

# Precise 10.3

Upgrade Guide

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I D E R A

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Before upgrading your Precise installation, be sure to review this topic as well as the following topics:

- [Planning the upgrade](#)
- [Performing the upgrade](#)

 This document describes the procedure when upgrading to Precise 10.3. You must first upgrade to version 10.2 before attempting to upgrade to the latest version.

Therefore, if you are upgrading from an earlier Precise installation, see the relevant *Upgrade Guide*, or if you are installing Precise 10.3 on a clean system, see instead the [Installing Precise Components](#).

## About the upgrade to Precise 10.3

Updating to Precise 10.3 both updates the existing Precise Framework and agents and replaces the previously existing Precise system, while preserving the previously captured monitored data. As a result, the upgrade process involves downtime of the Precise product.

To ensure an efficient and successful upgrade process, verify that you read about and implement the preparations for the update, as they appear in [Planning the upgrade](#).

Once all preparations are complete, perform the update, as detailed in [Performing the upgrade](#).

## Discovering any integrity issues

**i** The upgrade to version 10.3 can be done only from version 10.2.

The Version Upgrade Verifier utility is a standalone utility that you must run prior to upgrading to the latest version of Precise. The utility checks, fixes (when possible), and reports on integrity issues in the Precise infrastructure. By running and following its recommendations, it reduces the chance of integrity issues when performing the upgrade to the latest version.

The utility performs the following tasks:

- Verifies that Precise FocalPoint is up
- Connects to Performance Warehouse and all Oracle instances connection pools and warns if a problem occurs
- Removes all dangling lines from INFRA DB as follows:
  - Checks that an AppTier is connected to the environment
  - Checks that an instance is connected to an AppTier
  - Checks that an instance is connected to a server
  - Checks that an installation is connected to a server
  - Checks that the installation-instance connection is valid
  - Checks that the instance dependency connection is valid
  - Checks that an instance SLA is connected to the instance
  - Checks that the downtime calendar is connected to the downtime rule
- Warns about any dangling instances (instances without a server or an AppTier)
- Warns if any Precise Listener is down
- Warns if an invalid registry file, such as **Copy of** or not matching file name to XML, is located
- Checks that all framework FocalPoints are on the same server
- Checks for unsupported instances
- Checks that there are no pending action items
- Checks for sufficient disk space
  - On Precise FocalPoint machine: 3GB required disk space
  - On any other Precise listener: 1GB required disk space
- Checks for de-supported instances:
  - WEB SAP ABAP instance
  - Instances monitored using Web Client Collector
  - Microsoft .Net SQL Server monitoring
  - Oracle version 9 and below
- Checks for de-supported installation:
  - Web static instrumentation
- Monitor view permissions using AppTier, instance or technology scopes are no longer supported. Instead, upgrade the role to use environment scope.
- Proxy relay can't be used during the upgrade process.
- Backs up all action items
- Checks for antiviruses that may cause for locked files errors
- Checks patches that are required for pre/post upgrade
- Checks if the PMDB tablespace folder specified in the registry exists (only for Oracle based PMDB)
- Checks if <hsqldb-upgraded> tag exists in pools.xml. If it does, remove it
- Checks for uninstalled ddml files under <Precise root>/products/dbms/files/tables\_definition/ and renames any relevant file to \*.uninstall
- Checking .NET version on Windows servers

- Checking for missing column (TPTN\_SHORTST\_RESPONSE\_TIME\_MIN) in tablesPW\_TPTN\_TRAN\_STATS\_B and PW\_TPTN\_USERS\_STATS\_B and adding it if necessary
- Checking for federation dependency
- Checking for custom alerts in federation

This utility should be executed and its recommendations should be handled prior to starting the upgrade to the latest version.

Trying to upgrade prior to successful completion of this utility will fail.

## Using the Precise Upgrade Verifier Utility

1. Download the utility.
2. Place **UpgradeTo10xxVerifier-*<latest date>*.zip** in the Precise root directory on the MAIN Precise FocalPoint server.
3. Extract/unzip the **UpgradeTo10xxVerifier-*<latest date>*.zip** file into the Precise root directory or extract the files, then move them to the Precise root directory.
4. Execute the verifier:  
On Windows:  
(Rename UpgradeTo10xxVerifier.bat.txt to UpgradeTo10xxVerifier.bat)  
*UpgradeTo10xxVerifier.bat*  
  
On UNIX:  
(Make sure the UpgradeTo10xxVerifier.sh has 'execute' permissions)  
*./UpgradeTo10xxVerifier.sh*

 Log file with the output of the utility will be written to: *<Precise root>\logs\infra.pre\_upgrade\_sanity.out*.

## Planning the upgrade

Plan the upgrade process in advance to ensure both the full benefit from the latest Precise release and adherence to your schedules and needs.

To ensure a quick and efficient upgrade, review the following sub-topics before beginning the procedure:

- [Prerequisites for the upgrade](#)
- [Server upgrade order](#)
- [Downtime of the monitored technologies](#)
- [Downtime of the Precise product](#)
- [Upgrade planning checklist](#)

## Prerequisites for the upgrade

Before planning the upgrade process, verify that:

- Your system meets all minimum requirements updating to the latest version as per the [Precise minimum requirements for installation](#).
- The Precise installation that you want to upgrade is fully upgraded to the required previous version. ***If some agents are not yet upgraded to the required previous version***, complete the upgrade to that version prior to attempting to upgrade to the latest version.
- Free disk space exists on the servers where the required previous version is installed. Minimum requirements include:
  - 0.5 GB on each server containing Precise Agents
  - 2.5 GB on the Precise Framework server
- 0.5 GB free disk space exists on the client server from which you want to execute the upgrade.
- Ensure that the processes running from the precise directory be excluded from anti-virus checks so that locked file errors are eliminated.

## Server upgrade order

Your existing Precise installation typically spans many servers. Because the upgrade to the latest version of Precise is performed per server, you should plan in advance the order in which you will upgrade all servers comprising your existing Precise installation.

***If you are unable to upgrade all servers at the same time and are updating only a few servers at once***, review the implications of a phased upgrade described below.

The order of the server upgrade is:

1. Upgrade all FocalPoint servers.
2. Upgrade all other servers.

When starting the upgrade, select all the FocalPoints servers. You can add additional servers for the upgrade once the FocalPoints servers are upgraded or as part of the FocalPoint upgrade. In which case the server upgrade starts once the FocalPoint servers are completely upgraded.

## Implications of a phased upgrade to the latest version of Precise

***If you are unable to upgrade all servers at the same time and are updating only a few servers at once***, the following limitations apply to your Precise system functionality:

- After starting an upgrade, you cannot install, edit, or uninstall instances on a server until the upgrade is complete.

- For installed Web and J2EE clusters, new instances are not installed until the cluster's servers are upgraded.
- **If you created a Template Listener as part of you server's image** , new Template Listener installations fail after the upgrade. You must recreate the Template Listener once the framework upgrade is complete.

## Downtime of the monitored technologies

The upgrade process does not require any downtime of the monitored technologies.

## Downtime of the Precise product

The upgrade process involves downtime of the Precise product itself as described below.

### FocalPoints

When updating the servers with the Precise FocalPoints, the installed Precise performance monitoring system is not in operation. Once the Precise Framework upgrade is complete, Precise resumes all performance monitoring provided by the previous version of Precise.

The time required for updating a server with the Precise FocalPoints may vary depending on:

- the strength of the server with the FocalPoint
- the strength of the server where you are using AdminPoint to apply the upgrade
- the file transfer speed
- the amount of Precise technologies monitored by Precise
- the time it takes to perform post-application action items

**In general, updating a server with a Precise FocalPoint is estimated at one hour.** Updating a server with a FocalPoint is fastest when application of the upgrade is performed using AdminPoint on the Main node server with the Precise FocalPoint, and the upgrade is located on storage providing good response time to that server.

If you have a federated Precise deployment, then when updating the servers with the FocalPoint of the Main node, your entire Precise federated deployment is inoperable for performance monitoring. When updating another node's servers with a FocalPoint, only that node is inoperable for performance monitoring.

### Non-FocalPoint agents

Precise agents do not collect performance data during an upgrade. The time required to upgrade a server running Precise agents varies depending on the technology type and the number of Precise agents on that server, as well as the factors described above regarding updating the server with the Precise FocalPoints. **In general, updating a Precise agents server is estimated at 20 minutes.**

## Upgrade planning checklist

Use the following checklist to verify that you are ready to upgrade Precise to the latest version:

	Review the Precise Customer Support Portal ( <a href="https://idera.secure.force.com/precise/">https://idera.secure.force.com/precise/</a> ) for the appropriate wiki for the latest version of this information. Always use the most recent version of upgrade documentation when available.
	Verify the minimum requirements for installation are met prior to updating to the latest version.

✓	Plan the Precise upgrade order according to Server update order previously discussed.
✓	Complete all planning according to this topic.
✓	Review the Precise Customer Support Portal ( <a href="https://idera.secure.force.com/precise/">https://idera.secure.force.com/precise/</a> ) for the appropriate product upgrades.
✓	Coordinate and convey the downtime associated with this Precise product upgrade.

## Performing the upgrade

The upgrade is performed by downloading the latest version of Precise, applying the upgrade on the desired server(s), and performing additional actions that appear in AdminPoint before and after application.

- [Applying the upgrade](#)
- [Applying the update with the CLI utility](#)

### To upgrade to the latest version of Precise

1. Verify that all planning and preparations as listed in [Planning the upgrade](#) are complete.
2. Download the latest version of Precise from the Precise Customer Support Portal at <https://idera.secure.force.com/precise/>.
3. [Complete the upgrade procedure on the desired server\(s\)](#) OR [Complete the upgrade procedure on the desired server\(s\) using the Precise CLI utility](#).
4. Verify that your Precise system is working properly. If you experience any problems, refer to the Precise Customer Support Portal at <https://idera.secure.force.com/precise/> or contact Precise Customer Support.

## Applying the upgrade

### To apply the upgrade on Precise servers

1. Go to **AdminPoint > Management > Updates**, and then select **Apply Updates**. The Update Installation wizard opens.
2. In the Select Updates dialog box, click **Add Update**, and then type the `\Upgrade v10.x.x to v10.x.x\Upgrade\Upgrade to v10.x.x\Upgrade.zip` file path from the folder you unzipped the download to, **OR** click the **Browse** button, select the path, and then click **OK**. The upgrade appears in the Available Updates table.
3. Select V10xx\_UPGRADE from the Available Updates table, and then click the appropriate arrows between the tables to move it to the Updates to Apply table.

 Once this step is complete, the upgrade is saved in the Available Updates table. ***If the application process is restarted or repeated for any reason***, skip this step.

4. Click **Next**. The Select servers screen will appear. This screen displays a list of all the servers to be updated.

 By default, all displayed servers are selected to be updated. According to your preparation, as mentioned in [Server upgrade order](#), you can choose to exclude servers which you do not want to update at this point by clearing their selection.

5. Click **Next**. The update preparation will begin. If there are pre-action items (depends on your installation configuration) to be performed, they will appear on your screen. Perform the action items and mark them as done.

 At this point, while the Precise FocalPoint is being restarted, an empty screen may appear.

6. Once all pre-action items are completed, or if no pre-action items are required, the update will continue automatically. The Applying update screen will appear, displaying a progress bar for the update.
7. After the update application is complete, additional steps appear on screen. It is recommended, but not mandatory, to perform each action item shown on screen before progressing to the next step.
8. Click **Next**. The “Finish” screen appears, announcing that the application is complete.

## Applying the update with the CLI utility

The update can also be applied with the CLI utility. Before applying the update using the CLI utility, verify that you follow the planning and preparations mentioned above. To apply the update with the CLI utility, see [Upgrading using the CLI utility](#).

 All steps in [Upgrading using the CLI utility](#), except for those involving AdminPoint, are also relevant when applying the update with the CLI utility.

## Upgrading using the CLI utility

### To apply the upgrade

1. Run the CLI `i3-update-load` command to load the `upgrade.zip` file:

**Windows** `infra\bin\psin_cli.bat`  
`-action i3-update-load`  
`-i3-user admin`  
`-i3-clear-password admin`  
`-zip-file Precise DVD\Upgrade to v10.x.x\Upgrade.zip`

**UNIX** `./infra/bin/psin_cli.sh`  
`-action i3-update-load`  
`-i3-user admin`  
`-i3-clear-password admin`  
`-zip-file Precise DVD\Upgrade to v10.x.x\Upgrade.zip`

2. Run the CLI `i3-update-prepare` command to prepare the update:

**Windows** `infra\bin\psin_cli.bat`  
`-action i3-update-prepare`  
`-i3-user admin`  
`-i3-clear-password admin`  
`-{servers "<servers>" | -all-servers true}`  
`-updates-ids V10xx_UPGRADE`

**UNIX** `./infra/bin/psin_cli.sh`  
`-action i3-update-prepare`  
`-i3-user admin`  
`-i3-clear-password admin`  
`-{servers "<servers>" | -all-servers true}`  
`-updates-ids V10xx_UPGRADE`

3. Run the CLI `i3-update-install` command to apply the update:

**Windows** `infra\bin\psin_cli.bat`  
`-action i3-update-install`  
`-i3-user admin`  
`-i3-clear-password admin`  
`{servers "<servers>" | -all-servers true}`  
`-updates-ids V10xx_UPGRADE`

**UNIX** `./infra/bin/psin_cli.sh`  
`-action i3-update-install`  
`-i3-user admin`  
`-i3-clear-password admin`  
`{servers "<servers>" | -all-servers true}`  
`-updates-ids V10xx_UPGRADE`

4. Perform the post-update action items that appear.

## Troubleshooting

This topic describes problems and solutions on how to solve problems that occur during the update of Precise.

- **An error occurs when running the prepare stage on the Precise FocalPoint server**

When an error occurs during the prepare stage on the Precise FocalPoint, you may be asked to reopen the user interface. Using the “regular” URL will result in an error. Therefore use `<precise-url>/admin`.

- **When starting the update, a message appears to uninstall Precise for Tuxedo**

This message indicates the environments in which Precise for Tuxedo is found. Precise for Tuxedo is no longer supported in Precise version 9.6.1 and therefore it needs to be uninstalled should you decide to perform update.