

Precise 10.3

Post-Installation Guide

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I D E R A

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Post-installation tasks for Web tier collectors

When the Web Tier Collectors have been installed, post-installation action items may be required. There might be additional action items not listed below, that are required in each installation. Upon finishing your installation, verify that all action items have been completed by checking the list generated on the Action Items screen.

Post-installation tasks for WebLogic, WebSphere, Tomcat, and Sun One (J2EE stack)

To monitor the application(s), you need to register the Precise for Web agent(s) as Web application filters. This section describes how to add Precise for Web technology to the Web application(s) Web descriptor files.

i If you installed a cluster, this is the only documented post-installation action item. Verify that no additional action items are needed by checking the list Action Items screen.

- To automatically modify the web.xml file(s) of the monitored application(s), you are required to login as the user that has permissions to change the application files and run a script that adds the Precise for Web agents to your application.
As an input to that script, you need to provide the location of the .EAR, .WAR or web.xml file(s) of the application(s).
Note that if you change a locally deployed application, then any application redeployment may override this action item, so you will need to do it again. If you do not want to do this after every redeployment, you have 2 options:
- **Best practice:** To add this script to your application redeployment script, so it will be done automatically.
- Change the central application file (if the application is clustered and there is a central location as opposed to a local location). This way the Precise filters will stay in the application in each redeployment.

i If you do so, you will need to redeploy the application instead of performing a mere JVM restart.

i If you are installing Precise for Web on a cluster (WebLogic or WebSphere) the option to change the central application file is the only option.

- Examples of application locations:
 - The WebLogic 10.3 console shows the .EAR file location under “deployments”. Then click on your application name to see the path.
 - The WebSphere 6.1 console displays the names of .EAR files, but not their location. The typical location of and .EAR file is:

```
<install-dir>\profiles\[profile-name]\config\cells\[cell-name]
\applications\PlantsByWebSphere.ear\PlantsByWebSphere.ear
```
 - For Tomcat 5.x & 6.x: <tomcat-dir>\webapps\<>app-name>\web-inf\web.xml
 - For Sun One 6.x: <sunone-dir>\WebServer6.1\<>domain-name>\webappsWeb.xml appears inside each application.

Modifying the Web descriptor file on a Web application with multiple instances

- [Adding Precise for Web filter\(s\) to the Web server classpath](#)
- [Enabling statistics collection on WebSphere 6.1 - 6.x and 7.x](#)

- [Adding the session cookie name of the monitored application](#)
- [Adding post-parameters collection for IIS6](#)
- [Adding post-parameters collection for IIS7](#)
- [Adding post-parameters collection for all other supported Web servers](#)
- [Removing post-parameters collection for IIS7](#)

When installing a Web application with multiple instances, running the `psww_web_desc_modify` command creates multiple EAR files, with each EAR file containing a different `instanceId` and `i3root` value, corresponding to the instances in the Web application.

To avoid creating multiple EAR files

1. Run the web desc modifier without the `-instanceId` and `-i3root` parameters.
2. Add the following parameters to the JVM command line:
 - `-DPssInstanceID=<instance_ID>`
 - `-DPssI3Root=<precise_root>`

Adding Precise for Web filter(s) to the Web server classpath

To monitor the application, the Precise for Web agent(s) jar(s) must be loaded. Consult with your Web Administrator on where the right location is to do so. Examples:

- WebLogic 9.2: `<bea-root>\weblogic91\samples\domains\medrec\startWebLogic.cmd`
- WebSphere 6.1 changes the `server.xml` file located for example in:
F:
`\webservers_linux\poollin3\ibm\websphere61\profiles\AppSrv01\config\cells\poollin3Node01Cell\nodes\poollin3Node01\servers\server1\server.xml`
- Tomcat 5.x & 6.x: `<tomcat-dir> \bin\setclasspath.bat (sh)` or click the Tomcat executable, and in the Apache Tomcat Properties dialog box, go to the Java tab. There you can see the Java classpath.

 You will also need to add the `javax.servlet-api.jar` file manually to the classpath. It can be found at: e.g. `<tomcat-dir>\common\lib\javax.servlet-api.jar`.

- Sun One 6.x uses the management console to change the classpath or you can edit the `<sun-one-install-dir>\<server-name>\config\server.xml` file and follow the instruction in the action item.

Enabling statistics collection on WebSphere 6.1 - 6.x and 7.x

1. Open WebSphere admin console (URL: `ibm/console/login.do`).
2. In the Integrated Solutions Console, click the **Monitoring and Tuning** tab.
3. From the drop-down menu, click **Performance Monitoring Infrastructure (PMI)**.
4. On the right pane, select the server upon which you want to enable statistics (for example, `server1`.)
5. In the next screen, click the **Runtime** tab.
6. On the Runtime tab, select one of the following options:
 - **Basic**
 - **Extended**
 - **All**
 - **Custom**

 If you select **Custom**, verify that the **CommittedCount** counter under **Transaction Manager** is enabled.

Adding the session cookie name of the monitored application

To verify that browser-side and server-side data is properly correlated, specify the name of the session cookie that is used by the application in the settings.xml file. Session cookie names can be JSESSIONID, _sn, SID, etc. Contact your application administrator to find the name of the cookie.

To add the session cookie name

1. In **Registry Path** in the Registry Editor (**AdminPoint > Settings > Registry Editor**), type the following path, and then click **Go**:
registry/instances/www/<server_name>/<instance_name>/settings
2. In the Xml Editor tab, search for the <filter-session-cookie> tag.
3. Add the applicable cookie name between the tag, for example:
<filter-session-cookie>_sn</filter-session-cookie>
4. Click **Save**.

i The cookie session name for J2EE (JSESSIONID) is the default value for the <filter-session-cookie> tag.

Adding post-parameters collection for IIS6

To add post-parameters collection for IIS, see the following sections:

- [Inserting wildcard mapping for Precise post-parameters collection extension](#)
- [Adding the Precise post-parameters collection extension to the trusted list](#)
- [Updating the collect-post-parameters tag](#)

Inserting wildcard mapping for Precise post-parameters collection extension

By inserting wildcard application mapping, you can instruct IIS to allow ISAPI applications known as interceptors to intercept and examine every request before the requested page is sent to its mapped application. The effect is an application mapping that handles every file name extension.

i You must be a member of the Administrators group on the local computer to perform the following procedure or procedures. As a security best practice, log in to your computer by using an account that is not in the Administrators group, and then use the runas command to run IIS Manager as an administrator. At a command prompt, type run as /User:Administrative_AccountName"mmc systemroot\system32\inetserv\iis.msc".

To add a wildcard application mapping to a Web server or Web site

1. In IIS Manager, expand the local computer, expand the Web Sites folder, expand the **Default-Web-Site**, right-click the virtual directory that you want to collect post parameters on, and then click **Properties**.
2. Click **Add Wildcard Script Map**.
3. In the Executable box, enter the full path or browse to the native handler (.dll or .exe file) that processes the request:
<precise_root>\products\www\instances\<instance_id>\bin\IISFilter.dll
4. In the **Name** box, enter a name for the handler mapping.
5. Click **OK**.
6. Click **Yes** to add the extension with an Allowed entry to the ISAPI and CGI Restrictions list. Repeat this for each virtual directory in which you want to collect post parameters.

Adding the Precise post-parameters collection extension to the trusted list

1. In IIS Manager, expand the local computer, expand the Web Services Extensions, and then click **Add a new Web service extension**.
2. Type "Precise post parameters" as the extension name.
3. Click **Add**.
4. In **Path to file**, type the path to the DLL:
`<precise_root>\products\www\instances\<instance_id>\bin\IISFilter.dll`
5. Click **OK**.
6. Mark the **Set extension status to Allowed** check box.
7. Click **OK**.

Updating the collect-post-parameters tag

To update the collect-post-parameters tag

1. In **Registry Path** in the Registry Editor (**AdminPoint > Settings > Registry Editor**), enter the following path, and then click **Go**:
`registry/instances/www/<server_name>/<instance_name>/settings`
2. In the Xml Editor tab, change the value of the **<collect-post-parameters>** tag to **true**.
3. Click **Save**.

Adding post-parameters collection for IIS7

To add post-parameters collection for IIS, see the following sections:

- [Inserting wildcard mapping for Precise post-parameters collection extension](#)
- [Updating the collect-post-parameters tag](#)

Inserting wildcard mapping for Precise post-parameters collection extension

By inserting wildcard application mapping, you can instruct IIS to allow ISAPI applications known as interceptors to intercept and examine every request before the requested page is sent to its mapped application. The effect is an application mapping that handles every file name extension.

i You must be a member of the Administrators group on the local computer to perform the following procedure or procedures. As a security best practice, log in to your computer by using an account that is not in the Administrators group, and then use the runas command to run IIS Manager as an administrator. At a command prompt, type `run as /User:Administrative_AccountName"mmc systemroot\systemroot32\inetsrv\iis.msc"`

i It is highly recommended to install the Microsoft hotfix mentioned in KB 2505146 (<http://support.microsoft.com/kb/2505146>) as this solves a Microsoft IIS7 issue. Should you not apply the hotfix and continue to perform the following steps, your application will stop working.

To add wildcard application mapping to a Web server or Web site

- Go to the Precise_root directory and run the following script:
`products\www\install\psww_insert_isapi_handlers.bat`
`<precise_root><instance_id><site_name> add-handler PreciseWebHandler <filter_path>`
 where `filter_path` is the path to the instance bin folder concatenated with "IISFilter", without the `_32.dll` or `_64.dll` extension. For example: `c:\precise\products\www\instances\2643\bin\IISFilter`

For example: `products\www\install\psww_insert_isapi_handlers.bat "E:\Precise Installation" 2442 Petshop add-handler PreciseWebHandler "E:\Precise Installation\products\www\instances\2442\bin\IISFilter"`

Updating the collect-post-parameters tag

To update the collect-post-parameters tag

1. In **Registry Path** in the Registry Editor (**AdminPoint > Settings > Registry Editor**), enter the following path, and then click **Go**:
`registry/instances/www/<server_name>/<instance_name>/settings/server-side`
2. In the Xml Editor tab, change the value of the `<collect-post-parameters>` tag to **true**.
3. Click **Save**.

Adding post-parameters collection for all other supported Web servers

To add post-parameters collection for all other supported Web servers, see the following section:

 This feature is not supported for Apache 1.3.

- [Updating the collect-post-parameters tag](#)

Updating the collect-post-parameters tag

To update the collect-post-parameters tag

1. In **Registry Path** in the Registry Editor (**AdminPoint > Settings > Registry Editor**), enter the following path, and then click **Go**:
`registry/instances/www/<server_name>/<instanceec_name>/settings/server-side`
2. In the Xml Editor tab, change the value of the `<collect-post-parameters>` tag to **true**.
3. Click **Save**.

Removing post-parameters collection for IIS7

To remove wildcard application mapping from a Web server or Web site

- Go to the `Precise_root` directory and run the following script:
`products\www\install\psww_insert_isapi_handlers.bat
<precise_root><instance_id><site_name> remove_handler PreciseWebHandler
<filter_path>`
where `filter_path` is the path to the instance bin folder concatenated with "IISFilter", without the `_32.dll` or `_64.dll` extension. For example: `c:\precise\products\www\instances\2643\bin\IISFilter`

For example: `products\www\install\psww_insert_isapi_handlers.bat "E:\Precise Installation" 2442 Petshop remove-handler PreciseWebHandler "E:\Precise Installation\products\www\instances\2442\bin\IISFilter"`

Post-installation tasks for J2EE tier collectors

After installing Precise agents for the J2EE Tier, post-installation action items must be executed. These action items vary according to the supported application, and can usually be executed automatically from the user interface. In some circumstances, however, these action items must be executed manually.

This section describes the automatic and manual post-installation action items for J2EE Tiers, and includes the following topics:

- [Automatically executing post-installation action items](#)
- [Manually executing post-installation action items](#)

Automatically executing post-installation action items

Most action items automatically appear as part of the installation process in the user interface.

To perform J2EE Tier post-installation tasks

1. In the J2EE Tier - Installation dialog box, click **Next**.
2. In the J2EE Tier - Post-Installation dialog box, follow the instructions to perform all post-installation action items.
3. Click **Finish**.

Manually executing post-installation action items

- [Manually enabling CPU capturing for IBM AIX version 5.x](#)
- [Manually enabling Precise for J2EE monitoring](#)
- [Manually executing post-installation action items when multiple clusters share a startup script](#)
- [Manually executing WebSphere post-installation action items in instance and cluster applications](#)

Manually enabling CPU capturing for IBM AIX version 5.x

If the application server is running on an IBM AIX version 5.x computer, and you want to enable Precise for J2EE to report CPU numbers for each method invocation, set and export the AIXTHREAD_ENRUSG parameter as follows:

```
AIXTHREAD_ENRUSG=ON
export AIXTHREAD_ENRUSG
```

Manually enabling Precise for J2EE monitoring

If the automatic execution of the post-installation action items failed, perform the following steps to enable monitoring for the installed instance or cluster:

 Verify that the instance (JVM) or cluster name you enter is the same as the instance (JVM) or cluster name that you defined during installation.

- For Java 1.5
 - Add the following arguments to the Java command line of the JVM to be monitored:
 - For an instance
 - javaagent:<precise_root>\products\j2ee\lib\indepthj2ee-agent.jar=com.

```
precise.javaperf.javaagent.agents.DefaultJavaAgent
-Dindepth.j2ee.server=<precise_root>\products\j2ee\config\
<INSTANCE_NAME> -DisClustered=false
```

- For a cluster


```
-javaagent:<precise_root>\products\j2ee\lib\indepthj2ee-agent.jar=com.
precise.javaperf.javaagent.agents.DefaultJavaAgent
-Dindepth.j2ee.server=<precise_root>\products\j2ee\config\<CLUSTER_NAME> -DisClustered=true
```

i Be sure to use the <JAVA_HOME> that the application server uses, not the <JAVA_HOME> located in the Precise product installation folder. The apladmin program will attempt to prevent any use of a JVM located under <precise_root>.

- For Java 1.4
 - a. Configure instrumentation by executing the following command from the <precise_root> folder, replacing <JAVA_HOME> with the path to the Java home of the application to be monitored:

Windows

```
products\j2ee\bin\apladmin modrt --jvm-id=<instance (jvm)_name/cluster_name>
"<JAVA_HOME>\bin\java.exe"
```

For example:

```
products\j2ee\bin\apladmin modrt --jvm-id=<instance (jvm)_name/cluster_name> "c:
\j2sdk1.4.2_08\bin\java.exe"
```

UNIX

```
products/j2ee/bin/apladmin.sh modrt --jvm-id=<instance (jvm)_name/cluster_name> "<JAVA_HOME>/
bin/java"
```

For example:

```
products/j2ee/bin/apladmin.sh modrt --jvm-id=<instance (jvm)_name/cluster_name> "/opt/
j2sdk1.4.2_08/bin/java"
```

i Be sure to use the <JAVA_HOME> that the application server uses, not the <JAVA_HOME> located in the Precise product installation folder. The apladmin program will attempt to prevent any use of a JVM located under <precise_root>.

- b. Follow the instructions in the command output to modify the Java command line of the JVM to be monitored.
- c. Add the -DisClustered=false flag to the arguments from apladmin. For a clustered installation, specify 'true' for this flag.
- d. After executing the apladmin.modrt, add the parameters to the JVM startup command line.

For example:

```
-Xbootclasspath/p:C:\Precise\products\j2ee\etc\apl\jvms\java-vm-TestApp\lib\rt.jar
-Xbootclasspath/p:C:\Precise\products\j2ee\lib\indepthj2eeboot.jar
-Xbootclasspath/p:C:\Precise\products\j2ee\classes
-Dindepth.j2ee.server=C:\Precise\products\j2ee\config\TestApp
-DisClustered=false
```

Manually executing post-installation action items when multiple clusters share a startup script

If two different clusters are started by the same startup script, the automatic action items will not work properly. In this case, the user must edit the startup script manually and adjust it to the relevant cluster configuration.

To manually execute the action items

1. Start the cluster with Precise instrumentation by adding the following parameters to the Java command:
 - javaagent:<precise_root>\products\j2ee\lib\indepthj2ee-agent.jar=com.precise.javaperf.javaagent.agents.DefaultJavaAgent
 - Dindepth.j2ee.server=<precise_root>\products\j2ee\config\<cluster_name>
 - DisClustered=true
2. Repeat for each cluster started by the startup script.

Manually executing WebSphere post-installation action items in instance and cluster applications

By default, the user can automatically execute the post-installation action items for WebSphere application servers from the action items screen during installation. However, in some cases the automatic execution of the action items will not be possible or will fail. For example, if the WAS is secured, or the auto-detect phase failed (because the server was down, etc.), the automatic action items execution will fail. In such cases, the user will have to execute the action items manually.

To manually instrument a WebSphere instance/cluster

1. Configure instrumentation by executing the following command from the <precise_root> folder, replacing <JAVA_HOME> with the path to the Java home of the application to be monitored.

Windows

```
products\j2ee\bin\apladmin modrt --jvm-id=<instance (jvm)_name/cluster_name>
"<JAVA_HOME>\bin\java.exe"
```

UNIX

```
./products/j2ee/bin/apladmin.sh modrt --jvm-id=<instance (jvm)_name/cluster_name>
"<JAVA_HOME>\bin\java.exe"
```

 Be sure to use the <JAVA_HOME> that the application server uses, not the <JAVA_HOME> located in the Precise product installation folder.

2. Follow the apladmin instructions.
3. Add the -DisClustered=false flag to the arguments from apladmin. For a cluster, specify 'true' for this flag.
4. To enable RMI transaction monitoring, add the following text:


```
Dorg.omg.PortableInterceptor.ORBInitializerClass.com.precise.javaperf.lib.smartlink.PreciseSmartlinkORBInitializer
```

 For example, the user will add the following arguments to WAS java arguments:
 - Xbootclasspath/p:C:\Precise\products\j2ee\etc\apl\jvms\java-vm-TestApp\lib\rt.jar
 - Xbootclasspath/p:C:\Precise\products\j2ee\lib\indepthj2eeboot.jar
 - Xbootclasspath/p:C:\Precise\products\j2ee\classes
 - Dindepth.j2ee.server=C:\Precise\products\j2ee\config\TestApp
 - DisClustered=false

 Generally the <JAVA_HOME> for WebSphere installations can be found in the Application > WebSphere variables section in the WebSphere Administrative Console.

5. Enable Application Server Metrics by performing the following steps:
 - a. Verify that the Performance Monitoring Service is enabled by marking the "Enable Performance Monitoring Infrastructure (PMI)" setting located on the Application Servers > <SERVER_NAME> > Performance Monitoring Infrastructure (PMI) page.
 - b. Verify that the initial specification level is "Basic" or "Custom".
 - c. After Performance Monitoring Service is confirmed to be enabled at startup, perform the following steps to configure the Application Server Metrics collection:
 - i. Select Servers > Application Servers > <SERVER_NAME> > Server Infrastructure > Administration > Custom Services

- ii. Click **New**.
 - iii. Mark the "Enable service at service startup" check box.
 - iv. Leave the External Configuration URL blank.
 - v. Set the "Classname" to `com.precise.javaperf.extensions.websphere.PreciseMetricPluginLoader`
 - vi. Set the "Display Name" to `PreciseMetricPluginLoader`
 - vii. Set the "Classpath" to: `<precise_root>/products/j2ee/lib/indepthmetric.jar`
 - viii. Save the changes.
6. Update the security policy by editing the `<WAS_INSTALL_ROOT>/profiles/<SERVER>/properties/server.policy` file to include the following:
- ```
grant codeBase "file:<precise_root>/-" {
permission java.security.AllPermission;
};
```

 In Windows, change the PATH separator from '\' to the UNIX style separator '/'.

7. Restart the Application server.

 For clustered applications, the user must verify that the `rt.jar` generated in step 1, and pointed to by the `Xbootclasspath`, is located in all the servers that are running as part of the WebSphere cluster. The user can copy the `rt.jar` to any central location, and update the `Xbootclasspath` accordingly.

## Post-installation tasks for Microsoft .NET tier collectors

This section includes the following topics:

- [Performing post-installation action items](#)
- [Configuring DLLs, classes, and methods to instrument](#)
- [Defining permissions settings for a Precise installation folder](#)
- [Changing the activity tracking threshold](#)
- [About Precise for Microsoft .NET agent ports](#)

When the Microsoft .NET Tier Collectors are installed, you need to perform post-installation action items. These action items vary depending on the .NET application type, and include editing configuration files and restarting Precise agents. Not all action items appear on screen as described in [Performing post-installation action items](#). This section includes instructions regarding action items that appear as part of the installation, as well as an overview of instrumentation action items that are not included.

### Performing post-installation action items

To perform Microsoft .NET Tier post-installation tasks

1. In the Microsoft .NET Tier - Installation dialog box, click **Next**.
2. In the Microsoft .NET Tier - Post-Installation dialog box, follow the instructions to perform all post-installation tasks.
3. Click **Finish**.

### Configuring DLLs, classes, and methods to instrument

You can add the DLLs you wish to monitor using the DLLs dialog box in the Instrumentation Settings menu, as explained in the Precise for Microsoft .NET User's Guide. But afterwards you must edit the file instrumentation.xml manually to define which classes and methods to instrument.

The Precise for Microsoft .NET activity tracking is based on instrumentation of your application DLLs. This information is configured in the instrumentation.xml file. The way you configure this file (this means which DLLs to instrument and which classes or methods) affect how much information will be tracked and also the overhead of the Precise for Microsoft .NET activity tracking on your application.

The instrumentation.xml file contains many configurable settings, which are explained in the Precise Administration Guide in detail.

The following file is an example section of the instrumentation.xml file which configures the instrumentation of the Microsoft Petshop sample Web application:

```
<instance name="AspNetIIS6">
 <dlls>
 <dll name="pet*.dll" /><!-- instrument all DLLs that start with pet* -!>
 </dlls>
 <instrument>
 <classes>
 <class>
 <name>Petshop.*</name><!-- instrument all classes of which the namespace begins with Petshop -!>
 <called-method>
 <methods>
 <method>
 <name>*</name><!-- instrument all methods in each class -!>
 </method>
 </methods>
 </called-method>
 </class>
 </classes>
 </instrument>
</instance>
```

```

 </methods>
 </called-method>
 </class>
 </classes>
</instrument>
....

```

## Defining permissions settings for a Precise installation folder

The Precise for Microsoft .NET hooks that are injected into the monitored .NET process, are run under the same user account on which your .NET application is running. This user must have full permission rights to the `<precise_root>` folder and all its sub-folders.

You can change the security settings of the `<precise_root>` folder with the Windows File Explorer Security tab.

**i** If you have several application pools which translate into different Windows users, all these users must be granted full permission to the `<precise_root>` folder.

## Changing the activity tracking threshold

The Precise for Microsoft .NET installation pre-configures the activity data tracking threshold and sets it to 50 milliseconds. This means that only methods, service requests, SQL statements, and Web services that have a response time that is equal to, or greater than 50 milliseconds will be collected.

You can change this default value in the ActivityCollector.xml file, located in the `<precise_root>/products/dotnet/config` folder any time after the installation:

```

<activity-collector-config>
 <!-- psdn_act_col.exe configuration, configurable per server (default) & per instance -->
 <aggregator>
 <topnsql>5</topnsql><!-- Top n SQL statement to monitor -->
 <sla>5000</sla><!-- Red SLA breach value for top HTTP invocations in msec. -->
 <nearsla>1000</nearsla><!-- Yellow SLA breach value for top http invocations in msec. -->
 <insane-rt>300</insane-rt><!-- Long running thread timeout in seconds -->
 <bit-vector>false</bit-vector>
 <last-level-bit-vector>false</last-level-bit-vector>
 </aggregator>
 <!-- Tracker.dll settings, configurable per server (default) & per instance -->
 <tracker>
 <threshold>50</threshold><!-- Threshold in msec for filtering out events before forwarding it to the
Collector agent. -->
 </tracker>
</activity-collector-config>

```

**i** The new setting will only take effect after your .NET application is restarted. For ASP.NET that means an IIS reset or recycling the application pool.

**i** This setting has a significant effect on the overall overhead of Precise for Microsoft .NET agent on your system. Lowering this value too much can cause your Web application and server to slow down considerably. If Precise for Microsoft .NET is installed on a development server, you can set this value to 0 to collect all data. On heavy loaded production systems, it is advisable not to change the default.

More information about controlling the Precise for Microsoft .NET overhead on your .NET application in the [Precise Administration Guide](#).

## About Precise for Microsoft .NET agent ports

The Precise for Microsoft .NET data collection is based on establishing a TCP connection between a tracking module (tracker.dll), the activity Collector and instrumentation agent. The default port numbers for the installation are respectively 20755 and 20756. If any of these port numbers are in use by another application on the server, you can change its value respectively in the collector.xml and instrumenter.xml files.

Port conflicts can cause the Precise for Microsoft .NET Collector not to work and to submit errors. The following is an error example that can appear in the dotnet.collector.activity.trc file:

```
=====
ID : CONFIG-0000000
Time : 2020-11-23 10:03:54.750
GMT+02 i3 Time : 2020-11-23 08:03:54.750
GMT Process : psdn_dncol_act.exe -l (ID:2704)
Logger : com.Symantec.apm.i4dotnet.collector.activity
Msg : Exception in remoting : System.Net.Sockets.SocketException: Only one usage of each
socket address (protocol/network address/port) is normally permitted
=====
```

The following is an error example that can appear in the dotnet.collector.dncol\_isntr.trc file:

```
=====
ID : CONFIG-0000000
Time : 2020-11-23 10:09:05.842
GMT+02 i3 Time : 2020-11-23 08:09:05.842
GMT Process : psdn_dncol_instr.exe (ID:4972)
Logger : com.Symantec.apm.i4dotnet.collector.dncol_instr
Msg : Unable to setup TCP server on port 20756, check that it is not used by another
process, ex=Only one usage of each socket address (protocol/network address/port) is
normally permitted
=====
```

## Post-installation tasks for Oracle tier collectors

When the Oracle Tier schema is installed, post-installation tasks may be required. This mainly depends on factors such as the Oracle version, the operating system, and the granted privileges. In addition, this depends on whether Precise for Storage or Interpoint is installed.

For installation details, see the appropriate section for the specific product.

## Installing the Interpoint for PeopleSoft Collector's trigger

If you have installed the Interpoint for PeopleSoft Collector to monitor PeopleSoft activities, you need to create a trigger on the table PSPRCRQST in the PeopleSoft database. In addition, you need to enable the database monitoring parameter in the PeopleSoft configuration file.

To install the Interpoint for PeopleSoft Collector's trigger and enable the database monitoring parameter

1. Verify that you have a valid Interpoint for PeopleSoft license.
2. Open the PeopleSoft configuration file psappsrv.cfg (usually located in the PT%version%\appserv\%domainName% folder). If EnableDBMonitoring=1, proceed to step 7. Otherwise, continue with the next step.
3. Disconnect all PeopleSoft users.
4. Shut down all PeopleSoft application servers.
5. Set the database monitoring parameter to TRUE: EnableDBMonitoring=1
6. Restart the PeopleSoft application servers.
7. Connect to the database that PeopleSoft is installed on. Use the user that owns the PeopleSoft database.  
To find out who owns this database, run the following query:  
select owner from dba\_objects where object\_name = 'PSPRCRQST';  
The owner returned is the one who owns the PeopleSoft database.

8. Run the following SQL script:

```
create or replace trigger
precise_psprcsrqt_register after
update of runstatus on psprcsrqt
for each row
when (new.runstatus = 7 and
old.runstatus != 7) begin
dbms_application_info.set_client_
info(:new.oprid
||',,,', :new.prcsinstance || ', ' || :new.prcsname
||',');
exception when others then null;
end;
/
```

## Post-installation tasks for SQL Server tier collectors

When the SQL Server Tier is installed, post-installation tasks may be required. This may depend on whether Precise for Storage or ERP Extension is installed.

After you install SQL Server, a user who is a member of the sysadmin fixed server role must launch Database Engine Tuning Advisor before anyone else. When the sysadmin user launches Database Engine Tuning Advisor that action initializes the application for use by others. After Database Engine Tuning Advisor is initialized, any user who is a member of the db\_owner fixed database role can use it to tune tables on databases they own. For more information about initializing Database Engine Tuning Advisor, see the Initializing Database Engine Tuning Advisor on the MSDN website.

## Installing the product Interpoint for PeopleSoft Collector trigger

If you have installed the Interpoint Collector to monitor PeopleSoft activities, you need to create a trigger on the table PSPRCRQST in the PeopleSoft database. In addition, you need to enable the database monitoring parameter in the PeopleSoft configuration file.

To install the Interpoint for PeopleSoft Collector's trigger and enable the database monitoring parameter

1. Open the PeopleSoft configuration file: psappsrv.cfg (usually under PT%version%/appserv/%domainName%). If EnableDBMonitoring=1, proceed to step 6. Otherwise, continue with the next step.
2. Disconnect all PeopleSoft users.
3. Shut down all PeopleSoft servers.
4. Edit the DB Monitoring parameter to be TRUE: EnableDBMonitoring=1
5. Restart the PeopleSoft application servers.
6. Using SQL Query Analyzer, connect to the database holding the PeopleSoft tables. Verify that you are connecting with a user that is a member of the db\_owner database role in the database.
7. Execute the following batch:

```

 if exists (select name from sysobjects where name =
'precise_psprcsrqt_register' and type = 'TR')
 drop trigger precise_psprcsrqt_register go
 if exists (select name from sysobjects where name =
'VERITAS_psprcsrqt_register' and type = 'TR')
 drop trigger VERITAS_psprcsrqt_register go
 if exists (select name from sysobjects where name =
'Symantec_psprcsrqt_register' and type = 'TR')
 drop trigger Symantec_psprcsrqt_register go
 create trigger precise_psprcsrqt_register on PSPRCRQST for update as
 declare @oprid char(30), @prcsinstance int, @old_status int, @new_status int,
@info binary(50)
 select @old_status = RUNSTATUS from deleted select @new_status = RUNSTATUS
from inserted if (@new_status <> 7) or (@old_status = 7) return
 select @oprid = OPRID, @prcsinstance = PRCSINSTANCE from inserted
 set @info = convert(binary(50), rtrim(@oprid) + ',' + convert(varchar(20),
@prcsinstance))
 set context_info @info go

```

## Post-installation tasks for DB2 tier collectors

When the DB2 Tier is installed, post-installation tasks may be required. Follow any instructions that might appear on the Action Items screen.

## Post-installation tasks for Sybase tier collectors

When the Sybase Tier Collectors are installed, post-installation tasks may be required. Follow any instructions that might appear on the screen.

## Post-installation tasks for Sybase Replication Server tier collectors

When the Sybase Replication Server tier collectors are installed, post-installation tasks may be required. Follow any instructions that might appear on the screen.

## Post-installation tasks for SAP tier collectors

After successfully adding the SAP system to the SAP Tier, you need to define both the mapping for organizations and locales and the locales themselves.

- [Defining mapping and locale settings](#)
- [Installing the SAP Java Connector \(JCo\)](#)

### Defining mapping and locale settings

As part of the pre-installation tasks, you have defined your organizations and user areas. Now that you have finished configuring the SAP system, you need to define the fields that Precise for Precise for SAP will retrieve for these groupings. By default, Precise for Precise for SAP retrieves the Department field for organization and the Building field for user area.

In addition to collecting SAP activity data from application servers, Precise for Precise for SAP can monitor locations for network availability. In Precise for Precise for SAP, a location is referred to as a locale. Each locale represents a physical location that is defined by a list of one or more devices, called Locale Devices. Precise for Precise for SAP connects to these devices to check their availability.

### Mapping the organizations

The following procedure describes how to configure organization settings.

To configure organization settings

1. In Precise for Precise for SAP, from the Settings menu, select **Mapping Settings**.
2. In the Mapping Settings dialog box, select the SAP system you want to configure and click **Edit**.
3. Choose an SAP field from the Organization list to map an SAP organization to a user.
4. Determine which SAP field will be mapped to a locale. Choose a field from the User Area list. Then click **OK**.

**i** If your system maintains user lists in locations other than SAP user tables, you can still import this information into Precise for SAP. Precise for SAP can import user definitions from ASCII text files, enabling user information to be extracted from practically any source. For more information on how to import user information from ASCII files, see the SAP section in the [Precise Administration Guide](#).

### Mapping the Locales

To identify the locales and Locale Devices that you want Precise for Precise for SAP to monitor, you need to select existing Windows machines or other devices, such as routers. Locale Devices do not have to be solely dedicated to availability monitoring. They can run the Echo services required by Precise for SAP in the background while serving other purposes.

The following hardware components can serve as Locale Devices:

- Windows workstations or servers
- UNIX computers
- Routers

**i** Verify that your Locale Devices are always available during monitoring hours. Precise recommends using workstations that are always on and available, instead of computers that may be turned off, such as end-user computers.

Before updating the list of locales in Precise for SAP, verify that you have:

- Mapped all SAP user locales.
- Planned which locales should be defined in the Precise for SAP system and which server machines should be assigned to them to physically check their availability.

To configure locale settings

1. In Precise for SAP, from the Settings menu, select **Mapping Settings**.
2. In the Mapping Settings dialog box, select the SAP system you want to configure and click **Edit**.
3. Determine which SAP field will be mapped to a locale. Choose a field from the User Area list. Then click **OK**.
4. From the Settings menu, select **Locale Settings**.
5. In the Locale Settings dialog box, perform one of the following procedures:
  - To add a locale
  - To edit a locale
  - To delete a locale

To add a locale

1. Click **Add**.
2. In the Locale Settings - Edit dialog box, enter the name of the new locale in the **Locale** field. Enter a description (optional) of the new locale in the **Description** field.
3. On the Locale Definition tab, select a user area from the **User Areas not assigned to this locale** list and click the right arrow to move it to the **User Areas assigned to this locale** list.
4. On the Locale Availability tab, click **Add**.
5. In the Add Device dialog box, enter the name or the IP address of the device that should be taken into consideration by Precise for SAP when monitoring locale availability.
6. Click **OK**.

To edit a locale

1. From the **Locale Settings** list, select the Locale you want to modify.
2. Click **Edit**.
3. In the Locale Settings - Edit dialog box, in the **Locale** text box, change the name of the existing locale.
4. In the **Description** text box, enter a description (optional) or modify an existing description.
5. On the Locale Definition tab, select a user area from the **User Areas not assigned to this locale** list and click the right arrow to move it to the **User Areas assigned to this locale** list.
6. On the Locale Availability tab, click **Edit**.
7. In the Edit Device dialog box, enter the name or the IP address of the device that should be taken into consideration by Precise for SAP when monitoring locale availability. Then click **OK**.

To delete a locale

1. From the **Locale Settings** list, select the Locale you want to delete.
2. Click **Delete**; then click **OK** to confirm this operation.
3. Click **OK**.

## Installing the SAP Java Connector (JCo)

After installing the Precise for SAP FocalPoint, you need to install the downloaded SAP Java Connector (JCo) if you want Precise for SAP to display running batch jobs in the Batches tab or use the Precise for SAP BW. In this case, perform the following post-installation task. For information on how to download the SAP JCo, see [Downloading the SAP Java Connector \(JCo\)](#).

To install the SAP JCo

1. Unzip the contents of the downloaded file to a folder of your choice on the Precise for SAP FocalPoint server.

2. Open the Agents tab in Precise AdminPoint and stop the Precise for SAP FocalPoint.
3. From the folder to which you unzipped the downloaded file:
  - a. Copy the .jar file to the <precise\_root>\java\3rd\_party folder on your Precise for Precise for SAP FocalPoint server.
  - b. Copy the .dll files to the <precise\_root>\products\sap\bin folder on your Precise for Precise for SAP FocalPoint server.
4. Verify that the gateway port between the Precise for SAP FocalPoint and the SAP Application Server is open in both directions:

The gateway port is 33xx, where xx has to be replaced by the instance number in the SAP Application Server.
5. Maintain the SAP communication ports in the services file in:  
%windir%\system32\drivers\etc\services
6. Replace the following <SID> and <instance-number> with the values from your application:  
sapms<SID> 36<instance-number>/tcp  
sapms<SID> 33<instance-number>/tcp  
sapms<SID> 32<instance-number>/tcp  
For example, for an SAP system with the SID = PRD and Instance Number 01:  
sapmsPRD 3601/tcp # SAP Message Server  
sapmsPRD 3301/tcp # SAP Gateway  
sapmsPRD 3201/tcp # SAP Dispatcher
7. Go back to AdminPoint and restart the Precise for Precise for SAP FocalPoint.

## Post-installation tasks for Oracle Applications tier collectors

When the Oracle Applications Tier Collectors have been installed, post-installation tasks are required. Depending on your application settings, you may need to stop all Insight Savvies that are currently running on the respective server and restart them. In addition, you need to grant permissions to schema user as described below and activate an Interpoint for Oracle Applications, as well as configure the Interpoint for Oracle Applications for the purpose of data collection.

- [Granting permissions to schema user](#)
- [Activating the Interpoint for Oracle Applications](#)
- [Configuring an Interpoint for Oracle applications for data collection](#)
- [Correcting problematic profiles](#)
- [Correcting typing errors in the system profile](#)

### Granting permissions to schema user

Connect to the Oracle instance on which the corresponding collector is installed as DBA user and run query:

```
grant execute on DBMS_PIPE to <collector_schema_user>
```

### Activating the Interpoint for Oracle Applications

To activate an Interpoint for Oracle Applications

1. Log in to the server and run the following script to install the Interpoint:

**Windows**

```
\products\oracle\SID\schema\install_oracle_apps.bat
```

**UNIX**

```
./products/oracle/SID/schema/install_oracle_apps.sh
```

where *<precise\_root>* is the name of the Precise root folder.

2. To verify that the installation was successful, run the following script:

**Windows**

```
verify_install_oracle_apps.bat
```

**UNIX**

```
verify install oracle apps.sh
```

3. Configure the Oracle Applications application.

For more information on how to configure the Oracle Applications application, see [Configuring an Interpoint for Oracle Applications for data collection](#).

4. Restart the Precise for Oracle Collector agent for this instance.

### Configuring an Interpoint for Oracle applications for data collection

The Interpoint for Oracle Applications identifies activities of Oracle Applications by monitoring the events that are called by forms. Configuring an Interpoint for Oracle Applications to collect the relevant data involves these tasks:

- [Manually updating the customization library](#)
- [Manually updating Oracle Applications' system profile \(Oracle Applications 11.5 or higher\)](#)

### Manually updating the customization library

To have the Interpoint for Oracle Applications collect forms data, you must manually add some information to the customization library of the Oracle Applications forms. This information includes user, form, and application names.

The customization library consists of the following files:

- CUSTOM.pld
- CUSTOM.pll
- CUSTOM.plx

You can only modify the CUSTOM.pld file. This file does not exist by default but can be extracted from the CUSTOM.pll file. For the changes to take a global effect in the customization library after they are implemented in the CUSTOM.pld file, you need to regenerate the CUSTOM.pll and CUSTOM.plx files from the CUSTOM.pld file.

**i** The file names may appear lowercase or uppercase (for example CUSTOM.pll). In the following task, all filenames are uppercase. If you copy-paste this information, verify that the case matches the actual file names on your system.

To update the customization library on UNIX

1. Find the CUSTOM.pll and CUSTOM.plx files, usually located in your Oracle Applications folder.
2. Back up the CUSTOM.pll and CUSTOM.plx files and, if it exists, also the CUSTOM.pld file.
3. Verify that no Oracle Applications user is currently logged on to the database or any other database using the CUSTOM.pll and CUSTOM.plx files.
4. Change to the folder that contains the CUSTOM.pld file. This folder is pointed to by the application variable \$FORMS60\_PATH.
5. To extract the CUSTOM.pld file, run the following command using the Oracle account of Oracle Applications (such as APPS):

```
f60gen Module=CUSTOM.pll Module_Type=LIBRARY userid=user/password script=yes
```

**i** For Oracle Applications version R12, replace f60gen command with frmcmp\_batch.

6. Run the following command to edit the file:
 

```
vi CUSTOM.pld
```
7. Find the EVENT procedure, locate the first BEGIN after the commented sample code, and insert the following code, starting with BEGIN.

Do not insert the script into commented sample code. You can easily mistake sample code for real code.

```
begin
if (event_name='WHEN-NEW-FORM-INSTANCE')
then declare cursor_name integer; rows_processed integer; del char(1) :=
substr(get_application_property(CURRENT_FORM),1,1);
begin
if (del != '/')
then del := '\';
end if;
cursor_name := dbms_sql.open_cursor;
dbms_sql.parse(cursor_name,
'begin VERITAS_APPS_LOG('F' , :username ,
:application , :form , NULL) ; end ;' ,1);
dbms_sql.bind_variable(cursor_name,':username' ,
FND_PROFILE.VALUE('USERNAME')); dbms_sql.bind_variable(cursor_name,':application' ,
substr(get_application_property(CURRENT_FORM),
instr(get_application_property(CURRENT_FORM),del ,
-1)+1, length(substr(get_application_property(CURRENT_FORM),
instr(get_application_property(CURRENT_FORM), del,-1)+1)-4));
dbms_sql.bind_variable(cursor_name,':form' , Name_In('system.current_form'));
rows_processed := dbms_sql.execute(cursor_name);
dbms_sql.close_cursor(cursor_name);
```

```

exception
when others then begin dbms_sql.close_cursor(cursor_name);
exception
when others then null;
end; end; end if;
exception
when others then null;
end;

```

8. To regenerate the CUSTOM.pll file from the CUSTOM.PLD file, run the following command using the Oracle account of Oracle Applications (such as APPS):
  - a. For Oracle Application version under R12 (exclusive):

```
f60gen Module=CUSTOM.pld Module_Type=LIBRARY userid=user/password parse=yes
```
  - b. For Oracle Applications version R12:

```
frmcmp_batch Module=CUSTOM Module_Type=LIBRARY userid=user/password parse=yes
```
9. To regenerate the CUSTOM.plx file from the CUSTOM.pll file, run the following command using the Oracle account of Oracle Applications (such as APPS):

```
f60gen Module=CUSTOM.pll Module_Type=LIBRARY userid=user/password compile_all=yes
```

 For Oracle Applications version R12, replace f60gen command with frmcmp\_batch.

10. To verify the CUSTOM library change, run the following script:

```
<precise_root>/products/oracle/<sid>/schema/pss_verify_oa_customer_pll.sh
```

To update the customization library on Windows

1. Find the CUSTOM.pll and CUSTOM.plx files, usually located in your Oracle Applications folder.
2. Back up the CUSTOM.pll and CUSTOM.plx files.
3. Verify that no Oracle Applications user is currently logged on to the database or any other database using the CUSTOM.pll and CUSTOM.plx files.
4. Run the %ORACLE\_HOME%\bin\if60gen.exe tool (sometimes called ifbld60.exe).

 For Oracle Applications version R12, replace f60gen command with frmcmp\_batch.

5. In the welcome wizard, select **Open an existing form**, followed by **OK**.
6. Choose custom.pll and click **Open**.
7. Under **PL/SQL Libraries>Custom>Program Units** right-click on **Package body** and select the **PL/SQL Editor**.
8. Find the EVENT procedure, locate the first BEGIN after the commented sample code, and insert the following code, starting with BEGIN.  
Verify that the script was not inserted into commented sample code. You can easily mistake sample code for real code.

```

begin
if (event_name='WHEN-NEW-FORM-INSTANCE')
then declare cursor_name integer; rows_processed integer; del char(1) :=
substr(get_application_property(CURRENT_FORM),1,1);
begin
if (del != '/')
then del := '\';
end if;
cursor_name := dbms_sql.open_cursor;
dbms_sql.parse(cursor_name,
'begin VERITAS_APPS_LOG('F' , :username ,
:application , :form , NULL) ; end ;' ,1);
dbms_sql.bind_variable(cursor_name,':username' ,

```

```

FND_PROFILE.VALUE('USERNAME')); dbms_sql.bind_variable(cursor_name,':application' ,
substr(get_application_property(CURRENT_FORM),
instr(get_application_property(CURRENT_FORM),del ,
-1)+1, length(substr(get_application_property(CURRENT_FORM),
instr(get_application_property(CURRENT_FORM), del,-1)+1))-4));
dbms_sql.bind_variable(cursor_name,':form' , Name_In('system.current_form'));
rows_processed := dbms_sql.execute(cursor_name);
dbms_sql.close_cursor(cursor_name);
exception
when others then begin dbms_sql.close_cursor(cursor_name);
exception
when others then null;
end; end; end if;
exception
when others then null;
end;

```

9. Click **File>Save**.
10. Run %ORACLE\_HOME%\bin\ifcmp60.exe.
11. Fill in the following fields:
  - a. **File**. CUSTOM.PLL (that we changed before)
  - b. **Userid**. APPS
  - c. **Password**. APPS password
  - d. **Database**. database name
  - e. **Module Type**. LIBRARY
  - f. **Module Access**. FILE
12. Click **OK**.

## Manually updating Oracle Applications' system profile (Oracle Applications 11.5 or higher)

To have an Interpoint for Oracle Applications identify interactive forms in Oracle Applications 11.5 or higher, you must manually update the system profile of Oracle Applications with site-specific initialization code. As a result, Oracle Applications forwards the required information - the user, form, and application name for interactive work and the concurrent program and application name for batch work - to an Interpoint for Oracle Applications.

Before updating Oracle Applications' system profile, you must verify that an Interpoint for Oracle Applications was installed successfully. Otherwise, updating the profile may halt Oracle Applications.

To avoid interfering with anyone's work before changing the system profile, you can alternatively change the profile for only one user to first test the outcome.

To verify that an Interpoint for Oracle Applications was installed successfully

- Run the following script:

### Windows

```
\products\oracle\SID\schema\verify_install_oracle_apps.bat
```

### UNIX

```
./products/oracle/SID/schema/verify_install_oracle_apps.sh
```

To update Oracle Application's system profile

1. Log in to Oracle Applications with a user that has system administrator privileges.
2. Open the System Administrator application.
3. Open the Navigator - System Administrator dialog box.
4. On the Functions tab, select **Profile>System**; then click **Open**.

5. In the **Find System Profile Values** form, select the **Site** check box and type the following value in the Profile text box: `Init%SQL%Custom`
6. Click **Find**.
7. In the **System Profile Values** form, type the following in the **Site** text box: `begin veritas_custom_profile; end;`
8. Close the **System Profile Values** form; then open any form.  
If the form opens cleanly, you can start working with the Interpoint for Oracle Applications.  
If an issue occurs, verify again that the Interpoint for Oracle Applications was installed successfully. If it was installed successfully, most likely the issue was caused by erroneous text in the system profile. If the issue persists, contact Precise Customer Support.

To update the system profile for one user only

1. Log in to Oracle Applications with a user that has system administrator privileges.
2. Open the System Administrator application.
3. Select **Profile>System**; then click **Open**.
4. In the **Find System Profile Values** form, select the **Site** and **User** check boxes.
5. To the right of the **User** check box, enter the name of the user whose profile you want to change.
6. Type the following value in the Profile text box: `Init%SQL%Custom`
7. Click **Find**.
8. In the **System Profile Values** form, type the following in the **User** text box: `begin veritas_custom_profile; end;`
9. Close the **System Profile Values** form and log in to Oracle Applications with the user selected in Step 8.
10. Open any form.  
If the form opens cleanly, you can update the Oracle Applications' system profile.  
If an issue occurs, verify again that the Interpoint for Oracle Applications was installed successfully. If it was installed successfully, most likely the issue was caused by erroneous text in the system profile. If the issue persists, contact Precise Customer Support.

## Correcting problematic profiles

When the Interpoint for Oracle Applications does not correlate some of its information with the Collector agent, the following scenario may be applicable:

The Interpoint for Oracle Applications collects some of its data from the Oracle Applications using the initialization of every form that is declared in the System Profile. The System Profile contains 4 profile levels, one for each level. Listed from the weakest to the strongest are: Site, Application, Responsibility, User. The Interpoints' code is on the weakest link here, meaning, Site level. When you customize one or more profiles at a stronger level, the code that resides at Site level is hidden.

 In this query we expect to have Interpoints' code (`begin veritas_custom_profile; end;`) in all entries, otherwise there is no correlation.

To find problematic profiles

1. Use the following query:
 

```
select a.profile_option_value, DECODE(a.level_id, 10001, 'Site', 10002,
'Application', 10003, 'Responsibility', 10004, 'User', a.level_id)
as "System Profile Level", a.level_value, to_char (a.last_update_date, 'YYYY-MON-
DD') LAST_UPDATE_DATE
from FND_PROFILE_OPTION_VALUES a, FND_PROFILE_OPTIONS b, fnd_profile_options_tl c
where
profile_option_id = b.profile_option_id and profile_option_name =
c.profile_option_name and
```

```
user_profile_option_name = 'Initialization SQL Statement - Custom' order by
a.LEVEL_ID;
```

2. Add the Interpoints' code within the profile (By changing the relevant profile in Oracle Applications). I.e. verify that the profile\_option\_value looks like:

```
begin veritas_custom_profile;
<customer code goes here (or empty)>
end;
```

This query shows all relevant profiles affecting the code.

## Correcting typing errors in the system profile

Typing errors in the system profile may prevent Oracle Applications forms from opening, including the system profile form. To validate that there is no other definition that overrides your profile definition and to correct any typing errors, you need to log in to the Oracle database externally using SQL\*Plus.

To correct typing errors

1. Log in to your Oracle database with the APPLSYS account.
2. Run the following command to view erroneous text:

```
Select * from FND_PROFILE_OPTION_VALUES where PROFILE_OPTION_VALUE like
'%veritas%';
```

You may search for any expression by replacing '%veritas%' in the where clause with the string you are looking for. For example, to search for the profiles that were entered on July 13, 1975, execute the following command:

```
Select * from FND_PROFILE_OPTION_VALUES where last_update_date=to_date ('13-
JUL-75', 'DD-MON-YY');
```

3. Run the following command to correct the errors:

```
update FND_PROFILE_OPTION_VALUES set PROFILE_OPTION_VALUE ='begin
veritas_custom_profile; end;'
where PROFILE_OPTION_VALUE like '%veritas%';
```

You may update any expression by replacing '%veritas%' in the where clause with the string you are looking for. For example, to update all profiles that were entered on July 13, 1975, execute the following command:

```
update FND_PROFILE_OPTION_VALUES set PROFILE_OPTION_VALUE='begin
veritas_custom_profile;end;'
where last_update_date=to_date ('13-JUL-75', DD-MON-YY');
```

4. Commit the changes.

## Post-installation tasks for Siebel tier collectors

When the Siebel Tier Collectors have been installed, you need to perform the following post-installation tasks:

- Perform any action items show in Post-installation dialog box. See [Possible Post-installation action items](#).
- Modify the SRF (required for Interpoints). See [Modifying the Siebel Repository File \(SQL Server\)](#) and [Modifying the Siebel Repository File \(Oracle\)](#).
- Set up Siebel batch process sampling (required for Interpoints) See [Setting up Siebel batch process sampling](#).
- Stop and restart all Insight Savvies installed on the respective server
- See the [Precise Interpoint for Siebel User Guide](#) for additional post-installation action items.

## Possible Post-installation action items

Perform any action items show in Post-installation dialog box.

To perform Siebel Tier post-installation tasks

1. On the Finish screen, click **Next**.
2. In the Siebel Tier - Post-Installation dialog box, follow the instructions to perform all post-installation tasks.
3. If you have installed the Interpoint for an Oracle database, restart the Oracle Tier Collectors on the Siebel server.
4. Click **Finish**.

## Modifying the Siebel Repository File (SQL Server)

Once the Siebel Tier Collectors are installed, modify the Siebel Repository File (SRF), so that Interpoint for Siebel will be able to receive notifications of Siebel-related user events.

Part of the .srf file, is a collection of callback scripts, which are triggered by various events in a user's session. A user can view or change these scripts using the Siebel Tools.

- For each targeted Siebel application, modify the .srf file on the Siebel server. Define the application name by hard coding it in the `Application_PreNavigate` function.
- The modified SRFs need to be distributed to each of the Siebel servers

If you installed Interpoint for a SQL Server database, modifying the SRF consists of the following tasks:

- Creating the Interpoint project (SQL Server)
- Creating the CX\_VTSSPID table (SQL Server)
- Creating the business component (SQL Server)
- Creating the business object (SQL Server)
- Adding the `Application_PreNavigate()` function (SQL Server)
- Replacing the table with a custom view (SQL Server)
- Completing the modification (SQL Server)
- Debugging the script (SQL Server)

## Modifying the Siebel Repository File (Oracle)

Once the Siebel Tier Collectors are installed, modify the Siebel Repository File (SRF), so that Interpoint for Siebel will be able to receive notifications of Siebel-related user events.

Part of the .srf file, is a collection of callback scripts, which are triggered by various events in a user's session. A user can view or change these scripts using the Siebel Tools.

- For each targeted Siebel application, modify the .srf file on the Siebel server. Define the application name by hard coding it in the `Application_PreNavigate` function.
- The modified SRFs need to be distributed to each of the Siebel servers

If you have installed Interpoint for an Oracle database, modifying the SRF consists of the following tasks:

- Creating the Precise Interpoint project (Oracle)
- Creating the `CX_PSS_SBL` table (Oracle)
- Creating the business component (Oracle)
- Creating the business object (Oracle)
- Adding the `Application_PreNavigate()` function (Oracle)
- Replacing the table with a global temporary table (Oracle)
- Completing the modification (Oracle)
- Debugging the script (Oracle)

## Setting up Siebel batch process sampling

For Siebel batch processes to be sampled by the Siebel tier collectors, you need to create a tab-delimited text file that contains the mapping of each Siebel server to its host machine and network address.

Each row in the file represents a physical machine. The first field in each row should represent the name of the Siebel server, the second field its corresponding host machine name, and the third its network address.

## Sampling Siebel batch processes (SQL Server)

If you have installed Interpoint for a SQL Server database, perform the following procedures.

To create the text file

1. Log in to the database server where your Siebel tier collector is installed.
2. Create the following tab-delimited text file:

```
<precise_root>\products\sql-server\

instance name\etc\siebel_machines.txt
```

To obtain the list of Siebel servers

1. Log in to the `SrvrMgr` utility.
2. Execute the following command:  
`list servers`  
Each returned row represents a Siebel server.

To obtain the host machine name and network address

1. Copy the `getAddress.vbs` script from the `Utilities\Siebel` folder in the Precise download or on the DVD to the server.
2. Run the following command:  
`cscript //nologo getAddress.vbs ODBC data source Administrator user name  
Administrator password`

where:

- ODBC data source is the name of the ODBC data source used by the Siebel server to connect to SQL Server. To determine its name, check the `ConnectionString` value in the `siebel.cfg` configuration file.
  - Administrator user name and Administrator password are the user name and password required to connect to the SQL Server instance.
3. Repeat these steps for each Siebel server.

The following example shows the content of the siebel\_machines.txt file:

```
sieb1 APPSRV1 00096B26E66C
sieb2 APPSRV2 00096B26E67C
```

For more information about Siebel, see the relevant section in the [Precise Interpoint for Siebel Installation Guide](#).

## Sampling Siebel batch processes (Oracle)

If you installed Interpoint for an Oracle database, perform the following procedures.

To create the text file

1. Log in to the database server where your Siebel Tier Collector is installed.
2. Create the following tab-delimited text file:

### Windows

```
<precise_root>\products\oracle\SID\etc\siebel_machines.txt
```

### UNIX

```
<precise_root>/products/oracle/SID/etc/siebel_machines.txt
```

To obtain the list of Siebel servers

1. Log in to the SrvrMgr utility.
2. Execute the following command:

```
list servers
```

The following is an example of the returned information:

```
SBLSRVR_NAME HOST_NAME AsDev1 POOL-Siebel1
AsDev2 POOL-Siebel2
```

Each returned row represents a Siebel server. The first column represents the name of the Siebel server, the second column the corresponding physical machine name (but not necessarily as it appears in Oracle).

To obtain the host machine names

1. Connect to the Siebel database.
2. Run the following command:  
SELECT DISTINCT MACHINE FROM V\$SESSION;

The following is an example of the returned information:

```
Machine
PRECISE\POOL-Siebel1
PRECISE\POOL-Siebel2
```

Each returned row represents a physical machine name.

If the command does not return any machine names, use the machine names provided in the **HOST\_NAME** column in the table of Siebel servers.

Following is an example for the content of the siebel\_machines.txt file:

```
AsDev1 PRECISE\POOL-Siebel1
AsDev2 PRECISE\POOL-Siebel2
```

For more information about Siebel, see the relevant section in the [Precise Interpoint for Siebel Installation Guide](#).

## Post-installation tasks for operating system tier collectors

When the operating system tier is installed, post-installation tasks may be required. Follow any instructions that might appear on the Action Items screen.

## Post-installation tasks for other tier collectors

When the other tier collectors are installed, post-installation tasks are required if any Insight Savvies were running during the installation process.

Perform all post-installation tasks by following the instructions on the Action Items screen, and then click **Finish**.

## Post-installation tasks for Precise for vCenter Server

When the vCenter Server is installed, post-installation tasks may be required. Follow any instructions that may appear on the Action Items screen.

## Post-installation tasks for the Tuxedo tier collector

When the Tuxedo Tier Collectors have been installed, post-installation tasks may be required.

- Run the following commands only if they have not been previously run for other Tuxedo instances on this server and this server is a UNIX server:  
Log in as root user and run the following commands:  

```
cd <precise_root>/products/insight/install
./tuxedo_root.sh
```
- A Tuxedo information system can have one or more Tuxedo servers. On each Tuxedo server, you can have one or more Tuxedo domains. A Tuxedo domain has a logical definition: it is an instance holding common business units and handling client processes. The Tuxedo Tier should be installed for each Tuxedo domain. Therefore, if your Tuxedo information system has more than one domain, you should create a Tuxedo Tier instance for each domain.

 It is recommended to install the Insight Savvy for Tuxedo in each Tuxedo domain. To find out how many Tuxedo domains are running on your Tuxedo server machine, count how many BBL processes are running on this machine. On Windows, look for BBL processes in the Windows Task Manager. On UNIX, run the following command: `ps -ef | grep BBL`

To perform Tuxedo Tier post-installation tasks

1. In the Tuxedo Tier - Installation dialog box, click **Next**.
2. In the Tuxedo Tier - Post-Installation dialog box, follow the instructions to perform all post-installation tasks.
3. Click **Finish**.

## Post-installation tasks for WebSphere MQ tier collectors

Once the WebSphere MQ Tier Collectors have been installed, the following post-installation task may be required:

### Setting the Queue Manager attributes

To set Queue Manager attributes on Windows

1. Go to **Start>Programs>IBM WebSphere MQ** and open the MQ Services utility.
2. Right-click the specific queue manager and select **Properties**.
3. On the Exits tab, click **Add**.
4. Set the attributes as follows:
  - **Name:** VeritasI3Agent
  - **Function:** PSI\_EntryPoint
  - **Module:** <precise\_root>\products\insight\bin\psi\_mq\_exits.dll
  - **[V] Data:** %ID%
  - **Sequence:** 100  
where %ID% is a hexadecimal number, such as 0x 920D212F.
5. Stop and restart the queue manager.

To set Queue Manager attributes on UNIX

1. Log in as the mqm user.
2. Copy all psi\_mq\_exits\* files from the <precise\_root>/products/insight/bin/ folder to the mq lib folder.
3. Open the qm.ini file of the relevant queue manager, located in the mq home/qmgrs folder, and add the following lines:
 

```
ApiExitLocal:
 Sequence=100
 Function=PSI_EntryPoint
 Module=mq lib/psi_mq_
 exitsName=VeritasI3Agent
 Data=%KEY%
```

 where %KEY% is a hexadecimal number, such as 0x920D212F.
4. Run the following command to stop the queue manager:
 

```
endmqm queue manager name
```
5. Run the following command to restart the queue manager:
 

```
strmqm queue manager name
```

## Post-installation tasks for Precise in a failover application

This section includes the following topics:

- [Post-installation tasks for the SQL Server Tier Collector in active/passive configurations](#)
- [Post-installation tasks for the Sybase Tier Collector in active/passive configurations](#)
- [Post-installation tasks for the Microsoft .NET Tier Collector in active/passive configurations](#)
- [Post-installation tasks for Insight Savvies for OS and Network in active/passive configurations](#)
- [Post-installation tasks for Tuxedo tier agents in active/passive configurations](#)
- [Installing the Oracle Tier agents in active/passive configurations](#)
- [Post-installation tasks for Oracle Tier agents in active/passive configurations](#)
- [What happens in a failover situation \(active/passive\)](#)
- [Failover tasks in active/passive configurations](#)

### Post-installation tasks for the SQL Server Tier Collector in active/passive configurations

Installing the SQL Server Tier Collector in active/passive configurations requires post-installation tasks.

To perform post-installation tasks for SQL Server

1. Run the following command:  
`products\sql-server\install\pssq_install`
2. Press **Enter** and then type the value of the instance name as it appears in the products\sql-server folder.
3. If Precise for Storage is installed for an SQL Server database:
  - a. Run the following command:  
`products\sql-server\install\pssq_symmetrix_install`
  - b. Press **Enter** and then type SYMMETRIX.
4. Change the Startup type of each created service to **Manual**.

### Post-installation tasks for the Sybase Tier Collector in active/passive configurations

Installing the Sybase Tier Collector in active/passive configurations requires post-installation tasks.

To perform post-installation tasks for Sybase

1. Run the following command:  
`products\sybase\install\pssy_install`
2. Press **Enter** and then type the value of the instance name as it appears in the products\sybase folder.
3. Change the Startup type of each created service to **Manual**.

### Post-installation tasks for the Microsoft .NET Tier Collector in active/passive configurations

Installing the Microsoft .NET Tier Collector in active/passive configurations requires post-installation tasks.

To perform post-installation tasks for Microsoft .NET

1. Install at least one .NET instance on the active server via the Precise Installer.
2. On the passive server, run the following commands:  
`products\dotnet\install\psdn_col_service_install.bat`  
`products\dotnet\install\psdn_injector.exe`

- ```
regsvr32 /s products\dotnet\bin\i4np.dll
products\dotnet\install\psdn_gac_all.bat
```
3. After performing these steps, you can continue to install more .NET instances on either server.

Post-installation tasks for Insight Savvies for OS and Network in active/passive configurations

Installing the Insight Savvies for OS and Network in active/passive configurations requires post-installation tasks.

To perform post-installation tasks for Insight Savvies for OS and Network

1. Log in to the passive server.
2. Change to the `<precise_root>/products/insight` folder.
3. **On Windows only**, change to the `<precise_root>/products/insight/host` folder, and then run the following command:


```
echo "<precise_root>"|products\insight\install\i3_general.exe -install
```

 Do not type blanks between `<precise_root>` and the `|` character.
4. **Only if Insight Savvy for Network is installed**, install the network driver on the passive physical server, as follows:
 - **Windows**
 - i. Log in to the passive server.
 - ii. Change to the following folder:


```
\products\insight\host\install
```
 - iii. Run the following script:


```
reinstall_network_cards.bat
```
 - **UNIX**
 - i. Log in to the passive server as root user.
 - ii. Run the `network_root.sh` script from the following folder:


```
.\products\insight\host\install
```
5. **Only if Insight Savvy for Network is installed**, include the IP address of the physical servers in the FocalPoint registry file on the server where Precise FocalPoint is installed, as follows:
 - a. Open the following file:


```
<precise_root>\products\i3fp\registry\products\insight\hosts\logical_server_name.xml
```
 - b. Copy the existing physical server section to the `<ips>` section and change the IP address to the IP of the physical server.
For example, for a cluster whose active server IP address is 10.1.1.1 and whose passive server IP address is 10.1.1.2, this section would look as follows:


```
<ips>
  <child_1>
    <ip>10.1.1.1</ip>
  </child_1>
  <child_2>
    <ip>10.1.1.2</ip>
  </child_2>
</ips>
```
 - c. Sync the registry changes by running the following command on the FocalPoint where you've updated the registry files:

Windows

```
infra\bin\psin_cli.bat -action update-main-registry -i3-user <user>
-i3-clear-password <password> -registry-path
/registry/products/insight/hosts/<server>
```

UNIX

```
./infra/bin/psin_cli.sh -action update-main-registry -i3-user <user>
-i3-clear-password <password> -registry-path
/registry/products/insight/hosts/<server>
```

Post-installation tasks for Tuxedo tier agents in active/passive configurations

Installing Tuxedo Tier agents in active/passive configurations requires manual post-installation tasks.

When trying to find the Tuxedo shared memory address to attach during initialization, the Insight Savvy for Tuxedo uses the physical server name. If the logical server name is used during the installation, this may cause connection issues. To prevent connection issues, you need to configure the shared memory address in the registry file by adding the `<tux_shmkey>` parameter. This parameter takes on the hexadecimal value of the shared memory address as defined in the Tuxedo configuration file. For example:

```
*RESOURCES IPCKEY 100100
```

In this example, 100100 is the decimal string for the hexadecimal value 0x18704. The following is a complete Tuxedo configuration example from the Precise registry:

```
<simple>
  <tux_dir>/vip/Tuxedo71/sun4</tux_dir>
  <tux_version>71</tux_version>
  <tux_config>/vip/Tuxedo71/sun4/samples/atmi/simpapp/tuxconfig</tux_config>
  <tux_uid>7101</tux_uid>
  <tux_shmkey>0x18704</tux_shmkey>
  <network>
    <ports>
      <child_1>
        <port>0</port>
      </child_1>
    </ports>
  </network>
</simple>
```

To perform post-installation tasks for Tuxedo Tier agents

1. Log in to the passive server and change to the `<precise_root>/products/insight` folder.
2. Configure the shared memory address in the registry file to prevent connection issues, as follows:
 - a. To prevent connection issues, configure the shared memory address in the registry file, as follows:
 - i. Open the `<precise_root>\products\i3fp\registry\instances\tuxedo\logical server name\instance name.xml` file.
 - ii. Under


```
<instance name>
```

, add the line: `<tux_shmkey>0xXXXXXX</tux_shmkey>`
 - iii. Sync the registry changes by running the following command on the FocalPoint where you've updated the registry files:

Windows

```
infra\bin\psin_cli.bat -action update-main-registry -i3-user <user>
-i3-clear-password <password> -registry-path
/registry/instances/tuxedo/<server>/<instance>
```

UNIX

```
./infra/bin/psin_cli.sh -action update-main-registry -i3-user <user>
-i3-clear-password <password> -registry-path
/registry/instances/tuxedo/<server>/<instance>
```

- b. On Windows only, change to the `<precise_root>/products/insight/host` folder and run the following command:
- ```
echo "<precise_root>"|..\install\i3_general.exe -install
```
- Do not type blanks between `<precise_root>` and the `|` character.

## Installing the Oracle Tier agents in active/passive configurations

Installing Oracle Tier agents in active/passive configurations requires the following preconditions:

- The monitored Oracle database is installed on both servers with the same instance ID.
- Both databases share the same Oracle data via a shared file system and shared disks.
- Oracle instances and servers are accessible using the logical name of the cluster.
- Because only one database is active at a time, the Precise for Oracle agents monitor only the active instance at any given moment.
- Pre-installation and installation tasks are not required, but post-installation tasks are mandatory if the Insight Savvy for Oracle is installed.

## Post-installation tasks for Oracle Tier agents in active/passive configurations

If you have installed the Insight Savvy for Oracle, you need to perform manual post-installation tasks.

To perform post-installation tasks for Oracle Tier agents

1. Log in to the passive server and change to the `<precise_root>/products/insight` folder.
2. On Windows only, change to the `<precise_root>/products/insight/host` folder and run the following command:
 

```
echo "<precise_root>"|..\install\i3_general.exe -install
```

Do not type blanks between `<precise_root>` and the `|` character.

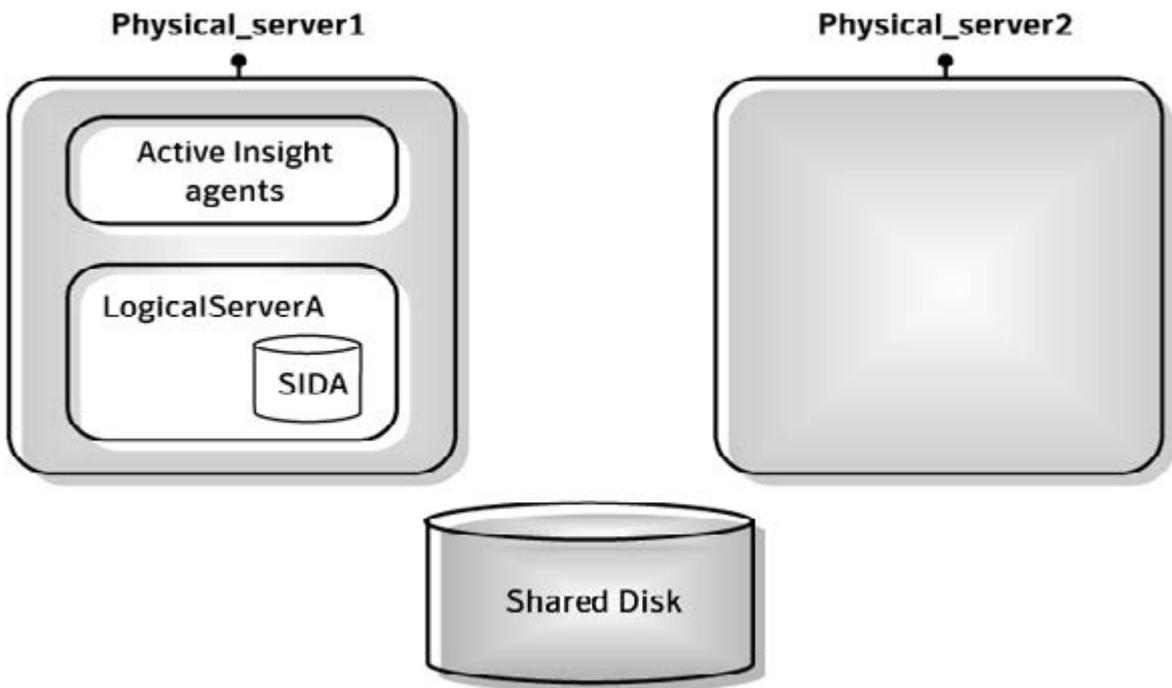
## What happens in a failover situation (active/passive)

When the monitored application fails over to the standby server, all Precise agents must fail over, too. It is recommended that you add Precise shutdown and startup scripts to your automatic failover procedure.

 AdminPoint shows the status for Precise agents that run on the active server. Precise agents on the standby server are not represented.

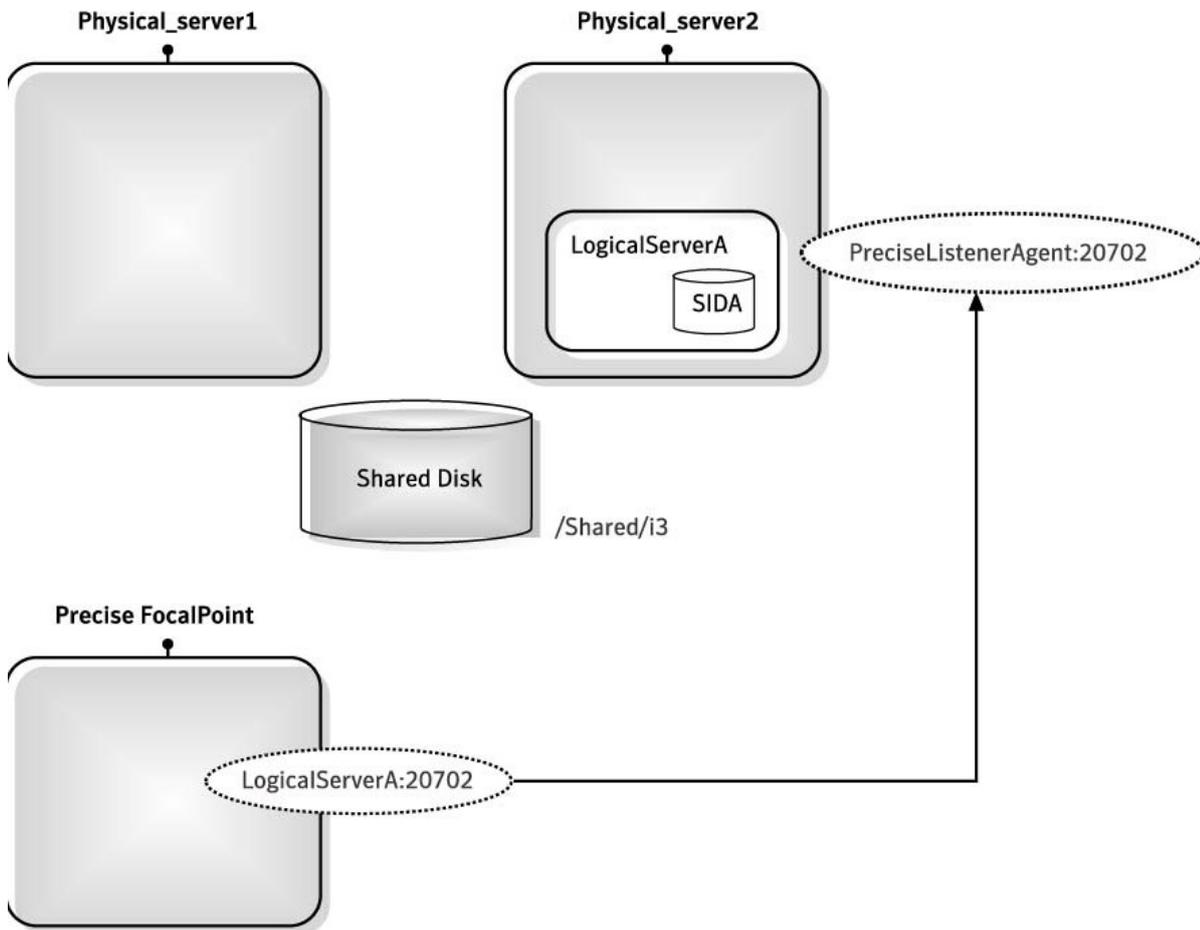
The following figure illustrates the live standby configuration before a failover.

**Figure 1** Live standby configuration before a failover



The following figure illustrates the live standby configuration after a failover.

**Figure 2** Live standby configuration after a failover



## Failover tasks in active/passive configurations

If you added the Precise shutdown and startup scripts to your automatic failover procedure, you do not need to perform any tasks when a failover occurs. Otherwise, you need to perform the following task.

To perform failover tasks in active/passive configurations

1. Log in to the servers that failed (if still alive) and stop all Precise agents.
2. Start all Precise agents on the now active server.

**i** Upon failover, you must stop all services before starting them on the active server. Verify that you stop the sentry service first.