Precise v9.7.0 release information

Introduction

Introducing Precise version 9.7.0

Precise version 9.7.0 is a complete Precise version that includes and provides enhancements and fixes for Precise version 9.6.4 and above. This document describes the new features introduced, the technologies supported and de-supported, and the issues resolved by version 9.7.0.

Installing Precise version 9.7.0

Precise version 9.7.0 can be installed in the following ways, depending on the currently installed Precise version:

- If this is the first time you are installing Precise, install Precise version 9.7.0 as described in the "Clean installation of the Precise Framework" section of the *Precise Installation Guide*.

- If Precise version 9.6.0, 9.6.1, 9.6.2, 9.6.3, or 9.6.4 is currently installed, upgrade directly to version 9.7.0 as described in the "AdminPoint" section of the *Precise Administration Guide*. **Before upgrading, refer to Appendix A and B of this document for important upgrade information.**

New Features and Enhancements

In Precise version 9.7.0, support is added for the following technologies and components:

- **Oracle Peoplesoft 8.55 and Tuxedo 12.1.3 on AIX and Linux platforms**. Precise 9.7.0 adds support for Oracle Peoplesoft 8.55 and Tuxedo 12.1.3 on AIX and Linux platforms.

  NOTE: When running JRE 7 for WebLogic, you must add an additional –noverify flag to the JVM arguments along with any other arguments listed in the J2EE action item.
  NOTE: When monitoring the Oracle tier of a Peoplesoft 8.55 application, an additional parameter "EnableAEMonitor=1" needs to be set in addition to the parameter "EnableDBMonitoring=1" which comes up as part of the installation action items.

- **SPARC Solaris 11**. Precise 9.7.0 adds support for Precise framework on SPARC Solaris 11.

- **IIS 8.5.** Precise 9.7.0 adds support for monitoring IIS 8.5 in Precise for Web and Precise for .NET.

- **Security improvements.** Significant security improvements were made to the Precise 9.7.0 framework.

- **UI improvements.** The Precise 9.7.0 user interface infrastructure is upgraded from Tomcat 6 to Tomcat 8.

- **Additional Oracle 12c support regarding Solaris and Windows platforms.** Precise 9.7.0 adds support for Oracle 12c on the Solaris and Windows platforms. In a new installation, Precise FocalPoint uses the Oracle 9 client. Use the following steps to use the new 12c client.

    1. In the Admin Point Registry Editor, go to Admin.
    2. Expand to the following location:
       `Products/indepth-oracle/tuner`
    3. Under the tuner tag, add the following parameter:
       `<tuner-version>12c</tuner-version>`
    4. Click **Save**, and then click **Update All Focals**.
    5. Restart Precise for Oracle FocalPoint.

- **JRE 8**. The Precise 9.7.0 infrastructure is updated to use JRE 8. As a result, the JRE version included was upgraded from JRE 6 to JRE 8 and all of the Precise framework JVMs use this version.
  NOTE: Based on the JRE 8 support matrix, certain older operating systems are no longer supported. Details can be found in the Precise 9.7.0 support matrix document.
  NOTE: If the Precise GUI Tomcat needs to be monitored as a J2EE instance under Precise, an additional JVM argument -Xverify:none has to be added to:
  `<Precise Installation>/products/gui/website/bin/psin_gui_init.xml`

Resolved Issues

- Error In the Statistics workspace, for SQL Server Performance Counter: Cache Objects in use [PRECISE-18786]

- SAP data loader throwing OutOfMemory exception [PRECISE-18743]

- Oracle collector does not start after limiting pss_oracle_sessions in startQueries.xml [PRECISE-18813]

- Purge data does not run successfully [PRECISE-883]

Known Issues

- Precise FocalPoint must be restarted after an upgrade if using remote instances. You also must start the SQL Agents after the FocalPoint restart.

- When an Oracle monitoring instance is created immediately after framework installation, errors are sometimes seen in Oracle/SQL Server warehouse processes available under Adminpoint > Warehouse Processes. In such cases, a restart of the Oracle/SQL Server focal point and PMDB focal point fixes the problems.

- After a new install or upgrade, you must restart the Precise GUI service before using the Custom Portal.

- When installing Precise with an Oracle 12c container based PMDB, all PDBs should be closed during installation.

- There is an issue with injdn.dll and injdn_x64.dll on Windows Server 2008 R2 with .NET monitoring.

- When a .NET instance is installed on Windows Server 2008 R2, a "Bad Image" error appears. The problem can be resolved by installing a Windows security update on the machine. The security update can be downloaded from https://technet.microsoft.com/en-us/library/security/3033929.aspx.

- One of the binaries from the Precise 9.7.0 installer (psin_ba_WIN.exe) shows up as a threat under AVG antivirus. This is a false positive with AVG and does not cause any problems. It might have to be whitelisted when using AVG as antivirus.

A

Appendix A

Considerations when upgrading the Precise framework to version 9.7.0

With Precise 9.7.0, the JRE packaged with the product changes from JRE 6 to JRE 8, and the GUI Tomcat changes from Tomcat 6 to Tomcat 8. For Precise 9.6.x to be successfully upgraded to 9.7.0, you must verify that no process outside of Precise is locking the following paths:

- `<precise-root>/java/JRE`

- `<precise-root>/products/gui/website`

The following tools can assist you in this process:

- **Windows platform**: Windows SysInternals (handle.exe)
  This command line tool can be downloaded from:
  https://technet.microsoft.com/en-us/sysinternals/handle.aspx.

  Usage: `handle.exe <path-to-folder>`
  For help: handle.exe help

  Verify that the output does not list any non-Precise process holding a handle to the above mentioned Precise folders.

- **UNIX platform**: lsof
  lsof comes preinstalled on many UNIX systems. If your system does not have this tool, you please install it.

  Usage: `lsof <path-to-folder>`
  For help :lsof –h

  Verify that the output does not list any non-Precise process holding a handle to the above mentioned Precise folders.

Appendix B

Considerations when upgrading a Windows-based Precise framework to version 9.7.0 using a command line interface

Because Precise 9.7.0 uses JRE 8, as part of the upgrade the existing JRE folder is renamed to JRE_6 and a new JRE folder is extracted. When performing the upgrade using CLI on Windows, the rename is blocked because of CLI using the JRE folder. So, the following alternate procedure needs to be used to perform the upgrade.

1. Login as the user who owns the Precise installation and open a command prompt to:
   `<precise_root_folder>`

2. Copy Upgrade.zip present at `<installation-cd-path>\Upgrade to v9.7.0\Upgrade.zip`
   to: `<precise_root_folder>` and run:
   ```
   infra\bin\psin_cli.bat -i3-user <user_name> {-i3-encrypted-password
   <encrypted_password> | -i3-clear-password <clear_password>} -action i3-
   update-load -zip-file <update zip file path>
   ```

   Example:
   ```
   infra\bin\psin_cli.bat -i3-user admin -i3-clear-password admin -action i3-
   update-load -zip-file  Upgrade.zip
   ```

   Refer to the Precise CLI Utility Reference Guide for more details.

3. Run UpgradeVerifier for 970 upgrade if not done already.

4. Stop all Precise services using command from the Precise root folder:
   `infra\bin\psin_infra -multi-service stop`

5. Rename JRE folder under `<precise_root_folder>\java\JRE` to:
   `<precise_root_folder>\java\JRE_6`

6. Copy `jre_<bitness>_WIN.zip` FROM `<installation-cd-path>` TO
   `<precise_root_folder>` and run:
   ```
   infra\bin\psin_file_new.exe -manual -extract jre_<bitness>_WIN.zip  -event
   patch -exact-path
   ```

   Example:
   ```
   infra\bin\psin_file_new.exe -manual -extract jre_32_WIN.zip  -event patch
   -exact-path
   ```

7. Copy `pspw_dll_<bitness>_WIN.zip` FROM `<installation-cd-path>` TO FW installation
   folder `<precise_root_folder>` and run:
   ```
   infra\bin\psin_file_new.exe -manual -extract pspw_dll_<bitness>_WIN.zip  -
   event patch -exact-path
   ```

   Example:
   ```
   infra\bin\psin_file_new.exe -manual -extract pspw_dll_32_WIN.zip  -event
   patch -exact-path
   ```

8. Start precise FP by using command:
   `.\products\i3fp\bin\ps_control.bat -o start -t FP`

9. Run upgrade-prepare command:
```
infra\bin\psin_cli.bat -i3-user <user_name> {-i3-encrypted-password
<encrypted_password> | -i3-clear-password <clear_password>} -action {i3-
update-prepare | i3-update-install} [-proxy-alias <node_alias>] {-servers
"<servers>" | -all-servers true} [-installation-cd-path
<Precise_v9.7.x_download_path>] -updates-ids "<updates_ids>"
```
Example:
```
.\infra\bin\psin_cli.bat -i3-user admin -i3-clear-password admin -action
i3-update-prepare  -all-servers true -installation-cd-path \\netapp-
6\build\2016-11-25_01.17.03 -updates-ids "V970_UPGRADE"
```

Refer to the Precise CLI Utility Reference Guide for more details.

10. Run upgrade-install command:
```
infra\bin\psin_cli.bat -i3-user <user_name> {-i3-encrypted-password
<encrypted_password> | -i3-clear-password <clear_password>} -action {i3-update-
prepare | i3-update-install} [-proxy-alias <node_alias>] {-servers "<servers>" | -
all-servers true} [-installation-cd-path <Precise_v9.7.x_download_path>] -updates-
ids "<updates_ids>"
```

Example:
```
.\infra\bin\psin_cli.bat -i3-user admin -i3-clear-password admin -action i3-update-
install  -all-servers true -installation-cd-path \\netapp-6\build\2016-11-
25_01.17.03 -updates-ids "V970_UPGRADE"
```

Refer to the Precise CLI Utility Reference Guide for more details.

Appendix C

Considerations when monitoring an SSL-enabled Sybase instance

In order to monitor a Sybase enabled instance, start the Sybase instance installation normally. Check the **Use SSL** checkbox and follow instructions provided in the popup dialog for placing the trusted.txt file at the appropriate location.

When using CLI to install the SSL-enabled Sybase instance, copy the trusted.txt file to:

`<precise_root_dir>\products\Sybase\install\etc\`

and then run the Sybase instance installation CLI with the following additional attribute:

Name: `sybase-ssl-enable`

Values: YES, NO

NOTES:

- When an existing Sybase instance is edited to use SSL (either through the GUI installer or CLI), the Agent must be stopped and then started once.

- SSL feature in Precise for Sybase is supported with Sybase version 15.7 and above.