execute it for you.

## Displaying Dependencies on/off

On the Action Items view, the Dependencies On/Dependencies Off button will filter selected instances by displaying or not displaying their dependencies. By default, all instances and their action items are displayed as "Dependencies On".

"Dependencies On" signifies that dependent action items will be displayed in the Action Items table regardless of any filters set on the table.

To not display dependencies

- Select the instance from the Action Items table and click **Dependencies On** near the top of the screen.

## Advanced Settings

On the Action Items view, the Advanced button lets you set the way you want to execute the action items.

If you have many action items, click **Advanced** and select **Expert mode**. Once **Expert mode** is selected, the executing action items prompt for required inputs only once (at the beginning of the operation), and only update the status of the executed action items. The status of the executed action items does not display any popup messages for each problem encountered while executing action items.

To execute action items by Expert mode

1. If you have many action items, click **Advanced**.
2. On the Settings dialog box, mark the Expert mode status check box.
3. Click **OK** to save the setting, or **Cancel** to close the dialog box without saving.

## About the Nodes view

Through the Nodes view, you can add new Framework nodes, or edit properties, or remove an existing Framework node.

To view and manage Framework nodes

- On the AdminPoint screen, click **Setup>Nodes**.

The Display Nodes table displays a list of installed nodes. You can add a new Framework node to the list, rename, or remove a Framework node from the list.

The Display Nodes table displays the following columns for Framework nodes:

- **Node Name.** Framework node name.
- **Proxy Server.** Server name or IP address of the node's Precise FocalPoint server.
- **Proxy Port.** Communication listener port number of the node's Precise FocalPoint server.
- **Primary Node.** Indicates the primary node.
- **URL.** URL used to access the node's GUI.
- **Proxy Relay to FocalPoint.** Indicates communication from the node's Precise FocalPoint to the main Precise FocalPoint is blocked, and that only the main Precise FocalPoint will access the node's Precise FocalPoint.
- **Proxy Relay to Servers.** Indicates that communication from the main Precise FocalPoint to the node's servers is blocked, and the main Precise FocalPoint will send requests through the node's Precise FocalPoint to the node's servers.

## Managing Framework nodes

Using the Nodes command buttons, you can perform the following actions on one or more nodes in the Display Nodes table:

- Click **Add** to select between installing a new Framework node, or connecting an existing one. For more details, see the *Precise Installation Guide*.
- Click **Edit** to change properties, such as: enabling the proxy relay to the FocalPoint or to servers.
- Click **Remove** to uninstall or disconnect the selected node. For more details, see the *Precise Installation Guide*.

To edit a node (on the Nodes-Edit dialog box), enter the node name, proxy server name, and URL address. The following optional proxy settings can also be selected.

- **Enable the proxy relay to the FocalPoint.** Unchecked by default. Use only when, for security reasons, the node's Precise FocalPoint cannot directly access the Precise Main FocalPoint. Note: Its use slows down system performance.
- **Enable the proxy relay to the servers.** Unchecked by default. Use only when, for security reasons, the Precise Main FocalPoint cannot directly access the node's production servers. Marking this check box causes the Precise Main FocalPoint to access the node's production servers through the node's Precise FocalPoint.



Its use slows down system performance.

## Generating an inventory report

The Inventory Report creates an excel file that lists details regarding installed servers, instances, License Limitation Metrics, and the PMDB. A generated report provides information for all nodes.

To generate an inventory report

- Click **Inventory Report**. The excel file will be downloaded to your computer, and can be saved locally.

## About the Applications view

A Precise application is a collection of instances that are organized to work together. An application includes one or more application tiers (AppTiers), and each AppTier can consist of one or more instances of the same technology.

The Precise agents installed on an AppTier monitor, process, and communicate performance-related information for that tier.

By default, an AppTier carries the name of its technology (such as 'Oracle'). You can set the AppTier name to another significant name to be able to distinguish between different AppTiers. In AdminPoint, you can add a suffix to the technology name (such as 'Oracle\_PeopleSoft'), rename or edit an existing AppTier, and add or delete AppTiers.



Verify that you have renamed an AppTier before you add another AppTier of the same technology.

Every AppTier has instances assigned to it. Instances can be assigned to more than one AppTier. An instance can be copied or moved from one AppTier to another. Applications, AppTiers, and instances belong to only one node; therefore you can manage all these entities only within the same node. For example, you can copy an instance only to applications that are part of the instance's node.

AppTiers are combined in applications. By defining multiple applications, you can make your work more manageable, for example by distinguishing between a test application and a production application. You can also define applications to implement a security policy and authorize specific users to access performance information for only their application.

During the Precise installation, a default application based on the installed components is created. Using the Edit Application dialog box, you can change the default application or create a new application. You can also add, rename, or correlate applications.

The AppTier table, in the Edit application dialog box, lists all AppTiers in the application and their respective information source. The current correlation of an application is shown in the data flow diagram to the right of the AppTier table. Within Precise, you can view the data flow diagram on the StartPoint page and in the Overview tab of Insight.

To view and manage applications

- In AdminPoint, click **Setup>Applications**.

The Applications table displays information in different columns for each instance. The user can customize each column header and its value.

**Table 3-11** Display Applications table displayed columns

Column name	Description
Application	Name of the application. In the Agents table, AdminPoint displays all of the applications that an instance belongs to, according to the AppTiers it is part of.
Node	Name of the node.
AppTiers	Name of the AppTiers.
Technologies	Name of the technologies within the application.
SmartLink Application	If available, the name of the SmartLink application.
Product	See <a href="#">Customizing custom columns in the environment</a> .
Type	See <a href="#">Customizing custom columns in the environment</a> .
Location	See <a href="#">Customizing custom columns in the environment</a> .
Tag	See <a href="#">Customizing custom columns in the environment</a> .
Comment	See <a href="#">Customizing custom columns in the environment</a> .

## Managing applications

Using the applications command buttons, you can perform the following actions on one or more applications in the Display applications table:

- Click **Add** to add a new application.
- Click **Edit** to change the members of an existing application.
- Click **Remove** to delete the selected application from the Display applications table.
- Click **Customize Columns** to customize the display of columns on the table.

### Adding a new application

On the applications view, you can add a new application to the Precise system.

To add a new application

1. On the applications view, click **Add**.
2. In the Add application dialog box, enter the application name and select a node from the list.
3. Click **OK** to apply your settings, or **Cancel** to close and not save the settings.

### Editing an existing application

Existing Environments can be edited via the Edit Environment dialog box. In the Edit Environment dialog box, you can perform any of the following editing options:

- Rename a selected Environment.
- Change the order of all AppTiers that are part of the selected environment.
- Change the data flow between AppTiers.
- Mark the front-end AppTier
- Configure the SmartLink correlation for the AppTier.



In the Edit Environment dialog box, the node for the selected environment is displayed.

To edit an existing Environment

- To edit an existing AppTier in the table, on the Environments view select the Environment you want to edit and click **Edit**.

To rename an existing Environment

1. To rename an AppTier, in the Edit Environment dialog box, click **Rename**.
2. In the Rename Environment dialog box, enter the new name for the Environment.
3. Click **OK** to save the new name, or **Cancel** to close and not save.

To change the AppTier order in the AppTiers table

1. In the Edit Environment dialog box, select the AppTier to be moved in the AppTiers table.
2. Click the appropriate up/down arrow to change where the selected AppTier appears in the table.
3. Click **OK** to save the changes, or **Cancel** to close and not save the change(s).



Any AppTier change performed on an instance which is part of a cluster, is automatically applied to all instances of that cluster.

## Changing the data flow between AppTiers

The Environment map displays the data flow between AppTiers and displays the front-end AppTier.

To delete a relation (relation arrow), click an AppTier with an existing relation and drag the plus onto another related AppTier. To mark or clear an AppTier as front end, right-click on an AppTier to mark or clear the front-end mark.

To change the data flow between AppTiers

1. On the Environment map, click an AppTier to select it.
2. To define a new data flow, drag the plus sign (from the previously selected AppTier) to another AppTier.

## Marking a Front-end AppTier for an environment

It is important that you indicate which AppTier is to the front-end. On the Environment map, a Front-end AppTier is marked with an arrow. You can change the Front-end AppTier whenever needed by unmarking a current Front-end AppTier and marking another AppTier as Front-end.

To change the Front-end AppTier for an environment

1. In the Edit Environment dialog box, right-click an AppTier on the Environment map.
2. To remove a Front-end indication, right-click on the AppTier and click **UnMark as Front-end AppTier**.
3. To assign an AppTier as Front-end, right-click on the AppTier and click **Mark as Front-end AppTier**.

## Configuring an AppTier's application

An AppTier's application can be configured via the Environments view. This enables related application associations in the related Precise product tab.

To configure an AppTier's application

1. On the Setup tab menu, click **Environments**.
2. In the relevant environment, click the AppTier.
3. Click **Edit** and set the application to required application

## About configuring Insight SmartLink correlation

Insight SmartLink correlates end-to-end activities across multiple tiers, and provides information on the environment's performance, from the user's perspective by tracking individual transactions. To use Insight SmartLink, you need to specify the SmartLink mode (application) to be applied to the selected environment.

There are two SmartLink modes for two types of applications:

- PeopleSoft application
- Web, MS .NET and J2EE applications. (This includes any application that has some or all of these AppTiers in any combination, including any database AppTier that is invoked by the .NET or J2EE AppTiers.)

For more information on Insight SmartLink, see the *Precise Insight User's Guide*.

## Configuring Insight SmartLink correlation

You can configure the Insight SmartLink correlation via the Edit Environment dialog box.

To configure Insight SmartLink correlation

1. On the Setup tab menu, click **Environments**.
2. In the Edit Environment dialog box, click **SmartLink**.
3. Select a mode: **PeopleSoft** or **Web, MS .NET and J2EE application**.
  - a. PeopleSoft configuration
    - i. The PeopleSoft configuration dialog contains a table with all AppTiers to correlate data from. The Web, J2EE and Tuxedo AppTiers are mandatory; the Oracle AppTier is optional.
    - ii. Once configuration is finished, you must restart: Insight, Web, J2EE, Oracle FocalPoints and agents.



Only one SmartLink for PeopleSoft environment can be configured per specific PeopleSoft application.

- b. Web, MS .NET and J2EE configuration
  - i. In Web, MS .NET and J2EE mode, there is no need to select specific AppTiers. The SmartLink correlation engine correlates data from all Web, MS .NET and J2EE AppTiers in the environment.

- ii. Once configuration is finished, and if configuration was changed from PeopleSoft to Web, MS .NET and J2EE mode, you must restart the FocalPoints and agents.
4. Click **OK** to save, or **Cancel** to not save this configuration.

## Customizing custom columns in the environment

You can customize the environment's column headers and their contents as displayed on the environment's table in both AdminPoint and StartPoint.

To customize column headers on a table

1. Click **AdminPoint>Environments** view.
2. Select one or more environments and click **Customize Columns**.
3. Click **OK** to save the customized columns setting, or **Cancel** to close the dialog box without saving.

## About the Warehouse tab

Through the Warehouse tab, you can view and manage PMDB statuses and processes. See "About the PMDB" on page 68.

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