Precise 9.7.0 Known Issues

The following problems may occur during the installation and while working with the Precise product suite. To avoid problems, it is highly recommended to carefully review this topic for entries relevant to you before starting an installation of Precise.

When you receive an Oracle error message, it is also recommended to search the Precise Technical Support site (http://www.idera.com/support /productsupport). Use the error message (such as `ORA-7445`) as the search keyword.

- New Issues
- Installation Issues
- Product Operation Issues
- Upgrade Issues

New Issues

- **Precise FocalPoint** must be restarted after an upgrade if using remote instances. You also must start the SQL Agents after the FocalPoint restart.
- When an Oracle monitoring instance is created immediately after framework installation, errors are sometimes seen in Oracle/SQL Server warehouse processes available under Adminpoint > Warehouse Processes. In such cases, a restart of the Oracle/SQL Server focal point and PMDB focal point fixes the problems.
- After a new install or upgrade, you must restart the Precise GUI service before using the Custom Portal.
- When installing Precise with an Oracle 12c container based PMDB, all PDBs should be closed during installation.
- There is an issue with injdn.dll and injdn_x64.dll on Windows Server 2008 R2 with .NET monitoring. When a .NET instance is installed on Windows Server 2008 R2, a "Bad Image" error appears. The problem can be resolved by installing a Windows security update on the machine. The security update can be downloaded from https://technet.microsoft.com/en-us/library/security/3033929.aspx.
- One of the binaries from the Precise 9.7.0 installer (psin_ba_WIN.exe) shows up as a threat under AVG antivirus. This is a false positive with AVG and does not cause any problems. It might have to be whitelisted when using AVG as antivirus.

Installation Issues

This section contains the following topics:

- Precise Framework
- PMDB
- Insight
- Precise for Web
- Precise for SAP
- Precise for Oracle
- Precise for SQL Server
- Precise for J2EE
- Precise for Microsoft .NET
- Precise for DB2

> ⓘ For additional known issues, refer to www.idera.com/support/productsupport or the Precise knowledge base.

> ⓘ The Precise UI is supported in 32-bit mode on Internet Explorer 8 and Internet Explorer 9. Internet Explorer 10 and Internet Explorer 11 are not supported.

> ⓘ This section also includes the uninstallation-related known problems.

Precise Framework
Precise FocalPoint

Precise FocalPoint fails to start

When you install Precise FocalPoint on a Windows environment in a folder that contains non-English characters in its name, the Precise FocalPoint fails to start. The following message appears in the `logs/infra.i3fp.out` file:

Error occurred during initialization of VM java.lang.UnsatisfiedLinkError: no zip in java.library.path

Solution: Workaround

- Uninstall the Precise FocalPoint and re-install it in a folder that does not contain non-English characters.

Precise FocalPoint installation on a UNIX server with Telnet support fails

When you install Precise FocalPoint on a UNIX server with Telnet support and during the initial connection, the basic agent does not get a "welcome" response, the connection to the server via the Telnet component fails.

Solution: Workaround

- ○ Install Precise FocalPoint manually, using the UNIX without Telnet installation option.

Wrong server name is displayed for remote instance (SQL Server/Sybase) in the Alerts dialogs

In case two servers using the same logical name are installed, remote server name detection returns the server with the Precise FocalPoint port installed (in case there is one) regardless of the name to detect.

For example: Cluster has two servers installed S1 using the Precise FocalPoint port, and S2 using another port. An SQL Server instance installed on S2 will be reported as if it is installed on S1.

Solution: Workaround

- ○ Uninstall the servers and install them on non Precise FocalPoint ports.

Precise Listener

Installation of a Precise Listener on a Linux Itanium 64-bits server fails

During the installation of Precise Listener agent on a Linux Itanium 64-bits server, running `psin_ba_Linux` provides no feedback. The Precise Listener agent process does not start, no files or logs are created and no error messages are printed.

The Linux Itanium server misses support for running 32-bits applications and this may be the cause of the problem.

Solution: Patch

Install the Linux OS patch (x86-compat-libs-7.2-1.rpm) to add support for running 32-bits applications. For RH versions later than RH 2.1, please perform the following steps:

- a. Install: ia32el-1.6-14.EL4
- b. Start up service: service ia32el start
- c. Install package x86-compat-libs-7.2-1
- d. Add manually line "/usr/i386-glibc22-linux/lib" to file /etc/ld.so.conf
- e. Run /sbin/ldconfig

Installation of the Precise Listener fails on a Windows environment without any logs

The installation of the Precise Listener on a Windows environment terminates without writing any logs under the `<i3_root>\logs` folder. This may be caused by changing the default folder to another in the CMD setting. The setting for this is located in the Windows registry under:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Command Processor\AutoRun

with value:

cd\

Solution: Workaround

- ○ Remove the CMD settings from the registry and retry the Precise Listener installation.

Error while using psin_infra to extricate cryptographic parameters

Running the command `./infra/bin/psin_infra` ~~manual~~ extricate-crypt, when manually installing a new server in secure mode, may fail in case the password is invalid in the environment. Also, the password might be forgotten or mistyped. (ID 1194306)

Solution: Workaround

If the password used to encrypt the parameters cannot be used, follow this procedure:

- a. In the Installer, step back to the Advanced parameters screen
- b. Use the same Precise listener port you entered before
- c. Enter a new valid password
- d. Save the installation files again
- e. Copy the `setup.xml` file into `<i3_root>/infra` directory on the new server
- f. Run the extricate command again

Installer

Server installation fails with an UUdecoder does not exist error message

When installing a UNIX server on a folder containing spaces, the server installation may fail with the following error in the log:

Unable to inject file infra/bin/psin_getos.sh to PATH_WITH_SPACES/infra/bin on host XXXX
LBL: UUdecoder does not exists on machine XXXX

(QCID 8002)

Solution: Workaround

○ Install the server on a folder without spaces.

Precise services fail to run

Various Precise services may not run when the /3GB configuration parameter is enabled in the Windows `boot.ini` file.

Solution: Workaround

○ Remove the /3GB parameter from the boot.ini file.

Installation of Precise Listener agent on HP IA64 fails

Installation of Precise Listener agent on HP IA64 fails. Trying to run the binaries produces the following error:

Execute permission denied

(ID 1210003)

Solution: Workaround

○ Some of Precise Listener agents are compiled on PA-RISC. To run these components on HP IA64 you need to install the Aries Binary Translator. For more details about the Aries Binary Translator check: http://docs.hp.com/en/5187-0701/ch08s07.html

Installation of Precise FocalPoint on NFS fails

Precise FocalPoint installation on UNIX, which is installed on NFS, fails with the following error:

The database is already in use by another process.
file =/i3/products/i3fp/db/infra.lck, exists=true, locked=false, valid=false, fl =null]
This may occur if the NFS does not support locking. Either install on local filesystem, or set the NFS to support locking using the "nolock" keyword in `/etc/fstab`

(IN31150)

Solution: By design

When trying to perform Oracle instance detection, the process fails due to timeout

In Precise version 8.7, AutoDiscovery uses LSNRCTL status command to get the Oracle instance details. Sometimes, this command hangs causing Auto-Discovery to hang, thus resulting in an error message after 1 minute indicating that the process did not finish in a timely manner. (ID 32307)

Solution: Workaround

○ To overcome the problem, click OK on the problem and enter the Oracle instance details manually.

The user cannot install new Precise listener on UNIX servers in a folder that contains spaces

In Precise version 8.7, AutoDiscovery is used for creating a session for servers that do not contain an Precise listener. Installing an Precise listener on a UNIX server in an installation folder containing spaces will fail. (IN 33836)

Solution: Workaround

○ Choose a target folder that does not contain spaces or install the server manually.

When too many windows are opened, the installer does not load

When too many windows are opened, the installer does not have enough free memory to load itself. (IN 35929)

Solution: Workaround

○ Close some windows or restart the machine.

Patches/Bundle Patches

Installation fails and files with a size of 0 appear in the system

Sometimes, when copying the bundle patch files, or installing a new component in Precise, the installation fails, and browsing the copied files, files with a size of 0 appear in the directory structure. This problem may happen when you have not enough free space on the target machine, or when you apply security hot fixes on a Windows system that is in use.

Solution: Workaround

- To solve this issue, Windows machines MUST be restarted after applying service packs or security updates, and all machines must have enough free disk space to install the Precise components.

Federation

Attach fails with error proxy name(XXX) port (YYY) not found

If attaching to a node you need to specify the name of the attached node exactly as you did in the Precise FocalPoint name during Framework installation. Using a different name (for example IP instead of name or vice versa) will cause the error:

proxy name(XXX) port (YYY) not found

(IN 34457)

Solution: Workaround

- Use the same name for the proxy name as you did for the Precise FocalPoint name during Framework installation.

PMDB
Oracle Database

AL32UTF8 character set not supported

The PMDB does not support the "**AL32UTF8**" character set.

Check the PMDB character set by running the following query in SQL*Plus:

select value from v$nls_parameters where parameter='NLS_CHARACTERSET'

Solution: Workaround

- If the PMDB was already installed use the following workaround:
  Run the command: `"alter database character set UTF8"`.
  This will change the database character set to UTF8 which is supported by the PMDB.

SQL Server Database

Installation of PMDB fails because database name contains non-alphanumeric characters

Precise does not allow certain non-alphanumeric characters (such as "<") to be part of the SQL Server database name. Therefore, if during installation of PMDB on an SQL Server, you choose a database with one of those characters in its name, the Precise Agent Installer reports an internal Precise FocalPoint error:

Solution: None

> ⓘ PMDB cannot be installed on this SQL Server.

No Precise upgrade support for SQL Server Standard Edition

Upgrading to Precise 9.6.2 will not be supported for SQL Server Standard Edition. This support was removed due to issues discovered that impacted overall stability during an upgrade of the PMDB to SQL Server Standard Edition. This issue will be addressed and resolved with the next release of Precise.

PMDB collate doesn't match the tempdb collate

In MS SQL, when creating a PMDB with a collation different than your tempdb collation you may receive errors in one of the loading processes of the Warehouse Processes.

Solution: Workaround

- You should create the PMDB with the same collation as your tempdb database.
- If the database was already created, perform the following steps:

    a. Generate the database script, change the collation to be the same as the tempdb, and create the tables in a new database.
    b. Stop all Precise agents.
    c. Extract the data, using Enterprise Manager, to the new database.
    d. Rename the current PMDB to a backup name.
    e. Rename the new PMDB to the original name.
    f. Start all previously stopped Precise agents.

Insight
Savvy for Network

Cannot run more than one Insight Savvy for Network

On all platforms other than Linux and Solaris 10, the Insight Savvy for Network cannot concurrently run on the same server as installations of the following Savvies:

- Another Insight Savvy for Network from the current version
- The Insight Savvy for Network from an older version

Solution: Workaround

- Uninstall the old Insight Savvy for Network before installing the Insight Savvy for Network of the current version.

Savvy for Tuxedo

No support for multi-threaded Tuxedo applications

For Tuxedo version 7.1 and later, Insight does not support multi-threaded applications that use Tuxedo threads.

Solution: None

vCenter agent

Admin Point does not show status for vCenter agent when installed locally together with the OS Agent

Solution: Workaround

- It is recommended to install the vCenter agent remotely especially to improve performance and avoid the above problem.

Precise for Web
Installation

Server Side agent short path cannot be used

When performing J2EE Server Side agent installation, there is an action item to update the Web Server classpath. If the short path (8.3 DOS notation) is used, the Server Side agent fails to load with a `NoClassDefFound` error message (in the Web server logs). (IN 35331)

Solution: Workaround

- Use the long path to update the classpath.

Error while trying to remove instance for the second time after failing the first time around

On Windows, when you try to uninstall an Precise for Web instance and it fails for a reason unrelated to Precise for Web (e.g., a problem in network agent uninstallation), the uninstallation may fail the second time around even if the initial problem was fixed (error message: installation script ww-uninstall-web-collector running on qasds1 has failed). (IN 35653)

Solution: Workaround

- Manually re-install the Web collector (`products\www\install\psww_install_webcollector.bat`) and then uninstall the instance again.

Instrumentation

Action Item for running script psww_install_sda.bat fails

Sometimes a problem is encountered when trying to run the script psww_install_sda.bat (see below). The following error message is displayed:

Cannot login to the SAP J2EE Engine using user and password as provided in the Filesystem Secure Store. Enter valid login information in the Filesystem Secure Store using the SAP J2EE Engine Config Tool. For more information, see SAP note 701654.

The failed action item:

Add Precise for Web filter(s) to the SAP System.

To monitor the application(s), register Precise for Web filter(s) as SAP libraries.

a. Log on to the server as the SIDADM user.
b. cd to <sap-system-root>\<sap-sid>\<sap-instance-name>\SDM\program\ (e.g. \usr\sap\EP7\JC00\SDM\program\)
c. Set execute permission to:

<Precise-install-root>\products\www\install\SAP\j2ee\psww_install_sda.bat

(QCID 8319)

Solution: Workaround

ⓘ

ⓘ Before performing the workaround, make sure that the script was run from the SIDADM user.

    a. Run the following script via telnet:
            <Precise-install-root>\products\www\install\SAP\j2ee\psww_install_sda.bat deploy
            "list=<Precise-install-root>\products\www\install\SAP\j2ee\sda-install-list.txt"
            <sdm-port>
            Change <sdm-port> to 5xx18 where xx is the 2-digit sap instance number (e.g. 50018).

        ⓘ This script will restart the SDM.

    b. Follow the instructions in SAP note 701654.

Manual instrumentation action item fails (relevant for Apache & iPlanet)

The action item states:

To manually instrument your application, perform the following steps:

    a. Change the directory on the monitored machine to the `<i3_root>` directory.
    b. Run the following script:
            <i3_root>\products\www\scriptinstaller\standalone\bin\psww_instrumentation_install_
            <instance-id>.bat
            When running the script the following error message is displayed:
            `psww_instrumentation_install_<instance-id>` is not recognized as an internal or external command, operable program, or batch file.

(IN 35274)

Solution: Workaround

    ○ The file psww_instrumentation_install_<instance-id>.bat does not exist. Instead, run the file psww_instrumentation_install_<instance-name>.bat.

Web Server

Failed to load Precise for Web filter

If the Web server user does not have read and execute permission for the full path of the filter on UNIX servers, the filter is not loaded. The error is written to the Web server error log.

Solution: Workaround

    ○ Make sure the Web server user has read and execute permissions for all the directories in the <i3_root> directory path.

On iPlanet, data is not collected by the Precise for Web server-side Collector (and the pss_restart file is not created)

This problem occurs when the iPlanet server is configured to use a different obj.conf file than the default one. The effect is that the Precise for Web filter is actually not installed on the iPlanet server, although it is configured in the `magnus.conf` and `obj.conf` files. To verify: check that the URL command i4web_status does not give a valid HTML response.

When you define a virtual server for iPlanet, the default virtual server class in the iPlanet Web instance is not the default class, and its object file is not named `obj.conf`, then manual configuration of the relevant object file is needed. Otherwise the Precise for Web server-side Collector will not collect data.

Solution: Workaround

    a. Open the server.xml file (iplanet-instance-root\config\server.xml).
    b. Look for the Listen Socket (LS tag) on which Precise for Web was installed.
    c. In the LS tag, look for the default VS attribute. This is the ID of the virtual server class that needs to be handled.
    d. Look for the Virtual Server (VS tag) whose ID attribute is the ID you found in step 3.
    e. Look for the VSCLASS tag that contains the VS tag you found on step 4.
    f. The object file attribute of this tag contains the relevant object file (typically named `xxx-obj.info`).
    g. Open the object file found in the previous step.
    h. Add the following lines at the very beginning of the default Object tag (<Object name="default">):
            AddLog fn=pss-log
            NameTrans fn=pss-auth

Duplicated WebLogic instances

The auto-detection mechanism that was invoked during the installation of a WebLogic AppTier can return duplicate instances on a Linux Itanium server. (PR1054009)

Solution: None

General

Application auto-detect is not working

Installing any instance on the application server and trying to detect an application may cause an error to display or no application to be detected. (QCID 9424)

Solution: Workaround

 a. If an error occurs, press Ignore
 b. You can manually specify the Web server configuration file, or ignore this field, fill in the other available fields, and continue the installation.

After installing Web instance, the Web server and dynamic instrumentation agents are in Starting mode

After installing Web instance and performing all action items, the Web server and dynamic instrumentation agents are in Starting mode. (QCID 9427)

Solution: Workaround

 ○ Refresh these agents

Precise for SAP
AppTier

SAP routing string error

When you install the Precise for SAP AppTier with a routing string, the routing string must contain the /H/ part in capital letters. Additionally, the routing string in the application server dialog is not verified and there is no guarantee that the string creates a connection to the application server.

Solution: None

Precise for Oracle
FocalPoint

Installing the Collector with a symbolic link fails

When you add the Collector in the Oracle home path during the Precise for Oracle Collector installation, you cannot use a symbolic link. (PR 1690)

Solution: None

All history data is lost when upgrading the Oracle database

When upgrading Oracle from 8i to 9i, 8i to 10g, or 9i to 10g, the Collector needs to be reinstalled. All history data is lost. (PR812398)

Solution: Workaround

Instead of reinstalling the Collector, perform the following step:

- From the <i3_root> directory on the Precise for Oracle FocalPoint machine run the following command:
  UNIX:
  ./products/oracle/install/or_version_update.sh -host <oracle_host> -sid
  <oracle_sid> -user <dba_user> -password <dba_password>
  Windows:
  products\oracle\install\or_version_update.bat -host <oracle_host> -sid <oracle_sid>
  -user <dba_user> -password <dba_password>

The or_version_update.bat/sh tool fails when trying to drop schema user

When using the or_version_update.bat/sh process, the following error is displayed:

Error in remove schema user operation.

In the log file one of the following messages appears:

  ORA-14452: attempt to create, alter or drop an index on temporary table already in use

or

  ORA-01940: cannot drop a user that is currently connected

(PR1064701)

Solution: Workaround

 ○ Restart Precise for Oracle or drop the schema user manually and rerun the tool.

When running the or_version_update.bat/sh tool, the error message Oracle not available is displayed

When running or_version_update.bat/sh tool, error message Oracle not available is displayed., if the supplied user name and/or password are wrong.

Solution: None

The Collector cannot be started after running the or_version_update.bat/sh tool

After running the or_version_update.bat/sh tool on the Collector installed on Windows, the Collector cannot be started and its service appears to be removed or its status is disabled. (PR1080047)

Solution: Workaround

- If the service status is 'disabled': restart the machine on which the collector is installed and rerun the utility.
- If the service is removed: on the server with the Collector, enter the <i3_root> directory and run:
  products\oracle\bin\psor_collector_starter <SID> -i<Oracle bits: 32 or 64>

AppTier

Installation of Collector fails because ORACLE_HOME contains spaces

The Installer fails to install the Precise for Oracle Collector on Windows servers when the Oracle Home directory contains spaces. (PR 819)

Solution: None

Installation of Collector fails because Windows root drive C:\ is used

The Installer fails to install the Precise for Oracle Collector on Windows servers when the installation directory is the root directory of a drive, for example C:\. (PR 781)

Solution: None

Installation of Collector fails because compatibility to Oracle 8.0 is active

If the monitored Oracle instance is installed with an active computability mode to Oracle 8.0 (in init.ora you will find compatability=8.0), the creation of the tablespaces fails during the installation. (PR 1828)

Solution: Workaround

- Create the tablespaces manually.

Precise for Oracle Collector fails to start when installed with user root

When the user that has installed the Collector is user root, the Collector will not start. The installation has not been performed correctly. (PR 809660)

Solution: Workaround

- Install the Precise for Oracle Collector with a user from the DBA group, but do not use the user root.

  > ⓘ It is recommended to use a specific account for this installation.

Minimum session information size function does not work

When installing an Oracle AppTier, on the Oracle AppTier Properties screen, the minimum value of 30 minutes is not supported for Precise for Oracle in the section called "Save Oracle session information for last". (PR967262)

Solution: None

Collector fails to start

The Collector fails to start if the Oracle SID starts with a digit. (PR1027570)

Solution: None

Collector fails to install on Windows

When the Precise Listener service user is not a member of the ORA_DBA group, the installation of the Collector fails (By default the Precise Listener service is logged on as LocalSystem). (PR1027569)

Solution: Workaround

- Add the Precise Listener service user to the ORA_DBA group or change the user of the service to a user existing in the ORA_DBA group.

Collector cannot start when Oracle 11g is installed on AIX6L

Starting the collector on AIX6L fails with the following error within the trace file:

```
ID      : SEVERE-5002311
Time    : 2008-12-11 11:27:48.739 GMT+0200
i3 Time : 2008-12-11 09:27:38.396 GMT
Process : pss_pcs.64bit.aix51 -k ora11106 -i 13354278 (ID:2379872)
Src     : sgaUtil.c:282
Logger  : com.precise.oracle.collector.log.oryaix01.OR.ora11106
Msg     : Failed to attach the Oracle SGA shared memory segment (ID 8388613).
Id 0    Key <nil> : shmctl fail 13
Id 2    Key <nil> : shmctl fail 13
Id 3    Key <nil> : shmctl fail 13
Id 4    Key <nil> : shmctl fail 13
Id 8388613    Key 0xae03a9ac : realm:

                  sub area 0 id 8388613 addr 0x700000000000000
                  sub area 1 id 8388613 addr 0x70000000020b000
                  sub area 2 id 8388613 addr 0x700000000950000
                  sub area 3 id 8388613 addr 0x700000000bfe000
                  sub area 4 id 8388613 addr 0x700000000c00000
                  sub area 5 id 8388613 addr 0x700000025c00000
```

(IN 34744)

Solution: Workaround

- It seems this is an issue that IBM is already aware of. Using Olson style timezone settings (the default in AIX 6.1) can cause issues for the memory segment attach function e.g. shmat() function. Do the following:
    a. Create the helper.cfg file within the <i3_ROOT_DIR>/products/oracle/<INSTANCE_NAME>/etc folder.
    b. Add the following variables to the helper.cfg file:
        - TZ=Use the settings of the old style used in AIX 5.x. (e.g., TZ=EDT5EDT for East Coast)
        - LDR_CNTRL=MAXDATA=0x30000000
    c. See Reference:
        - Bug 7337477 - ORA-27123 DURING STARTUP NOMOUNT IN 11G. FAILURE AT SHMAT()

Oracle Applications

Post installation action item of the Oracle Applications agent fails when not run from the Precise root directory

The post installation action item of the Oracle Applications agent instructs to run the script install_oracle_apps.sh on the Collector's Agent's Server. When it is not run from the Precise root folder it does nothing.

When running the verify_install_oracle_apps.sh script, to check the installation script it will state that not all objects were created. (QCID 7431)

Solution: Workaround

- Change directory to the Precise root directory on the Collector's Server, and run the./products/oracle/<SID>/schema/install_oracle_apps.sh script from there.

A Listener is required on an Oracle Applications server that does not include the Oracle Applications database

This issue concerns only the constellation where the Oracle Applications Forms server and the Oracle Applications Database server are not the same server.

If you want to install Interpoint for Oracle Applications but not Insight Savvy for Oracle Applications, you are still required to install a Precise Listener on the Forms server, regardless of the fact that it serves the Insight product only. (QCID 2043)

Solution: Workaround

- You should select any of the Precise servers previously installed (one of those displayed in the Forms server combo box) as its Oracle Applications Forms server.

verify_install_oracle_apps.sh/bat returns an error

When you run verify_install_oracle_apps.sh/bat as an action item after installing Oracle Applications or after you run the or_version_update tool, the following error message appears:

```
Starting VERIFY Interpoint/Oracle Application Installation

a. Not all Veritas PROCEDURES were created in Oracle.
b. Not all Veritas SYNONYMS were created in Oracle.
c. Some of Veritas PROCEDURES are INVALID. Please run the installation script again

If those problems happen again, Please contact Veritas support team =Precise enterprise support
```

(PR1066835)

Solution: Workaround

a. Connect to the monitored instance using a user with sysdba privileges and run the following:
GRANT EXECUTE ON DBMS_PIPE TO <COLLECTOR_SCHEMA_USER>
b. On the machine with the Collector, enter folder:
<i3_root>/products/oracle/<ORACLE_SID>/schema
c. Run the following script: UNIX:
./install_oracle_apps.sh
Windows:
install_oracle_apps.bat
d. Run the following script: UNIX:
./verify_install_oracle_apps.sh
Windows:
verify_install_oracle_apps.bat
e. If the following message is displayed, the installation was successful:
Starting VERIFY Interpoint/Oracle Application Installation
SUCCESS - Veritas database objects are in place

Interpoint

Siebel batch process is still invoked after uninstallation of Siebel

When you uninstall the Siebel Apptier, the Installer does not restart the Precise for Oracle FocalPoint. Therefore, the Collector will continue to invoke the Siebel batch process, although Siebel is not longer installed. (PR 657)

Solution: Workaround

a. Stop and then restart the Precise for Oracle FocalPoint.
b. Stop and then restart the Precise for Oracle Collector.

Warning-5000953 in oracle.focal.trc log file

When you install more than one Siebel server with the same Oracle instance, you will get the following message in the oracle.focal.trc log file:

```
ID    : WARNING-5000953
Time    : 2006-01-17 15:48:38.142 GMT+03
i3 Time : 2006-01-17 13:48:38.142 GMT
Thread  : com.precise.oracle.fp.FpFileManage (ID: 5367384)
Class   : com.precise.oracle.shared.PssIsDatabaseParams
Method  : getSingleColumnAndRowItem
Logger  : com.precise.oracle.focal
Msg     : Unhandled Run Time Exception "GlobalParams:loadparams - ERROR can not load data from
registry." in FocalPoint. See Indepth/Oracle FocalPoint log files for more information.
Exception : PssIsDatabaseParams:getSingleColumnAndRowItem
```

Installing multiple Siebel enterprise servers storing their data on the same Oracle instance is not supported.

Solution: Workaround

○ Remove all identical Siebel instances and install only one instance.

SAP Interpoint password does not work when password is higher than 8 characters

SAP Interpoint password does not work when password is higher than 8 characters. (ID 33108)

Solution: Workaround

○ Need to define a SAP user with a shorter password.

Uninstall

The object is not dropped when uninstalling Precise for Oracle

The package Precise_Kill_I4o_Session is not dropped after uninstalling Precise for Oracle from the instance. (IN35351)

Solution: Workaround

○ Drop the object manually after uninstalling Precise for Oracle from the instance.

Precise for SQL Server
Installation

Need to restart the collector after adding Interpoint for Siebel

Need to add action item requiring to restart the collector service after installing Interpoint for Siebel. (QC ID 6460)

Solution: Workaround

- Restart the collector service.

AppTier

Installing an Precise for SQL Server Collector with a wrong password

When you supply a wrong password while installing an SQL collector, the following message appears:

```
Unable to connect to instance (<Instance name>) Original message from SQL Server:

[Microsoft][ODBC SQL Server Driver][SQL Server]???? 'sa' ??????????????
```

This occurs when Installer tries to connect to a server that uses a non-ASCII character set (Pan-European, Japanese, and so on).

Solution: Workaround

- Try checking the connection parameters.

Changed SLA definitions are not used

Changes made to the SLA definitions in AdminPoint do not take effect until the Precise for SQL Server Collector is restarted. For example, if the Collector was stopped and restarted at 10:08, the new SLA definitions will be used at 10:15 to calculate the SLA for the time slice that started at 10:00. The instance performance is loaded into the PMDB at approximately 10:16. Only then you will see the new SLA definitions in Insight.

Solution: None

Interpoint

Siebel Error Message 11350

When you install more than one Siebel server with the same SQL Server instance, the following message occurs:

```
Message 11350
Unable to create instance.
An instance with this name has already been defined on this server. Use a different instance name.
```

Installing multiple Siebel enterprise servers storing their data on the same SQL Server instance is not supported.

Solution: Workaround

- Remove all identical Siebel instances and install only one instance.

Precise for J2EE
General

Weblogic managed instances action item breaks the execution of the managed server
When Precise home is configured with whitespaces in the path, the action item for Weblogic managed instances breaks the execution of the managed server. Weblogic does not support insertion of arguments with spaces in the jvm arguments field and inserting an argument with space breaks the application server startup. (QCID 6882)
Solution: Workaround
Use the DOS name of the Precise root folder or install on a directory with no spaces. To get the DOS name use
dir /X on the requested folder.
Post-installation action item to run apladmin fails on Linux/amd64
The post-installation action item to run apladmin adds Precise for J2EE instrumentation to JVMs running on JDK 1.4. When the program is invoked in Linux/amd64 platforms, the program aborts with the following error message: "Could not load Java VM". (QCID 11659)
Solution: Workaround
To successfully execute the post-installation action item, perform the following steps:
In the Precise installation directory on the monitored JVM's server machine, open the
./products/j2ee/bin/apl.properties file.
Search for the line beginning with the following string: apl.java.vm.linux.i386.
Replace the original line with the following text (in one line):
apl.java.vm.linux.i386:
${apl.java.jre.home}${/}lib${/}amd64${/}server${/}libjvm.so
Rerun the action item.

Precise for Microsoft .NET
Collector

Cannot install on network drive
The installation of the Precise for Microsoft .NET Collector generates an error when executed on a network drive.
Solution: None
Cannot monitor Microsoft.NET instances with Japanese process name or path name
Precise for Microsoft .NET in a Japanese environment cannot track the activity of processes whose executable file name or path contains Japanese characters.
Solution: None

Precise for DB2
Collector

Symmetrix mapping does not occur
Precise for Storage, Symmetrix version is installed, but the mapping does not map anything. i.e., in the collector's data folder, the udb_symmdevs.bin and udb_symmdevs.txt files are empty when the pss_symmetrix process completes. (IN 35160)
Solution: Workaround
Make sure the Precise user belongs to the DB2 administrator's group - for example, db2iadm1.

Installation

Installation fails when the IBMCATGROUP node group does not exist
When DB2 node group IBMCATGROUP does not exist and you choose to create a new tablespace for Precise for DB2, the installation fails. (IN 32879)
Solution: Workaround
To overcome the problem do the following:
Create the tablespace manually.
Reopen the Advanced dialog.
Select the newly created tablespace from the list in the Schema tab.
Continue with the installation.
Password does not support special characters
When password contains special characters, several errors may occur. (IN 34377)
Solution: Workaround
Remove special characters from the user's password.
Installer does not check for minimal DB2 version
Installer does not limit the minimum DB2 version that needs to be installed. Verify in the Precise Support Matrix which version is supported. (IN 35128)
Solution: None
DB2 database on HP is not supported when defined to the use the Roman8 charset
The FocalPoint cannot establish JDBC connection to the database when the database is defined with the default charset Roman8.
The load process does not support client sessions connected to the database using the Roman8 charset. (IN 35435)
Solution: None
The problem is due to an IBM issue with JDBC connectivity:
See: http://www-01.ibm.com/support/docview.wss?uid=swg21114928

Interpoint

SAP Interpoint password does not work when password is higher than 8 characters
SAP Interpoint password does not work when password is higher than 8 characters. (ID 33108)
Solution: Workaround
Need to define a SAP user with a shorter password.

Product Operation Issues
This section contains the following topics:

- Application
- Precise Framework
- PMDB
- Alerts
- Report Manager
- Insight
- Precise for Web
- Precise for SAP
- Precise for BW
- Precise for Oracle
- Precise for SQL Server
- Precise for J2EE
- Precise for Microsoft .NET
- Precise for Sybase
- Precise for DB2
- Precise TPM Dashboard
- Precise for TPM

Application
Storage I/O graph does not filter according to Application and Tier

Storage I/O graph does not filter according to Application and Tier, resulting in differences in I/O values between the Storage Units table and the graph.

Solution: None

Precise Framework

Precise FocalPoint

OutOfMemory exceptions appear in the logs/infra.i3fp.out file

In a large environment the following error may appear in the logs/infra.i3fp.out file:

> java.lang.OutOfMemoryError

Also the Precise FocalPoint may crash.

This is caused due to the default memory limits of the Precise FocalPoint process.

Solution: Workaround

To increase the Precise FocalPoint memory limit:

a. Open the products/i3fp/bin/psin_i3fp_init.xml file.
b. Change the line:
   <option>-Xmx128m</option>
   to:
   <option>-Xmx256m</option>
   or even for very large environments:
   <option>-Xmx512m</option>

The Tomcat GUI Web Server service fails to start

Sometimes, if you do not have sufficient free disk space on the disk and you start the Tomcat service, Tomcat corrupts its configuration files, and as a result, the Tomcat service fails to start again. (PR1092773)

Solution: Workaround

To verify this is the problem:

a. Check if the server.xml, tomct-users.xml, and web.xml files in the <i3_root>\products\gui\website\conf folder are valid XML files (this can be done by trying to open them in Internet Explorer and checking if an error message is displayed by Internet Explorer).
b. If a file is corrupt, extract the package named psui_tomcat_deploy_ALL.zip to the <i3_root> folder again.
c. Restart the Tomcat service.

Communication

Communication may get stuck on AIX machine due to IPV6 Host Address lookup

Communication may get stuck on AIX machine due to IPV6 Host Address lookup. This may cause many basic operations to stop functioning.

When running a thread dump, the report should point out that the JVM is waiting for the following API:

> at java/net/Inet6AddressImpl.lookupAllHostAddr(Native Method)
> at java/net/InetAddress$2.lookupAllHostAddr(InetAddress.java:927)
> at java/net/InetAddress.getAddressFromNameService(InetAddress.java:1295)
> at java/net/InetAddress.getLocalHost(InetAddress.java:1473) (QCID 6941)

Solution: Workaround

Do the following:

a. Edit the file: products/i3fp/bin/psin_i3fp_init.xml
b. Add the following option: <option>-Djava.net.preferIPv4Stack=true</option> to the: <jvm-options> section.
c. Restart the Precise FocalPoint.

x00142 error or many processes hang

Many Precise processes issue a Windows x00142 error and/or get permanently stuck. This may be caused by one or both of the following:

- A bug in the JRE for Windows causes processes that are started from java processes to have their STDIN/STDOUT handles stuck.
- The processes exceed the Windows predefined registry setting for the amount of memory allocated to each console application started by a service.

Solution: Workaround

ⓘ The following solution addresses the two possible causes. It should only be performed with help from Precise Technical Support.

1. Replace the JRE with the latest version from www.java.com.
2. Increase the threshold for the console applications in the Windows registry:

a. At a command prompt, type REGEDT32.EXE to start Registry Editor.
b. In Registry Editor, locate the following registry key:
   HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager\SubSystems
c. In the right pane of Registry Editor, click Windows.
d. On the Edit menu, click Modify.
e. In the Edit String dialog box, locate the SharedSection parameter string in the Value data box, and then specify a larger value for the SharedSection parameter.

> ⓘ The SharedSection parameter specifies the system and desktop by using the following format:
>
> SharedSection=<xxxx>,<yyyy>,<zzzz>
>
> where <xxxx> defines the maximum size of the system-wide heap (in kilobytes), <yyyy> defines the size of the per desktop heap, and <zzzz> is the size of the desktop heap for each desktop that is associated with a non-interactive Windows station.

f. Click OK.
g. Restart the server.

Patches

AdminPoint

Computer processes get stuck on HP 64-bit JRE computers

On HP 64-bit computers, processes get stuck. To enable HP computer support of HP 64-bit JREs, you can apply a patch.

To identify the problem, perform the following steps.

a. From the i3_root directory, run the following:
   ./java/JRE/bin/java
b. If the following error message appears:
   aCC runtime: dlmodinfo: Invalid descriptor version 58
   then this problem exists.

Solution: Workaround

To resolve the problem, you can apply one of the following patches:

○ for HP 11.0 - PHSS_28869
○ for HP 11.11 - PHSS_28871

A reference for a similar problem can be found in:

http://forums1.itrc.hp.com/service/forums/questionanswer.do?threadId=680743

You can also temporarily bypass the problem by editing the following scripts:

○ infra/bin/bin/psin_jav.sh
○ infra/bin/psin_java_by_xml.sh

Then add a comment to the following line:

    JVM64FLAG=-d64

Time difference from GMT is reported incorrectly in logs

Precise log entries may show a time difference of "GMT+0X" (X representing any number) instead of "GMT+01" during the daylight savings end date and until it restarts.

NOTE   The time written is correct, but the GMT related string is wrong.

Let us assume that daylight savings time ends on October 1 at 01:00. For this example, the clock must be moved back one hour.

The correct time written in the log one minute before DST ends is:

Time:

2007-04-01 01:59:04.044 GMT+02

GMT+02 is correct.

The time written in the log after DST ends is:

Time:

2007-04-01 01:00:00.052 GMT+02

GMT+02 is incorrect and should be GMT+01.

Let us assume that daylight savings time starts on April 1 at 02:00. For this example, the clock must be moved forward one hour.

The correct time written in the log one minute before DST starts is:

Time:

2007-10-01 00:59:05.044 GMT+02

GMT+02 is incorrect and should be GMT+01.

The time written in the log after DST starts is:

Time:

2007-10-01 02:00:00.052 GMT+02

GMT+02 is correct.

As you can see in both examples the time was written correctly in the log, but the GMT related string is wrong. This error will continue throughout the entire non-daylight-savings period.

Solution: None

The machine's time zone is not displayed correctly in some of the Precise agents

The machine's timezone is not displayed correctly is some of the Precise agents (mainly FocalPoints and Alerts Point). This may be due to incomplete timezone settings or a change on the machine. The agent may show wrong time zone, even though displaying the GMT time and local time using other tools (for example, on UNIX: `date` and `date -u`) does show the correct time. (ID 1200869)

Solution: Workaround

To overcome this problem, set the TZ environment variable to the required zone. For example on UNIX:

export TZ=GMT

Precise Login

Error message displayed because default language is not defined
The "An HTTP object failed in the send method" error message appears in the browser because no default language has been defined.
Solution: Workaround
From Internet Explorer, select Tools > Internet Options, and click the Languages button. If the list is empty, add a language.
Error message Object does not support this property or method is displayed
The "Object does not support this property or method" error message appears in the browser, because Precise products cannot work on an Internet Explorer version earlier than version 6.
Solution: Workaround
Upgrade Internet Explorer.
Apache Tomcat fails to start
In a multiple installation, where more than one Precise FocalPoint is installed on the same server, Apache Tomcat fails to start.
Solution: Workaround
Change the internal Apache Tomcat shutdown port, as follows:
Go to the <i3_root>/infra directory.
Open the setup.xml file and locate the line with the tomcat shutdown port node, which should be similar to the following line:
<tomcat-shutdown-port>20768</tomcat-shutdown-port>
Change the node value to the number of a port not used by any other process on the server. This is especially important on UNIX and Linux servers with many installations of Precise version 7.x.
Restart Precise FocalPoint.
NOTE   This is an internal port used by Apache Tomcat, not the port used to access the product's user interface (both can be set using Precise Installer).

General

Error in agents' verification for errors found in the out file
The Precise product uses the SQL Server JDBC driver. In some cases, this driver prints errors to the agent's out file. This error is reported in the verification process of the agent in the following manner:
errors found in log file XXXX in the last 24 hours. Check the log file for more details
The error in the out file has the following format:
com.jnetdirect.jsql.x: DBComms.transmit exception:[java.net.SocketException:
Connection reset by peer: socket write error] context:[(1) [Thread[i3comm(pw-data-retrieve),5,main], IO:22671, Dbc:1192]]]
at com.jnetdirect.jsql.x.a(Unknown Source)
at com.jnetdirect.jsql.h.a(Unknown Source)
at com.jnetdirect.jsql.ax.a(Unknown Source)
at com.jnetdirect.jsql.ai.new(Unknown Source)
at com.jnetdirect.jsql.ai.for(Unknown Source)
at com.jnetdirect.jsql.ai.execute(Unknown Source) (QCID 6721)
Solution: None
Ignore these errors.

All downtime settings are updated one hour forward or backward
Downtime settings are affected by daylight saving time. In case the FocalPoint server machine time moves one hour forward or backward, all downtime settings need to be manually fixed to match the previous settings.
Solution: Workaround
To update all downtime settings one hour backwards, run the following CLI on the main Precise FocalPoint server:
infra\bin\psin_cli.bat -i3-user admin -i3-clear-password admin -action downtime-update
-offset -1
To update all downtime settings one hour forward, run the following CLI on the main Precise FocalPoint server:
infra\bin\psin_cli.bat -i3-user admin -i3-clear-password admin -action downtime-update
-offset 1
Save option in print preview
Sending an htm file that was saved from the print option is possible only within the same network of the installation, otherwise it may include broken image links. (IN 33583)
Solution: None

PMDB

Oracle

Core dump on HP-UX 64-bit servers
On HP-UX 64-bit servers, the Oracle JDBC driver may cause a core dump in the PMDB FocalPoint.
Solution: Workaround
Copy the .hotspot_compiler file from the <i3_root>/products/dbms/files/etc directory to the
<i3_root> directory on every Precise server.
Restart all Precise agents on all Precise servers.
SQL Server instance cannot be connected
When the PMDB FocalPoint cannot connect to an SQL Server instance (usually when the instance is down), the 3rd party JDBC driver may write an error to the pw.fp.out log file.
Solution: None
Problem when the default database is dropped
When you drop the default database of the PMDB user, the PMDB stops working and is not able to connect to the database. (PR1009283)
Solution: None

Warehouse Processes

PMDB Load process fails with database deadlock error message
The load process fails with the following error message:
Transaction (Process ID x) was deadlocked on lock resources with another process and has been chosen as the deadlock victim. Rerun the transaction. (PR895778, PR982755, PR1074722)
Solution: None
The next run will work fine.
Baseline process performance reduced
On very large environments, the Baseline process may run for a very long time and during that time, the load processes performance is dramatically reduced. (IN 35421)
Solution: None
Oracle data load process fails with ORA-01461
The Load process sometimes fails when the PMDB runs the Load Performance Data process of Precise for Oracle. The following Oracle error is displayed in the pw.fp.trc log file:
ORA-01461: can bind a LONG value only for insert it into a LONG column
The problem only happens in a PMDB with the "AL32UTF8" character set. (PR 811481)
Solution: Workaround
If you encounter this problem, contact Precise Technical Support.
Load process fails with ORA-00054
The Load process sometimes fails when the PMDB is running the Summary or Maintain process at the same time. The following Oracle error is displayed:
ORA-00054: resource busy and acquire with NOWAIT specified
Solution: None
The next Load will work fine.

Alerts

FocalPoint

High CPU usage on SNMP Server
Alerts uses a lot of CPU on an SNMP server. This may happen because the messages sent are too long for the SNMP browser to handle, thus locking the Alerts FocalPoint process and consuming extensive CPU.
Solution: Workaround
Not all SNMP browsers can handle the same message length. In general, before applying SNMP traps, configure the traps according to your SNMP browser and test them.
To test the message size, put a defined length string in the <test-message> section in the Alerts FocalPoint registry file. Then perform a test for the SNMP trap, using the Test button on the SNMP tab of the Metric Properties dialog box.
If the sent messages are too long and the Alerts FocalPoint process is locked, do the following:
Stop Alerts FocalPoint.
Open the Alerts FocalPoint registry file.
Reduce the size of the message sent to your SNMP browser by adjusting the <max-message-size> value.
The maximum default size is 900 characters, which is the maximum size supported by Alerts.
Deadlock may appear
A deadlock may appear after you disconnect an instance from Alerts. If this happens, the sync operation inside Alerts FocalPoint does not end and the instance will remain in the Alerts database.
Solution: Workaround
Click the Instances tab in the Settings dialog box.
Select the instance and click Edit. The Instance Settings dialog box opens.
Clear the Do not report alerts for this instance check box and click OK.
Open the Instance Settings dialog box again for the same instance and select the Do not report alerts for this instance check box.
To verify that the instance has been disconnected, execute the following SQL query:
select instance_id, instance_name, server_name from pulse_nodes

Under instance_name, the result of this query should not return the removed instance. If it does, execute the following SQL delete statements, where instance_id should be the number retrieved from the previous select query:
DELETE FROM PULSE_ALERT_MATRIX WHERE INSTANCE_ID = <instance_id> DELETE FROM ALERTS_SAMPLES WHERE INSTANCE_ID = <instance_id> DELETE FROM PULSE_ACTION_LOG WHERE INSTANCE_ID = <instance_id>
DELETE FROM PULSE_ACTION_SETTINGS WHERE INSTANCE_ID = <instance_id> DELETE FROM PULSE_INDICATOR_SETTINGS WHERE NODE_ID IN (SELECT NODE_ID FROM PULSE_NODES WHERE INSTANCE_ID = <instance_id>)
DELETE FROM PULSE_NODES WHERE INSTANCE_ID = <instance_id>

Launching

Launch does not work correctly from the Events and History tabs
Launch from Alerts metric view into Precise/Insight/Report Manager products may not work correctly from the "Events" tab and the "History" tab. (PR989899)
Solution: Workaround
Launch should be performed only from the "Current" tab.
Launch does not work correctly after sorting the items
The launch from the Alerts metric view to Precise, Insight, or Report Manager products may not work correctly if items in the current view are sorted differently from the original sorting. (PR811075)
Solution: Workaround
Do not sort items in the current tab of the metric view before launching.
Launch from Process Availability metrics to Insight is incorrect
Launch from Process Availability metric should go to the Insight Savvy for OS. Instead, it goes to the AppTier of the metric. An empty screen is displayed. (PR895936)
Solution: None

Metrics

After adding customized metric only able to save for all instances
When adding a new metric, saving the settings, and switching to another tab and then to the Customized tab, you are only able to save for all instances. (QCID 5531)
Solution: Workaround
Follow these steps:
Make sure the Alerts Agent is installed and started in a required server where the instance should be sampled.
Reopen the screen.
Instance does not sample all its metrics
An instance is not sampling all its metrics.
Solution: Workaround
If the InformPoint has not been started yet or has not been started up completely, allow additional time. For the first time, most metrics are only sampled after a while, according to their sampling parameters (sampling rate and sampling base).
The InformPoint samples all instances whose FocalPoints are installed on the same server as the InformPoint. For example: If the InformPoint is installed on server A, and both Precise for SQL Server FocalPoint and Precise for Web FocalPoint are installed on this server, the InformPoint samples all SQL Server instances and all Web instances, no matter on which server they are installed (but provided they are connected to Alerts).
Metric value reaches over 100%
The values of metrics in the Performance set and the Load set may reach over 100% because each item is rounded to an integer value for the following AppTiers: Tuxedo, Operating System, WebSphere MQ, Oracle Applications, and Other.
The problem occurs in Insight metrics because Insight rounds the data it sends to Alerts. For example, if User1 was running for 4.5 seconds and User2 for 0.5 seconds, Alerts will calculate a total time of 5 seconds (4.5+0.5). Insight, however, rounds up the time to 5 seconds for User1 and 1 second for User2. Therefore, when you calculate the percentage, Alerts will reach the following results:

User1—100% (User1 time/total time = 5/5)
User2—20% (User2 time/total time = 1/5)
Together, this amounts to 120%.
Solution: None
Creating the 500th metric fails
In a single Precise installation, the number of metrics that can ever be defined for the Customized set is 499. Trying to create the 500th metric leads to an Oracle error (Primary Key constraint).
Solution: None
Consider only and Ignore the following items functionalities not supported in the SQL Server AppTier
The SQL Server AppTier does not support the Consider only the following items and Ignore the following items functionalities on the Thresholds tab in the Metric Properties dialog box for the following metrics:
Top Activities, child metrics "Top Statements" and "Top Ad hoc Batches" (Performance set)
Frequent Activities, child metrics "Frequently Used Statements" and "Frequently Used Ad hoc Batches" (Load set)
Solution: None
Customized metric hangs
If a Customized metric hangs, the InformPoint cannot terminate it.
Solution: None
Oracle UDF - procedure does not run
Execution of a User Defined Metric with an Oracle procedure, on a server with Interpoint installed but with no Precise for Oracle FP server, fails. (ID 17082)
Solution: Workaround
From the Precise for Oracle FP server, copy the following file:
<i3_root>\products\dbms\files\predefined_queries\or_pulse.xml to the Interpoint server, to path: <i3_root>\products\dbms\files\predefined_queries\.
Restart the Alerts InformPoint.
Empty values for dynamic parameters
Dynamic parameters for Customized metrics may return empty values, so that they are passed incorrectly to the sampling script. For example: When the Consider only the following items dialog box on the Thresholds tab in the Metric Properties dialog box is empty, the @INCLUDE_LIST parameter returns an empty string.
Solution: None
Line breaks do not appear in free text
Line breaks may not appear in free text in an E-mail or Message action defined in the Metric Properties dialog box.
Solution: Workaround
Add more lines. Then click the Test button to view the result.

Message actions are delayed
Message actions are displayed with a delay of up to 15 minutes after an alert was triggered.
Solution: None
Results when you add a new customized metric are unexpected
When a new customized metric is added, the following issues may occur:
The $instance_name value of this metric can be incorrect.
When the Apply All button in the Metric Properties dialog box is clicked while the InformPoint sampling the Customized metric is down, the error message that appears can show an incorrect instance name.
When creating the metric, warning 3570217 may appear in the log file (no effect on the outcome).
When deleting the metric, warning 3570085 may appear in the log file (no effect on the outcome).
When testing an action that is not an SNMP action, warning 3570084 may appear in the log file, and the action will not be triggered.
Solution: Workaround
After creating a new Customized metric, restart the Alerts FocalPoint. You can also resample the new Customized metrics without restarting the Alerts FocalPoint and this will solve the issue with the warnings.
Max, Average, and Min metric values are rounded
When Alerts is installed with an SQL Server database, Max, Average, and Min metric values are rounded to integer values. For example, a customized metric with a constant value of 1.57 is rounded to a constant Max, Average, and Min value of 2.00.
Solution: None
Customized metrics are shown as disabled
After you add a new instance or environment or reconnect an instance to be monitored by Alerts, some of the customized metrics of that instance are shown as disabled in the left pane of the Metrics tab, while the metrics are actually sampling. Opening the Metric Properties shows that the metric is enabled. This inconsistency between the customized metric's enabled state and the metric's actual sampling state can also be detected by refreshing the Alerts Metrics tab. The sampling "Timestamp" of the disabled metric is updated although the metric is disabled.
The problem occurs when you set customized metrics in the Metrics Properties dialog box to be sampled and use Apply all to update the setting on all instances. After you add new instances, the customized metrics will be added automatically to the new instances. Those metrics will be sampled, but shown as disabled in the left pane of the Metrics tab.
Solution: Workaround
Change the metric state to disabled in the Metric Properties dialog box. This will cause the metric to stop sampling. The metric can be enabled again when required.
() Not Sampled status for Performance and Load metrics that sample AppTiers
The Performance and Load metrics that sample AppTiers monitored by Insight (Oracle Applications, Tuxedo, Websphere MQ, or Other) report the "() Not Sampled" and running the Verification script for Alerts FocalPoint in AdminPoint may result in warnings about those metrics. The Event viewer and logs include the following error message:
No data has been found for the period sampled. If an activity has occurred in the monitored instance during the period sampled, start AdminPoint and use the Verify option to check the status of Insight FocalPoint and the relevant agent. If no activity has occurred in the monitored instance, ignore this message.
Solution: Workaround
If you use Oracle Applications, make sure that in the Metric Sampling Properties dialog box the metric is sampled over the last 30 minutes (insert 30 in the m field in the Analyze metric over the last parameter).
Check that data of the relevant instance is available in Insight. If so, make sure that the Load process does not linger more than 5 minutes after the end of the time slice.
Actions' text is not translated to Japanese
The content of the actions is not translated to Japanese.(PR1006773)
Solution: None
Editing the disabled Process Availability metric causes errors in the alerts log file
Process Availability metrics are available for editing from the Settings>General Settings>Metric dialog box, even if they are not enabled and configured. While editing them, you may see errors in the Alerts FocalPoint log. These errors can be ignored. (PR966397)

NOTE   By editing a disabled "Process Availability" metric in the properties screen of Alerts, you do not make it available. To configure this metric, you should define its configuration using the Settings>Process Availability dialog box.

Solution: By design

Actions defined for all instances are not duplicated for new added instances

Actions defined on the metric for all instances are not duplicated for new added instances. If you define an action for a metric and save it for all instances, the action will be defined for all available instances at that moment. Instances added after the action definition will not have the action for the metric. (PR894976)

Solution: Workaround

To define the action for new added instances, edit the action details and save it again for all instances.

Agents Metrics not updated

If using alerts metrics to sample Precise agent status, the agent status is updated only once every 15 minutes. If you perform an agent operation using the AdminPoint (start/stop/refresh), the operation is not reflected in the alerts Precise agent status until an update is made. (IN 35124)

Solution: By design

MOM

MOM password cannot be updated

If Alerts is integrated with MOM server, and the MOM user's password changes, it cannot be updated in Alerts MOM settings. MOM actions will fail.

Solution: Workaround

There are two ways to bypass this issue:

Change the user name each time a password change is needed.

Enter an invalid server name to register to it (causing unregistering from the old server), and then reregister to the real server with the new password.

Report Manager

FocalPoint

JVM out of memory error while running reports

A JVM out of memory error may occur while running reports with a large amount of data. (PR1071865)

Solution: Workaround

Open the <i3_root>\products\foresight\bin\psfs_focal_init.xml file for editing.

Look for the <jvm-options> tag.

The default size of maximum memory Report Manager FocalPoint JVM can consume is now 320m.

<option>-Xmx320m</option>

Enlarge this size.

Problem downloading files when using SSL Configuration

When the Apache Tomcat is configured with the secured SSL protocol, there is a problem downloading and uploading files between the FocalPoints machines and the clients.

When the user tries to create a new User Defined Report (UDR), he needs to move the defined entities from the tree (left bar) to the right tables. This means the selected entities are now included in his Excel report.

After defining all the report columns and fields, the user clicks on the Execute button.

When executing the report, the client tries to download a UDR template file which contains a signed macro, and the process fails.

In a normal situation, Report Manager modifies this signed template with all its data. Error message received:

An error occurred. Extended Error info: Error #1004 - 'C:\Documents and Settings\<username>\Local Settings\Temp\xlUDR.xls' could not be found. Check the spelling of the file name, and verify that the file location is correct.

If you are trying to open the file from your list of most recently used files on the File menu, make sure that the file has not been renamed, moved, or deleted.

Solution: Workaround

Before clicking the Execute button, the user needs to copy the UDR.xls file from

<i3_root>\products\gui\website\webapps\i3\Foresight\udr to his temp directory (%temp%).

Launching

Mismatch of values between Precise products and Report Manager

All Report Manager reports are based on daily tables and display data for each day in Overtime graphs. The summary level of Insight and the different Precise products depends on the settings that you defined. Only the default settings match the time frame of Report Manager default report. If you customize the time frame of a report or in Insight or a Precise product, this can cause a mismatch.

Solution: None

Launch not working outside the Precise environment

When Report Manager reports are viewed offline, not through Report Manager, the launch options to Insight and Precise products do not work.

Solution: None

Reports

Availability reports show a mismatch of unavailability times
Availability reports sometimes show a mismatch between unavailability times in Report Manager and Precise products. This happens due to a lack of data in the availability tables. (PR810228)
Solution: None
Summary data mismatch
Small differences between the summary data in the reports and the summary data in the products may occur because the PMDB saves values without fractions.
Solution: None
Duplicate time records in graphs
When the Y-axis represents time, the reports display this as "hh:mm:ss." Because the data also contains milliseconds, non-linear gaps will occur between the points on the axis.
Solution: None
Launching error with Acrobat Reader version 7.0.5 or higher but lower than version 8
Launching Precise/Insight/Inform products from an Report Manager report causes an error on a server with Acrobat Reader version 7.0.5 or higher but lower than version 8. (PR828075)
Solution: Workaround
Uninstall Acrobat Reader and install version 8.
Y-axis labels are overriding each other and look like black boxes
When the amount of data is higher than Peta (such as petabytes and petaseconds), the y-axis labels override each other and look like black boxes. (PR996640)
Solution: None
Report Manager customized report (UDR) with Excel 2007 opens in a new Excel window
When viewing a customized report with Excel 2007, the report is opened in a new Excel window instead of in the Precise browser. When rerunning the report, the Precise browser is stuck. Working with the customized report in Edit mode (using the Edit button) is fine. (IN 35559)
Solution: Workaround
Open Windows explorer
Open Folder Options in the Tools menu
Go to the File Types tab
Find .XLS type and click on the 'Advanced' button
Mark the Browse in the same window check box
Click OK twice and try to view the Excel report again
Formula values are not updated when running the report based on the scheduler
When creating formulas in the "report-design" sheet of a customized report's Excel file, formula values are not updated when running the report based on the time set in the scheduler.
The data in the "FS-*" query sheets is updated correctly when running the report. Running the report using the Edit button and then the Execute button is working fine. (IN 30831)
Solution: None

UI

Error during access to Report Manager when the Report Manager FocalPoint is down
When entering the Report Manager user interface while Report Manager FocalPoint is down, the following message is displayed: Error returned from Report Manager FocalPoint.
Upon clicking OK, the screen is left blank. (IN 35703)
Solution: Workaround
Close the Explorer, reopen it to go to the AdminPoint and start the Report Manager FocalPoint.
Data of non-Latin language may be displayed as ????
Data of non-Latin language may be displayed as ????. (PR1004841)
Solution: Workaround
To change the regional settings of the browser's machine:
Open the settings dialog: Start>Settings>Control Panel>Regional and Language Options.
Click the Advance tab and select the correct language (Hebrew/Turkish/Japanese) in the drop down menu to be the language of non-Unicode programs.
Restart the machine.

Insight

FocalPoint

Changes not reflected in Insight

License updates or installation changes (via Installer), such as installing a new AppTier, are not reflected in Insight unless it is opened in a new browser window.

Solution: None

Problems with text in graphs

The graphs in Insight do not properly display texts when the language used in the graphs does not match the default character set on the client server.

Example:
On a server with a default English character set, Insight replaces Japanese characters with a question mark.
Solution: Workaround
Change the Display toolbar in the AppTier area from All to a specific entity, such as URLs.
Data of non-Latin language may be displayed as ????
Data of non-Latin language may be displayed as ????. (PR1004841)
Solution: Workaround
To change the regional settings of the browser's machine:
Open the settings dialog: Start>Settings>Control Panel>Regional and Language Options.
Click the Advance tab and select the correct language (Hebrew/Turkish/Japanese) in the drop down menu to be the language of non-Unicode programs.
Restart the machine.

General

Corrupted or empty insight.cfg file
An Insight Savvy fails to start due to a corrupted or empty insight.cfg file, and the following error is written to the insight.agents.server file.
Key pcs_dir is missing from section [general] in configuration file insight.cfg
Solution: Workaround
Make sure all Insight Savvies on the server are down.
Delete the current insight.cfg file.
Restart the Insight Savvies.
Failure to read insight.cfg file during startup of Insight Savvies
When you try to start Insight Savvies, the following may appear as a result of irrelevant or corrupted files in the Precise registry: error message 1714—
"Failed during operation: read insight.cfg"
Solution: Workaround
Insight reads information from the following directories (including their subdirectories):
<i3_root>/products/i3fp/registry/products/Insight
<i3_root>/products/i3fp/registry/instances
Check if a backup directory or files have been added to the listed directories. If so, move them to another location.
Check if the files contained in the listed directories have an invalid XML format. If so, correct the XML code to validate the files.
Data counters loaded more than once
Data counters monitored by Insight Collectors (OS, Websphere MQ, Tuxedo, Oracle Applications, Network and J2EE Insight info) are loaded twice.
If, in a Precise installation, there is a server whose name would become a substring of the name of another server existing in the same installation (as a result of a concatenation with an underscore), the collected data of one of the servers will be loaded twice.
For example, "server1" would be OK because "server_" ("server" becomes "server_" after concatenation) is not a substring of server1. This is the case with the name "server_1" because "server_" is a substring of server_1 and the monitored data on server_1 would be loaded twice. (PR 2382)
Solution: Workaround
Rename one of the servers to a name which solves the described problem (for example using the IP address) according to the Precise server rename procedure or contact Precise Technical Support.

Network

"The kernel queue is full" error
The error message "The kernel queue is full. Loosing packets …" appears due to the following reasons:
If it is displayed immediately after startup, psi_poll is waiting for the psi_ccs initialization to complete. To verify that this is not a temporary problem, send the signal USR1 to psi_poll to check if the message is rewritten to the log file.
This message can also appear a few times after startup. The reason for this is that the Insight network kernel module increases the kernel queue size step-by-step, till it reaches the maximum size, as is configured by the kernel_queue_size parameter. Every time the queue is increased, this message will appear.
The Network queue size is not big enough for the site's heavy network traffic. To verify that this is not a temporary problem, send the signal USR1 to psi_poll to check if the message is rewritten to the log file.
Solution bullet 1: Workaround
Ignore the message.
Solution bullet 2: Workaround
Gradually increase the kernel_queue_size parameter in the Precise FocalPoint registry file.
Stop all Insight Savvies on the server.
On UNIX servers:
Start Insight Savvy for Network; then stop it.
Restart the kernel network module as follows:
Go to the products/Insight/<hostname>/kernel directory and run the pr_config.sh –u command as root user.
Restart all Insight Savvies on the server. (The insight.cfg file is rebuilt.)
Insight Savvy fails to start
If you kill psi_poll using the task manager or similar (on a Windows server), Insight Savvy may fail to start.
Solution: Workaround
Reboot the Windows server.
No network data is collected for servers with dynamic IP addresses
Insight Savvy for Network cannot monitor the network activity of servers that changed their IP address after the installation of Insight Savvy for Network (for example a server which is assigned a different IP address at boot time using a DHCP server). The list of monitored IPs is determined by Insight Savvy for Network at installation time. If the IP of the server is later changed, Insight Savvy will not monitor TCP/IP activity on the new address. If the server changes its IP address frequently, Insight Savvy for Network cannot monitor the server.
Solution: Workaround
If the IP address change is permanent, perform the following steps to monitor the Insight Savvy for Network configuration:
Log on to Precise FocalPoint server.
Edit the <i3_root>/products/i3fp/registry/products/insight/hosts/<HOSTNAME>.xml file (replace <HOSTNAME> with the name of the monitored server).
The IP addresses are listed under the <ips> section; you can modify this section to reflect the changed or new IP addresses which are in use by the monitored server.
NOTE   The recommended way to do this is to modify an existing IP definition (to reflect IP change) or to Copy-Paste an existing IP definition and modify it

(to reflect an addition of an IP address).

NOTE   Each IP address is represented as an XML element, the digits of an IP address must be preceded with two underscore characters, make sure to keep this format.

Format for each IP address definition:
For UNIX:
< XXX.XXX.XXX.XXX>YES</ XXX.XXX.XXX.XXX>
Replace XXX.XXX.XXX.XXX with the IP address. The content of the XML element is the constant string
"YES" (without the quotes)
For example:
<__9.148.241.116>YES</   9.148.241.116>
For Windows:
< XXX.XXX.XXX.XXX >
<product_name>PRODUCT_NAME_STRING</product_name>
<service_name>NETWORK_CARD_ID</service_name>
<description>NETWORK_CARD_DESCRIPTION</description>
</__XXX.XXX.XXX.XXX >
Replace XXX.XXX.XXX.XXX with the IP address. The content of the XML element is three sub-elements: product_name, service_name and description, their values are irrelevant and do not affect the operation of Insight Savvy for Network.
NOTE   You can copy-paste these elements with their values from another card definition on the server.
For example:
< 166.98.16.45>
<product_name>%% NO_VALUE %%</product_name>
<service_name>{4E7FBFB9-3F4C-41E6-9901-7EB01ECCA5BF}</service_name>
<description>Broadcom NetXtreme Gigabit Ethernet</description>
</__166.98.16.45>
NOTE   Always make sure when you edit the <ips> section to change both the IP address at the opening and closing tags of the XML element and to precede the IP address with two underscore characters.
If possible, open the XML file with Internet Explorer to verify that the XML file is valid.
To apply the configuration changes, stop all Insight Savvies running on the monitored server, and restart them.
High CPU consumption on AIX 5 systems
On AIX 5 systems, Insight Savvy for Network can cause high CPU consumption and possibly significant performance degradation of the server, when it monitors very active TCP ports. This problem has occurred when you monitor very active Oracle database ports.
Solution: Workaround
Stop Insight Savvy for Network and uninstall it from the monitored server.
SEVERE-3000335
If service time is prolonged, Insight Savvy for Network will write the following message to the insight.agents.server.log file:
ID   : SEVERE-3000335
Msg   :Agent received invalid record. Invalid field name: max average time .
(PR 1222)
Solution: Workaround
Ignore this message

Insight Savvy for Network cannot be started
Insight cannot monitor the same port number for two Precise instances on the same server. When you configure two instances in the Installer with Insight Savvy for Network selected and at least one identical port number appears in the configuration of both instances, one of the following messages is displayed in AdminPoint while trying to start Insight Savvy for Network:
Cannot start Insight agent to monitor <Technology Name> [Instance name]: Port number <Port Number> because current port is already defined for <Technology Name> [Instance name].
Cannot start Insight Network agent because port <Port Number> is defined both for <Technology Name> [Instance name] and <Technology Name> [Instance name].
(PR 1980)
NOTE   The [Instance name] is optional (it will not appear when Insight Savvy monitors multiple instances).
Solution: Workaround
If the two instances are not really sharing the same port number and the duplicate is a configuration mistake, correct it and make sure that port numbers are unique per instance on the same server.
If the instances are using the same port number for separate IPs, refer to Tech Note 275773 (http://support.veritas.com/docs/275773).
If the instances actually share ports (for example, two Oracle instances that share one Oracle Listener agent with a shared port for all instances):
Configure the port number for just one of the instances (preferably the Front-End instance. For example, if you have Web and J2EE instances choose the Web instance). The network will be shared between them when viewed through the Insight UI.
Do not integrate the instances with Insight Savvy for Network, and define an "Other" instance that monitors the shared ports.
lsof utility may consume too many resources
The lsof utility which is activated by Insight Savvy for Oracle Applications and Insight Savvy for Network may consume many resources on a loaded server. lsof is executed every three to five minutes (configurable), so a runtime of one minute on a busy server is not acceptable. This problem is likely to occur on HP-UX servers. (PR 1081)
Solution: Workaround
To reduce lsof resource consumption, the following parameter needs be added to the <i3>/products/i3fp/registry/products/insight/<host-name>.xml file:
Add the following parameter to the <oa> section:
On HPUX, Solaris and Aix:
<oa_lsof_command>./bin/lsof -a -c [process-name] -l -n -P | grep ESTABLISH | awk
'{print $2,$9}' | uniq</oa_lsof_command>
On Linux:
<oa_lsof_command>./bin/lsof -a -c <process-name> -l -n -P | grep ESTABLISH | awk
'{print $2,$8}' | uniq</oa_lsof_command>
Replace [process-name] with the prefix of the program-name. Use "f45" for Oracle Applications 11.0 and "f60" for Oracle Applications 11i.
NOTE   To apply the change, restart all Insight Savvies on the relevant server.
Error when you start Insight Savvy for Network on Windows
After you install or upgrade Insight Savvy for Network on a Windows environment and starting it, one of the following errors is written to the insight.agents.

server.trc file:
ID   : SEVERE-3000261
Process   : psi_poll.exe   (ID:3004)
Msg   : Error in service handling while starting service Psi_drv_v71.
SysErr   : 2:The system cannot find the file specified.

Or:
ID   : SEVERE-3000259
Process   : psi_poll.exe   (ID:5856)
Msg   : Error in service handling while opening service Psi_drv_v71.
SysErr   : 1060:The specified service does not exist as an installed service.
The message appears in Windows 2000 environments and later when a previous installation of Insight Savvy for Network existed on the server (regardless of whether or not it was uninstalled cleanly). This occurs because Insight Savvy for Network uses a device driver (psi_drv) and the operating system does not allow access to the newly installed device driver without a reboot. (PR 3345)
Solution: Workaround
Reboot the server with the Windows environment.
Network data is not shown
IIS provides you with a way to define two different Web sites on the same server with the same port (using Host-Headers). Precise for Web can be installed for each of these Web sites separately, but the Network agent cannot collect network data for each of these Web sites separately.
Therefore- when adding Precise for Web instances in this configuration, the option "Associate this information with information about network performance" should not be selected. (PR999518)
Solution: None
Network data files are not harvested
Network data files are not harvested from the host (global zone) when no instances are defined on the host (global zone) that is integrated with the Insight Savvy for Network. (Incident 1168576)
Solution: Workaround
Define a dummy instance on the host (global zone). (For example: Another instance that monitors a dummy port which is not in use).
Hosted (local zone) Savvy unable to start
Hosted (local zone) Savvy unable to start. (Incident 1166364)
The following error messages appear in the agents log and the verification of the hosted (local zone) Savvy:
Key host_server_name is missing from section [ccs] in configuration file insight.cfg.
Function failed in duty: kmMainInit.
Starting process.
Insight Network agent is returning a fault status. Check the agent's log for details.
In distributed mode, the host server name is not configured
Make sure the Insight Network Savvy is installed on the host server, that it is configured correctly and that it is running.
Solution: Workaround
Restart the Insight Savvy for Network on the host (global zone).
Network settings are not refreshed in distributed zone environment
Network settings are not refreshed in distributed zone environment. Changes on the Local zones are not getting updated fully on the Global zone. (IN 35750)
Solution: Workaround
Restart all Insight Agents on the Global zone after making any changes on the local zones regarding OA or Network settings

Tuxedo

No information is displayed in Insight's Tuxedo tab when the "Smartlink is On" button is active
When either a Tuxedo instance, or an Oracle instance which serves a Tuxedo instance, are part of two or more Precise environments, opening Insight's Tuxedo tab and turning 'Smartlink is On' results in a screen showing no data. (QCID 8902)
NOTE   This known problem applies if you have bundle patch BU_IN_870_100 installed.
Solution: Workaround
Remove the instance from all the Precise environments except one.
Insight Savvy for Tuxedo does not sample data
Insight Savvy for Tuxedo does not sample any data because the physical host name differs from the Tuxedo logical machine ID (LMID). This problem may occur if Insight Savvy for Tuxedo is installed on a shared disk of a cluster and the Tuxedo LMID is the logical host name of the cluster.
Solution: Workaround
Disable Insight's autodetect functionality by directly specifying the shared memory key if Insight Savvy for Tuxedo in the Precise registry.
Availability of the Tuxedo domain shows a status of down in Alerts, even when it is up
The Availability of the Tuxedo domain shows a status of down in Alerts, even when it is up. This occurs when the Tuxedo domain is configured in the Installer with an incorrect path for the Tuxedo configuration file, for example using a soft-link for the file while the domain is configured to use the real path.
The following error message may appear when verifying the Insight Savvy for Tuxedo for the domain in AdminPoint:
TMADMIN-CAT:1607 Unable to initilize public key sub system.
(PR 2055)
Solution: Workaround
Edit the Tuxedo domain properties and change the Tuxedo configuration filename to be exactly what is used by Tuxedo with the Installer. Use the exact value of the TUXCONFIG environment variable of the Tuxedo domain user.
Insight Savvy for Tuxedo may not sample data
Insight Savvy for Tuxedo may not sample any data because the physical host name differs from the PMID defined in the UBBCONFIG file.
Solution: Workaround
For each Tuxedo instance:
Open the <i3_root>/products/i3fp/registry/instances/tuxedo/<server name>/<instance name>.xml file.
Add the following entry to the XML file:
<tux_physical_name>[PMID]</tux_physical_name>
Where [PMID] is the physical host name as configured in the Tuxedo configuration file for the specific instance (in the MACHINES section).
Start the Insight Savvy for Tuxedo on the server.
Insight Tuxedo server processes Queue Time (Avg) value is truncated
Server Processes Queue Time (Avg) is rounded (truncated) though it should display 2 digits after the decimal point. (IN 34657)
Solution: None

SmartLink

SSA files arrive too late to the Insight FocalPoint machine
Precise is installed on VM and the clock time changes dramatically every hour (back and forth). This affects Precise common time and agents' files are stamped too late. Files harvesting is performed after the timeslice was handled by the Insight FocalPoint. When the files arrive to the Insight FocalPoint they are deleted. (IN N/A)
Solution: Workaround
The following procedure must be approved and performed by the IT people:
VM configuration: Check the 'Time synchronization between the virtual machine and the console operating system' check box to make the VM responsible for time synchronization
Windows Services – Stop and disable the 'Windows Time' service. This action must be performed by IT (because if the VM is not synchronized with the domain controller, login to the machine will fail).

J2EE

Monitoring all loaded methods does not work
The monitored application does not work when the following Custom.xml is used to monitor all loaded methods:
<instrumenter-config>
<custom-config>
<java-classes>
<java-class>
<invocation-type>Test_1</invocation-type>
<class-name>*</class-name>
<methods>
<method>
<name>*</name>
</method>
</methods>
</java-class>
</java-classes>
</custom-config>
</instrumenter-config>
Solution: Workaround
Use the bootstrap classpath instead of the Java agent.
Cannot monitor Felix OSGi
When installing Precise for J2EE with the application server using the Felix OSGi, the implementation stops the application from starting.
Solution: Workaround
Add com.precise, com.precise.* to the org.osgi.framework.bootdelegation list inside the following files:
<GLASSFISH_INSTALLATION_DIR>\osgi\equinox\configuration\config.ini
<GLASSFISH_INSTALLATION_DIR>\osgi\felix\conf\config.properties
Missing transactions in TPM
In certain cases, methods with custom instrumentation become a root nodes, causing the entry points of the transaction (like HTTP) to be a second method and hence not to be reported to the Smartlink engine.
Solution: Workaround
Turn off custom instrumentation first and verify that the transaction is correctly reported. After that, identify the method that breaks the correlation and add it into the ignore list.

Increasing Apache CXF Web services causes Tomcat to stop
After installing Precise for J2EE 9.5 or upgrading from a previous version, Apache CXF web services client calls may stop working, with the following error message:
javax.xml.ws.soap.SOAPFaultException:No binding operation info while invoking unknown method with params unknown.
This problem is an Apache CXF bug, that can be reproduced even on an unmonitored server by adding an empty LogicalHandler to the Binding's execution chain using any of the methods described in the JAX-WS specification.
Solution: Workaround
If you want to apply this workaround to all the instances on a certain machine, perform the next steps on the file:
<I3_ROOT>\ products\j2ee\config\instrumenter\WebService_JAXWS_AOP.xml on this machine. If you want to apply it only to one instance, separate its Jax-WS instrumentation configuration, and perform the next step on the separate file:
Copy the file <I3_ROOT>\ products\j2ee\config\instrumenter\WebService_JAXWS_AOP.xml from the monitored JVM's machine into
<I3_ROOT>\products\i3fp\registry\clusters\j2ee\<CLUSTER_NAME>\ on the FP machine.
Edit the WebService_JAXWS_AOP.xml file on the FP machine.
Add an enclosing < WebService_JAXWS_AOP > element to the entire file contents.
In the file
<I3_ROOT>\products\i3fp\registry\clusters\j2ee\<CLUSTER_NAME>\InstrumenterConfigList.xml, change <config-file>WebService_JAXWS_AOP.xml</config-file> to
<config-file>${indepth.j2ee.home}/config/${indepth.j2ee.server_id}/WebSer vice_JAXWS_AOP.xml</config-file>.
In the file WebService_JAXWS_AOP.xml, locate the lines: com.precise.javaperf.aop.jaxws.HTTPHandlerChainAspect and com.precise.javaperf.aop.jaxws. SOAPHandlerChainAspect and change them to: com.precise.javaperf.aop.jaxws.SOAPHandlerChainAspect.
NOTE   There are several such lines.
Restart the application server.
Some Precise for J2EE nodes in Smartlink flow display as an Additional Invocation instead of an Activity name
In the SmartLink flow workspace area, all J2EE nodes in the tree are displayed as Additional Invocation instead of as the Activity name. The following exception message in the j2ee.fp.trc log file indicates a correlation problem between Smartlink and Precise for J2EE:
Caught Exception in getLastSmartlinkTransferTimestamp()
(QCID 7519)
Solution: Workaround
Restart the Precise for J2EE FocalPoint.

Websphere MQ

Errors in Websphere MQ log after installing Insight Savvy for WebSphere MQ API Exit
If a Websphere MQ application fails to connect to a Queue Manager (for example, the Queue Manager is down or shutting down or the communication channel is down), then Websphere MQ wrongly reports that Insight Savvy for WebSphere MQ API Exit is the root cause of these errors.
The same connection attempt should fail without Insight Savvy for WebSphere MQ Exits installed, but in this case it will not be reported to the logs.

The following error or similar Websphere MQ connection errors, with other reason codes such as 2063 and 2035, may occur in the Websphere MQ error log:
----- amqzuax0.c : 6207 ---------------------------------

10/14/2005   11:01:00

AMQ7216: An API Exit initialization function returned an error. EXPLANATION:
The API Exit 'VeritasI3Agent' function 'PSI_EntryPoint' in the module 'C:\Program Files\VERITAS Software\products\insight\bin\psi_mq_exits.dll' ('/var/mqm/exits/psi_mq_exits' on UNIX) returned CompCode 2 and ReasonCode 2059.

ACTION:
Correct the problem with the API Exit 'VeritasI3Agent'
----- amqzuax0.c : 6207 ---------------------------------
Solution: Workaround
Usually these errors can be ignored and should stop appearing once the root cause of the problem is solved.
To validate this, verify that the root cause of the problem is solved (for example start the Queue Manager or the communication channel), and make sure no additional errors are written to the error log.
If the problem persists, remove Insight Savvy for WebSphere MQ API Exit, and check if the applications can connect to Websphere MQ successfully with no errors reported in the Websphere MQ log.
Field values trimmed or replaced by dots
Display of non-English or binary characters in the 'MQ Reader application', 'MQ Writer application', and 'Message Body' fields is not supported by Insight Savvy for WebSphere MQ. As a result, in some cases the field value will be trimmed in the first non-English or binary character, while in others the non-English characters will be replaced by dots. (PR 906)
Solution: None
Setting the extended collection mode does not work correctly
When setting the extended collection mode in the PMDB parameters, the agent starts to collect the message body texts. Though during the summary it does not add the message body texts of other messages and as a result only the message body text of the first message is shown.
Solution: Workaround
In the registry of the WebSphere MQ instance set the km_summarize to 0 so that no summary is performed.
The registry file is located on the Precise FocalPoint server in the products\i3fp\registry\instances\MQ folder.

Oracle Applications

lsof utility may consume too many resources
The lsof utility which is activated by Insight Savvy for Oracle Applications and Insight Savvy for Network may consume many resources on a loaded server. lsof is executed every three to five minutes (configurable), so a runtime of one minute on a busy server is not acceptable. This problem is likely to occur on HP-UX servers. (PR 1081)
Solution: Workaround
To reduce the lsof resource consumption, add the following parameter to the
<i3>/products/i3fp/registry/products/insight/<host-name>.xml file:
Add the following parameter to the <oa> section:
On HPUX, Solaris and Aix:
<oa_lsof_command>./bin/lsof -a -c [process-name] -l -n -P | grep ESTABLISH | awk
'{print $2,$9}' | uniq</oa_lsof_command>

On Linux:
<oa_lsof_command>./bin/lsof -a -c <process-name> -l -n -P | grep ESTABLISH | awk
'{print $2,$8}' | uniq</oa_lsof_command>
Replace [process-name] with the prefix of the program-name. Use "f45" for Oracle Applications 11.0 and "f60" for Oracle Applications 11i.
NOTE   To apply the change, all Insight Savvies should be restarted on the relevant server.

OS

I/O Bytes counter displays a value of 0
On Windows NT 4 and Linux, the I/O Bytes counter is not available. A value of "0" is displayed instead.
Solution: None
Load to the PMDB fails
If Insight Savvy for OS is installed on a UNIX server and it monitors processes which include attributes with non-English characters, Insight Savvy for OS may send the process data to Insight FocalPoint without converting it to "UTF-8" encoding. Since Insight FocalPoint expects the OS data to be encoded in "UTF-8", the data may fail to be loaded into the PMDB and the entire OS data file may be rejected and moved to the <i3_root>/products/insight/Focal Point/data_files/error directory. The following message will be written to the insight.focal.trc file:
ID   : SEVERE-3010229
Msg   : An error occurred in the Insight FocalPoint Loader thread. root cause: sun.io.MalformedInputException at sun.io.ByteToCharUTF8.convert(ByteToCharUTF8.java(Compiled Code)) [...stack trace continues]
(PR 1887)
Solution: Workaround
In the <i3_root>/products/i3fp/registry/products/insight directory on your Precise FocalPoint server, edit the focalpoint.xml file and add the following line under the <input-encoding> section:
<OS_[Server-Name]> [Encoding-Name]</ OS_[Server-Name]>
Where:
[Server Name] is the monitored server name as known by Precise. [Encoding -Name] is the name of the encoding used by Insight Savvy.
For example: Add the following line to the focalpoint.xml file:
<OS_mhstbs1>ISO-8859-1</OS_mhstbs1>
Restart Insight FocalPoint.
Insight Savvy for OS may fail to sample process information on Windows
The Insight Savvy for OS may fail to sample process information on Windows and add the following message to the Savvy for OS log file (insight.agents. server.log):
ID: WARNING-3000358
Msg: Unable to poll processes information for current sample.
(PR 1876)
Solution: None

The Insight Savvy for OS fails on some HP-UX servers
The Insight Savvy for OS may fail on certain HP-UX 11.11 or 11.23 servers with the following error in the log:
OSLib: pstat_getprocessor failed
In such case a kernel patch needs to be installed on the server. (PR1052029)
Solution: Patch
Use the relevant patch for the HP-UX kernel:
HP-UX 11.11 - PHKL_24582
HP-UX 11.23 - PHKL_34912
Known Problems in the Insight Savvy for OS
Savvy for OS over time graphs, compare by CPU %, summary level Monthly, with drill to program - produces error
Savvy for OS over time graphs, compare by server load, with drill to server group - displays "N/A" values
Savvy for OS over time graphs, compare by concurrent threads, with drill to server group - displays an error message
(PR963305, PR963309, PR1065537)
Solution: None
Insight Savvy for OS shows incorrect Citrix Client Latency values
Insight Savvy for OS shows bloated values of Client Latency for Citrix Applications, Users and Clients. (PR1059330)
Solution: None

Add-on AppTier (SDK)

64-bit ARM library does not send data to AIX 5.3 servers
The 64-bit ARM library fails to send correct data to the ARM Collector on AIX 5.3. This can be verified by running the `oslevel -g` command on the server. There is a problem with version 5.3.0.10 of bos.rte fileset. The required version is 5.3.0.30.
Solution: Patch
Upgrade the bos.rte fileset with a patch to version 5.2.0.30.
The SDK AppTier help windows are empty
When asking for help on an SDK AppTier in Insight, an empty help window is shown. (PR1059133)
Solution: Workaround
Open the Insight user guide and go to SDK section.
Add-on AppTier name does not appear in graph titles in Cross-AppTiers station
All graphs in the Cross-AppTiers station should be titled with the name of the AppTier followed by the name of the entity. Graphs of the Add-on AppTier are only titled with the name of the entity. (PR1058956)
Solution: None
Hidden errors in plug-in of an Add-on AppTier may cause Insight to stop loading files from all technologies
It is possible that plug-in of an Add-on is not successful, yet no error message is be displayed to the user. In some occasions, these hidden errors can cause Insight to stop loading files from all technologies to the PMDB. (PR1059806)
Solution: Workaround
Go to the products/insight/FocalPoint/etc folder under the <i3_root> directory where the Insight FocalPoint is installed.
Look for the loadFieldsInfo_XX.dat file where XX is the technology code of the Add-on Apptier
Rename this file, changing its extension to something other than .dat.
Restart the Insight FocalPoint.
Send the corrupted loadFieldsInfo file to Precise Enterprise Support.

vCenter Server agent

vCenter Server agent does not show statistics after installation
vCenter Server agent does not show statistics after installation. Agent runs with no verification errors.
Solution: Workaround
Stop all insight agents running on the same machine and start them again.
The vCenter may need a second restart. If the machine is the insight FP server then insight FP should be restarted as well.

Precise for Web

Monitoring Siebel on IIS

Transaction names not collected
Transaction names (Siebel views) are not collected in HTTP POST transactions. Defect 17106
Solution: None
Siebel on IIS - Missing application user-name and business transaction name
When monitoring Siebel on IIS with p4web, Application user is missing from the GUI.In addition, transactions do not have a clear business name, they just show up as URLs. This is because post parameters on the Siebel virtual directories are not monitored by p4web.
Solution: Workaround
To monitor (collect) post parameters on your Siebel applications do the following:
Identify which "virtual directories" (application's prefix - /callcenter_enu), you want to monitor:
Launch the IIS manager GUI.
Expand the tree of the web site called Default web site to view all the "virtual directories".
For each "virtual directories" you want to monitor do the following:
Open a command line window.
cd to <precise-root> on the monitored IIS machine.
Run the following:
products\www\install\psww_insert_isapi_handlers.bat <precise_root>
<instance_id> <site_name>/<virtual-directory-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.
Example for running the command: products\www\install\psww_insert_isapi_handlers.bat E:\Nightly95 2807 "Default Web Site/callcenter_ENU" add-handler PreciseWebHandler
E:\Nightly95\products\www\instances\2807\bin\IISFilter.

FocalPoint

Availability sampling fails
If a Web server cannot be accessed using the server name of an instance, availability is not sampled.
Solution: Workaround
Edit the instance via the UI and change the IP in the Domain Information screen to be an IP/domain-name that is accessible from the Precise for Web FocalPoint machine. This can also be done by modifying the network element in the instance registry file:
products\i3fp\registry\instances\www\<server-name>\<instance-name>.xml on the Precise FocalPoint machine.
Open AdminPoint and restart the Precise for Web FocalPoint.
No availability on Windows 2008 when firewall is on
When the Windows 2008 firewall is running, there may not be availability data in the Precise for Web GUI. (IN 34708)
Solution: Workaround
Open the firewall for dataloader availability requests.

UI

Data of non-Latin language may be displayed as ????
Data of non-Latin language may be displayed as ????. (PR1004841)
Solution: Workaround
To change the regional settings of the browser's machine:
Open the settings dialog: Start>Settings>Control Panel>Regional and Language Options.
Click the Advanced tab and select the correct language (Hebrew/Turkish/Japanese) in the drop-down menu to be the language of non-Unicode programs.
Restart the machine.

Web Collector

Collection of application user does not support special characters
When a monitored application uses special characters for user login (e.g. '#', '$'), the collected application user appears distorted in the Precise for Web GUI. Precise for Web does however support an email address as the user login. (QCID 8135)
Solution: None
Web agents are not refreshed when changes in Locations are done while the PMDB is down.
If you make changes to Locations definitions (add/delete/change) while the PMDB is down, the Precise for Web agents will not be aware of the changes. (QCID 6720)
Solution: Workaround
Restart the PMDB and then restart all Precise for Web agents on all servers.
Error on page message on the browser window
When the monitored Web application pages are composed of VBscripts only (no JavaScripts), a collision between the injected Precise JavaScript and the application VBScripts may occur. This is reflected by an "error on page" message on the browser window.
The reason - when the JavaScript is executed in Internet Explorer before the VBScript, the VBScript is not executed properly. (PR1006333)
Solution: Workaround
To inject an empty VBScript (with the Dynamic Instrumentation Agent) before the Precise JavaScript:
Edit the <i3_root>\products\www\instances\<instance-name>\etc\ClientS1_dynamic.tpl file and add the following text at its beginning:
<script language="VBScript"></script>
Stop the Dynamic Instrumentation Agent.
Start The Dynamic Instrumentation Agent
AIX OS: no server-side data in Activity workspace
The following conditions must hold:
Server-side agent installed on AIX OS.
Port 20999 is occupied by a third party application.
Server-side agent status is OK.
Web Collector was restarted, either directly or as a result of an all Web agents restart.
There is no server-side data in the Activity workspace. (IN 35367)
Solution: Workaround
The following workaround must be applied each time the Web Collector is restarted, either directly or as a result of an all Web agents restart:
On the Precise FocalPoint machine, edit the instance registry file:
products\i3fp\registry\instances\www\[hostname]\[instance-name].xml
Search for the <report-thread-long-reconnect-timeout-ms> tag. If it exists, increase the value inside the tag by one. If it does not exist, add it under the <server-side> section, like this:
<report-thread-long-reconnect-timeout-ms>15001</report-thread-long-reconnect-timeout-ms>
Save the file.
Restart the server-side agent from the AdminPoint.
SmartLink for PeopleSoft is not working well under heavy load
The Collector is closing and signing TAC files before the end of the time-slice and before the URL and Page data files are written and signed. As a result, the Dataloader fails to load the TAC data. (IN 35825)
Solution: Workaround
Add the following to the PeopleSoft server machine registry file found in the directory:
products\i3fp\registry\products\indepth-web under the root element:
<web-collector>
<smartlink>
<tac>
<server-side>
<max-recs-in-file>10000000</max-recs-in-file>
</server-side>
<client-side>
<max-recs-in-file>10000000</max-recs-in-file>
</client-side>
</tac>
</smartlink>
</web-collector>

Data Collection

Correlation does not work for PeopleSoft
In a PeopleSoft installation, client server correlation does not work for extensions that contain an "_".
Solution: Workaround
Edit the <i3_root>\products\www\filter\etc\pssExtTable.bin file and add the extensions that are used in the monitored application as "page" extensions. If the extension includes an underscore, the extension must be wrapped in the @-character, for example, @abc_efg@.
Network data is not shown
IIS provides you with a way to define two different Web sites on the same server with the same port (using Host-Headers). Precise for Web can be installed for each of these Web sites separately, but the Network agent cannot collect network data for each of these Web sites separately.
Therefore- when adding Precise for Web instances in this configuration, the option "Associate this information with information about network performance" should not be selected. (PR999518)
Solution: None
Access Count Number field is empty when monitoring WebSphere 6.1
This occurs because WebSphere statistics collection is disabled. To enable it, follow the instructions below. (IN 34522)
Solution: Workaround
To enable statistics collection on WebSphere 6.1 and higher:
Open the URL: ibm/console/login.do
Expand the task Monitoring and Tuning and click Performance Monitoring Infrastructure (PMI)
On the right pane, click the server you want to enable statistics on (for example, server1)
On the screen displayed, select the Runtime tab
On the Runtime tab, select the Basic, Extended, All, or Custom statistic set
NOTE   If you choose the custom statistics set, make sure the CommittedCount counter under Transaction Manager is enabled.
Click Apply and OK.

PeopleSoft monitoring

No activity appears in IIS when Web collector is restarted manually
When Precise for Web monitors a PeopleSoft instance, and post parameters are defined to be collected, PeopleSoft users fail to log in through the PeopleSoft login page, even when the username and password are correct.
This occurs because PeopleSoft doesn't take the post parameters in a standard J2EE way, so while Precise for Web can access these parameters, the PeopleSoft application cannot, resulting in unsuccessful login attempts. (QC ID 3609)
Solution: Workaround
Disable the post parameters collection for the PeopleSoft instance:
Change the following registry key (both in main & proxy) to false:
<collect-post-parameters>false</collect-post-parameters> The key is located at the following two locations: products\i3fp\main\registry_proxies\<any proxy>\registry\instances\www\<server>\<instance>\settings.xml
and:
products\i3fp\registry\instances\www\<server>\<instance>\settings.xml
From AdminPoint, restart the Web server-side agent.

Processes

No client-server correlation for several pages
Several pages do not have client-server correlation in SmartLink and Web because the URL seen by the browser and by the Web server is different. (QC ID 5970)
For example:
Client side sees http://rnd-nightly-8:7565/bank/ Server side sees /bank/index.jsp
Solution: Workaround
The browser activity needs to be done with the exact URL (http://rnd-nightly-8:7565/bank/index.jsp for the example above).
Page/URL size is always 0 in the Precise for Web Activity workspace of a monitored IIS 7
Precise for Web collects page size as part of its statistics on a monitored server. Only on IIS 7, this field is always collected as 0. (IN 35500)
Solution: None
Data not shown
OS data for Linux is not displayed in the Statistics workspace.
Solution: None
NOTE   OS statistics are not supported on Linux.
Cache Hit Ratio is 0.00% on IIS 7
Cache Hit Ratio is 0.00% on IIS 7 (IN 35462)
Solution: workaround
Do the following:
On the IIS machine, open the file products\www\instances\xxxx\etc\Counters.conf (while xxxx is the instance id)
Change \Internet Information Services Global\URI Cache Hits %;AVG to \Web Service
Cache\URI Cache Hits %;AVG

Web Server Agent

Abnormal behavior in Maximo application
In Maximo© you can define a link which can run a program on the client computer. If Precise for Web is installed, you will have to click the link twice (instead of once) to activate the program.
Solution: None
Installation of two instances fails
You cannot install two instances (different Precise environments) on the same Web site.
Solution: None
Abandoned pages may not correlate with Network activity
Heavy URLs that are abandoned while loading may not correlate with their network activity.
Solution: None
Precise for Web connection attempts show as severe in the logs
The connection attempts of the instance statistics process to the Web server are shown as severe in the events viewer.
Solution: None
Correlation does not work properly on cached URLs
The 304 status (page not modified) on any Web server will cause an invalid correlation for this page.
Solution: None
Correlation on IIS does not work if logging is disabled
The Web server agent does not do any monitoring if the Log Visits check box is not selected on the Home Directory tab of the Properties page in IIS.
Solution: None
An extra instance statistics JVM runs on UNIX
If on UNIX you start an agent that is already started (from AdminPoint), another instance statistics Java process is created and the old one is not killed. Potentially, this may cause many redundant processes to be running for no reason. (PR1059846)
Solution: Workaround
Always stop an agent before starting it again.
IIS 6 fails to load more than 50 ISAP filters
When installing a large amount of Precise for Web instances on a single application pool (the exact number depends on the physical server configuration) on IIS 6, some of the Web sites may fail to load. (PR811480)
Solution: Workaround
Configure the ISS Web sites to work on different application pools (no more than 10 Web sites per application pool).
No statistics on IBM HTTP Server 1.3
The IHS1.3.x (Apache 1.3.x) httpd.conf file does not include the following details for the statistics collection:
No "ExtendedStatus On/Off" entry
No mod_status.so file in the modules directory
(PR1025929)
Solution: Workaround
Copy the mod_status.so file to the <IHS_Root>/modules directory. The mod_status.so file may be copied from a regular Apache 1.3 installation (<Apache13_Root>/modules)
Add the following line to the httpd.conf file:
LoadModule status_module modules/mod_status.so
Add the following line to the httpd.conf file below the line LoadModule status_module:
ExtendedStatus On

Dynamic Instrumentation

Websphere Dynamic Instrumentation agent fails to start/stop
In case action items for modifying the web.xml file are performed manually for Websphere's Dynamic Instrumentation agent, it fails to start/stop. (IN 35470)
Solution: Workaround
Use psww_web_desc_modify utility to modify the web.xml file, as specified in action items.
Dynamic Instrumentation breaks/changes Web page layout
In certain cases, Dynamic Instrumentation breaks/changes Web page layout (or blank pages).
Solution: Workaround
Change the configuration as follows:
Open the page source.
If it has the tag <meta http-equiv="X-UA-Compatible" ... >, the solution is to change the script location inside the page:
If every page contains the compatibility tag (Sharepoint or other sites based on template), change the web instance registry as follows:
Restart the Web DI agent. Refresh the page and test again.
If only a few pages contain the tag, change the web instance registry as follows:
Use "script" + "before" to insert before first script. or
Use "/head" + "before" to insert at the end of head section
Restart the Web DI agent. Refresh the page and test again

General

Server-network correlation is low in Precise for Web activity on SAP Netweaver Web servers
When installing a Precise for Web instance on SAP J2EE, network data is available but the server-network correlation is low. (QCID 5579)
Solution: None
No Client-Server correlation
There is no Client-Server correlation when installing an instance where the Web client collector, Web FocalPoint, and the instance are on the same machine. (QCID 6704)
Solution: Workaround
Follow these steps:
Change the <aging-period-when-using-client-collector> in the server registry file to 90000.
Restart the Web FocalPoint.
No network data in Precise for Web when using "user-defined client-ip"
Network data correlation is based on IP matching. Because the IP is changed in Web – to the custom collected one, the correlation breaks.
This means the network time from the Load-balancer/Proxy to the Web server machine will not be seen in the Web user interface. (QCID 5473)
Solution: None

Partial statistics data in Precise for Web when IIS site name contains local (non-ascii) characters
When the IIS site name (what we call real name) contains non-ascii characters - for example "Site Web per default"- IIS statistics works partially.
The web.instancestatistics log for that instance shows this error:
ID   : SEVERE-6561422
Time   : 2009-03-17 16:06:47.108 GMT+0200
i3 Time   : 2009-03-17 14:06:47.108 GMT
Process   : psww_iis_instance_stat.exe 1085 Site-Web-default (ID:3676)
Src   : IISInstanceStat.c:1910
Logger   : web.instancestatistics.qapifa16fr
Msg   : PDH_AddCounter failed for some counters (increase log level and restart agent to see details).
When you increase the log level, you see the actual problem (attached):
ID   : FINE-6561414
Time   : 2009-03-17 17:46:04.116 GMT+0200
i3 Time   : 2009-03-17 15:46:04.116 GMT
Process   : psww_iis_instance_stat.exe 1085 Site-Web-default (ID:3236)
Src   : IISInstanceStat.c:1886
Logger   : web.instancestatistics.qapifa16fr
Msg   : PDH_AddCounter failed for Counter '\\QAPIFA16FR\Web Service(Site Web par d?©faut)\Total Method
Requests' Type 'SUM'.
(QCID 3917)
Solution: None
Static instrumentation instances do not report client data after changing client collector port
If you have a monitored instance with manual static instrumentation, it will not be updated with the new client collector configuration (new port number or host name). (IN 33022)
Solution: Workaround
If some of the instances are configured to use manual instrumentation, run the following script on the monitored machine, after changing the client collector configuration:
Log on to each of those servers and perform the following step:
Change directory to the <i3_root> on the monitored machine.
Windows:
Run the following script:
products\www\scriptinstaller\standalone\bin\psww_instrumentation_update_<instance name>.bat
UNIX:
Set execute permission to: products/www/scriptinstaller/standalone/bin/psww_instrumentation_update_<ins tance name>.sh
Run the following script: products/www/scriptinstaller/standalone/bin/psww_instrumentation_update_<ins tance name>.sh

Precise for SAP

UI

No database server indication shown
When the database server has more than one logical name, the table in the Association area of the Statistics workspace may not display a check mark to the left of the database server.
Solution: Workaround
Update the dbServer field in the pw_spid_ai_sids table with the logical name of the application server.
SAP JCO RFC error in batch workspace
The Precise for SAP Batch workspace will display an RFC error instead of current active batches when SAP JCO 3.0 or later is used.
Solution: Workaround
Use a SAP JCO version 2.1.3 - 2.1.8 (check the SAP Website).
Zero transaction count in Activity workspace
In the Activity workspace of Precise for SAP, the number of transactions column may contain a zero value for a transaction. This occurs when a single SAP transaction is executed and has not finished when Precise for SAP monitors it (the transaction is split between the times it was monitored). In such a case, the number of transactions should be considered as one (instead of zero).
Solution: None
Data of non-Latin language may be displayed as ????
Data of non-Latin language may be displayed as ????. (PR1004841)
Solution: Workaround
To change the regional settings of the browser's machine:
Open the settings dialog: Start>Settings>Control Panel>Regional and Language Options.
Click the Advance tab and select the correct language (Hebrew/Turkish/Japanese) in the drop down menu to be the language of non-Unicode programs.
Restart the machine.

SAP Agent

dev_rfc.trc log file in the <i3_root> directory
When the Precise for SAP agents are running, a log file with the name "dev_rfc.trc" is created in the <i3_root> directory. This is a log file of the SAP RFC (the interface used by the agents to connect to SAP).
Solution: Workaround
To place the file in a different directory, a system environment variable should be added to the windows system where the Precise for SAP agents are running. The name of the variable is RFC_TRACE_DIR and the value should be the directory in which this file should be located. After the variable is defined, restart the Precise for SAP agents.

Workload Collector

Server statistics of standalone database not shown
Precise for SAP does not display server statistics for a SAP standalone database server.
Solution: None

Availability Collector

Organization availability data not shown
After a new SAP instance has been installed, no availability data is collected for the Organization entity during the first day because the PMDB process "Organizational Mapping" automatically runs for the first time only at 11:00 PM.
Solution: Workaround
Make sure organizations and locales have been set up. Then use AdminPoint to run the Organizational Mapping process manually.

Locale Collector

Cannot see the target device
On the Locale Availability tab in the Locale Settings - Edit dialog box, if the name of a host cannot be translated to an IP address on the server that the ping is made from, the target device is ignored.
Solution: Workaround
If available, enter the IP address instead of the name.

General

In the step list, the filter on the transaction name is not working and the filter on program and user is always in upper case.
When viewing the step list in the Activity workspace, you cannot filter the step list by transaction name. Additionally, filtering on program and user is only possible for upper case values. (IN 35539)
Solution: Workaround
Optional solutions:
Before going to the step list view, drill on the relevant transaction in the transaction list. It will give you the same step list result as filtering by transaction.
Use the work type list box in the screen header to filter the step by the relevant work type.
If you need to filter on a program or user that contains upper and lower case characters, use the like option with a value that contains the upper case or special characters.

Launching

Launch from Precise for SAP running jobs to the Current workspace in Precise for Oracle fails when the db server name is different.
Launch from Precise for SAP running jobs to the Current workspace in Precise for Oracle can fail when the SAP database server name in Precise for SAP is different than the database server name in Precise for Oracle.
When you install SAP instance, Precise for SAP installer automatically detect the SAP database server and uses this name for launching to Precise for Oracle.
If the Precise BA was installed on this server with a different name (different from the name Precise for SAP installer detects) the launch from Precise for SAP running jobs to the Current workspace in Precise for Oracle can fail and Precise for Oracle may show data of another instance.
For example:
DB server in SAP AppTier is "db-server-name" and Precise BA is installed on this server with another name like "db-server-name.precise.com" or using IP. (IN 35785)
Solution: Workaround
There are two optional workarounds:
Reinstall the Precise BA and the Precise for Oracle collector with the db server name in Precise for SAP.
Update filed SPID_SERVER in table PW_SPID_AI_SIDS for the relevant SAP instance. Set the value to the server name in Precise BA.

Precise for BW

Federation

Launch to framework node from mail does not work
When launching from an email to the Precise for BW user interface, no information is shown. This happens only in framework node installations when launching to an instance in a proxy environment. (QCID 7965)
Solution: None
When launching to Precise for BW in a federated installation (Framework node), using the node's URL generates an error message displayed after the login page
When launching to Precise for BW in a federated installation (Framework node), using the node's URL will generate the following error message displayed after the login page:
There was an unhandled failure on the server. Com.precise.nuf.services.serviceInvockationException QCID 7371)
Solution: Workaround
Use the URL to the Main node to login to Precise for BW or use the link from the StartPoint.

General

MTE names in CCMS Alerts screen do not match RZ20 transaction
In the CCMS Alerts MTE tree, names are sometimes shown that do not match the names shown in the RZ20 transaction. This happens only when the RZ20 transaction displays the "Context" property of the MTE instead of the "Short Name" property. (QCID 7668)
Solution: None

Precise for Oracle

FocalPoint

Error indicating the HOME Environment variable is not set
If the environment variables for the user of the Precise Listener process does not contain HOME, the Precise for Oracle FocalPoint and the Precise for Oracle Collector will not start. The "The HOME environment variable is not set. Please set it to your home directory." error is shown. (PR997690)
Solution: Workaround
Stop the Precise Listener process.
Set the HOME variable to the login folder.
Restart the Precise Listener process.
Restart the Precise for Oracle FocalPoint and the Precise for Oracle Collector.
Every 4 hours, the Collect Instance Statistics process times out after one minute
The Collect Instance Statistics process also collects segment statistics from V$SEGSTAT. There is an open SR (6378216.99) in Oracle, which describes the case where simple queries on the above table perform full table scans on certain installations (until now it was reproduced only on Oracle 10.1.0.2). because this query runs by default every 4 hours, it may result in loading the customer's production environment. Therefore we added a timeout mechanism which stops the process if the query runs over 60 seconds. As a result, the Collect Instance Statistics process reports the following error every 4 hours:
ERROR: v$segstat query caused timeout exception, consider disabling segment statistics collection and contact Indepth/Oracle support. (PR1081167)
Solution: Workaround
You may either disable segment statistics collection for that specific instance or upgrade the oracle instance.
To disable segments collection perform the following steps:
Go to AdminPoint.
Click warehouse processes.
Click the 'collect instance statistics' process.
Click parameters.
Click the instance in error.
Click Edit.
Change the value of 'Collect segment statistics every:' text box from 4 to 0.
Statements do not appear after the time slice
If the "Top-N Statements" default is changed and set to be high (around 2000) the statements are loaded and seen only after the next time slice.
Note that the higher the number, the higher the risk of occurrence. (ID 31285)
Solution: Workaround
Follow these steps:
In the AdminPoint click Warehouse>Processes
Select the Oracle "Load Performance Data" process and press the Scheduling button.
Select the relevant instance(s) and change the number to "4" before the text "minutes after the slice".
Precise for Oracle FocalPoint
After Roles/Permissions definition, it can take up to 10 minutes (in federated environments) for the Precise for Oracle FocalPoint to be refreshed with the new definitions.
Meanwhile, the user may not see his changes in Precise for Oracle or may not see any instances in the Dashboard (only the "All" row is displayed). (IN 35170)
Solution: By design
Wait 10 minutes for the refresh process to complete.

UI

Run statement with captured bind set that was not fully captured is not available
When a bind set was captured, but not all of the bind values were captured, Running the statement by choosing this bind set will fail. (QCID 4901)
Solution: None
Error message when you use the Statistics/Usage tab in the cluster key entity
In the Objects workspace, drill down from Cluster to Cluster key, click the Statistics/Usage tab in the Association area and an error message is displayed. (PR 15)
Solution: None
SQL text longer than 64kb gives error message

In the SQL workspace, trying to edit a statement in SQL that is longer than 64kb will result in an error message. (PR542)
Solution: None
Table name contains ~
In the What If workspace, click on add table and choose user. The table appears as RNF. (PR 731)
Solution: None
Owner appears twice
When you associate to Triggers in the Objects workspace, the owner appears twice. (PR 1395)
Solution: None
SQL text contains Chinese characters
The Parser does not support Chinese characters. This means that you can't add a statement in SQL and extended collection containing Chinese characters. (PR 1399 + 1401 + 1554)
Solution: None
Add dialog box in What-If only shows first 50 items
When in the What If workspace you use the ADD action, the combo-boxes are limited to 50. (PR 798)
Solution: None
Statement that has been run returns no row
When the Run Statements dialog box in the SQL workspace is used to run a statement that uses a blank as a bind variable, no rows are returned. (PR 5548)
Solution: None
Alias is not collected
When the text of a statement that is imported from a file in the Activity workspace contains an alias to the object, the alias is not collected. (PR 7195)
Solution: None
Negative values in the Statistics workspace
Statistics workspace: Negative values may be displayed for Oracle statistics that are not cumulative, such as the current login statistics. (PR 8953)
Solution: None
Statement text format may fail
Loaded statements may not always be formatted (such as INSERT ALL statements). (PR 9433)
Solution: None
File size and Max Blocks are 0
The maximum file size and maximum number of blocks for Oracle datafiles is 0 when a file is not auto extensible.
Solution: Workaround
This is a known problem, but not a real "bug". If a file is not auto extensible, there is no meaning for the values of maximum file size and maximum number of blocks.
No data for LOBs when you drilldown from objects
When you try to drilldown from objects and the object type is LOB, the result shows no data.
Solution: None
CPU utilization seems abnormal
The statistics for the CPU utilization graph in the Statistics workspace > Operation System statistics are gathered from v$osstat. Due to a known Oracle bug (5104594) the view may contain invalid data. (PR 4439)
Solution: None
Wait events count and time grow inconsistently in the Statistics workspace
In the Block Contention association view, there are situations in which the Waits column shows a number while the Time Waited column does not. This is an accepted behavior by Oracle because the two metrics are not calculated at the same time (Waits are counted at the beginning of a wait and Time Waited at the end) and Time Waited is summed to 1/100 of a second only. (PR 4215)
Solution: None
Wrong object name is displayed in Execution Plans/All Changes
In the SQL workspace, when choosing the Executions Plans in the tree, you can see a list of schema changes in the details area. When checking Index changes, you will see that a wrong name is displayed. (PR 4683)
Solution: None
Data of non-Latin language may be displayed as ????
Data of non-Latin language may be displayed as ????. (PR1004841)
Solution: Workaround
To change the regional settings of the browser's server:
Open the settings dialog: Start>Settings>Control Panel>Regional and Language Options.
Click the Advance tab and select the correct language (Hebrew/Turkish/Japanese) in the drop down menu to be the language of non-Unicode programs.
Restart the server.
Script Error after sorting in the Activity workspace
In the Tree View of the Activity workspace, trying to sort a table on the right side (by clicking its header) may cause a script error. (PR1084543)
Solution: None
The number of Statements in the Activity Workspace is less than expected
The number of Statements is not displaying correctly in the GUI (The default number is 50 but 50 are not displayed). Additionally, changes in the number of Statements are not correctly displayed. (ID 1268328)
Solution: Workaround
This issue can occur due to re-installation of the collector when the user has not deleted the existing data collector folder.
To solve the problem please follow these steps:
Connect to the PMDB using SQL*Plus as the Precise schema owner and execute the following:
Select
'update PW_orsn_statement_info t1 set orsn_instance_id=' || inst_new.ince_id
|| ' where orsn_instance_id=' || inst_del.ince_id ||
' and orsn_shv not in (select orsn_shv from pw_orsn_statement_info where orsn_instance_id = ' || inst_new.ince_id || ');' from PS_INCE_INSTANCE inst_del, PS_INCE_INSTANCE inst_new
where inst_del.ince_deleted = 'T' and inst_new.ince_deleted = 'F'
and inst_del.ince_name = inst_new.ince_name and inst_del.INCE_INSM_ID = inst_new.INCE_INSM_ID
If this query returns rows, each line represents an update statement that fixes a specific instance.
Execute each row as an SQL statement to fix all instances. Don't forget to commit.
To verify that the issue was fixed, navigate to the Activity workpsace and look for the missing statements. You should be able to see them now.
Wrong error message when no permission to run recommend
When the user presses the recommend button without having permissions to run Recommend/Explain, the wrong error message is displayed. ORA-01405 is displayed instead of a clear message stating the user does not have permissions to run recommend. (IN 33851)

Solution: None

Tuner

Table/index statistics dropped during recommend operation
Existing statistics may be dropped when performing an "Index recommendation". Relevant cases are tables that are part of the evaluated statements when:
The table has no statistics and indexes have.
The table is a partitioned table and statistics were never gathered on the table level, but only at some of the partition levels.
(PR1015663, PR1015626)
Solution: Workaround
Set two parameters which affect the way "Index recommendation" works:
Set "gather-miss-stats" to N
Set "del-gathered-stats" to N
All parameters can be changed in the <i3fp directory on the Indepth for Oracle FocalPoint machine>\products\i3fp\registry\products\indepth-oracle\<HOST>\oracle\<SID>.xml file. After the change, the file's content should look like this:
<oracle SID name goes here>
<recommend>
<gather-miss-stats>N</gather-miss-stats>
<del-gathered-stats>N</del-gathered-stats>
Restart the Precise for Oracle FocalPoint.

Collector

After upgrade or after stopping the Collector, Interpoint for Oracle Applications does not start again
After upgrade and sometimes after stopping the Collector, the Interpoint for Oracle Applications fails to start (the status in AdminPoint shows error on the Collector) and a message in the oracle.collector.trc log file states that the server is already up.
This means there is another active Interpoint for Oracle Applications on the same instance. There is no possibility to activate more than one Interpoint for Oracle Applications at a time. If the Interpoint for Oracle Applications process has been terminated unexpectedly, its session is still active, and will not allow a newer Interpoint for Oracle Applications to start. (QCID 7374)
Solution: Workaround
If there is no other Interpoint for Oracle Applications running, you need to kill the Interpoint for Oracle Applications session manually using the alter system kill session command.
To detect the session ID and serial number:
Select sid, serial# from v$session where client_info like '%VERITAS%'
To kill the session with the previous statement sid, serial#:
Alter system kill session '<sid>, <serial#>'
Host user name is truncated to 15 Bytes
The Host user name is cut off after 15 characters in the Activity workspace (host users) and Current workspace (session overview). (PR 563)
Solution: None
SQL texts for statements activated by dbms_job.submit are not collected in Oracle 10g
Due to an Oracle bug in Oracle 10g, the v$session table is not updated with the SQL text information when the statement is activated by the dbms_job.submit function. As a result, the text is not presented in Precise for Oracle because the Collector samples the text information according to the information that exists in the v$session table. (PR 4444)
Solution: None
SQL text is not formatted in the Current workspace
In the Current workspace the SQL text is not formatted. Therefore the statements that contain carriage return characters in the original text will be displayed in the Association area as if they are cut after the end of the first line. (PR 4610)
Solution: By design
There are three ways to see the complete text:
Roll the mouse over the text and see it in the ToolTip.
Drill to the statement and view its text in the Main area.
Wait until the statement is loaded into the PMDB and see it in the Activity workspace.
Current workspace does not work after restarting Precise for Oracle or its Listener
The Current workspace displays an error message after Precise for Oracle is restarted or after starting the Listener agent. This error is caused by a premature manual start of the Collector that causes an internal conflict between the manual start processes and the automatic restart process. When one of the processes updates the precise.init file, the other overwrites it with partial data. This file is essential for the operation of the Current workspace. (PR 5305)
Solution: Workaround
Stop the Collector.
Make sure that there are no further restart processes (ps -ef | grep pss_restart.sh).
If such processes exist, -kill them and restart the Collector.
Extended collection crashes with a Windows alert
The Extended collection in a Windows environment crashes and reports missing DLL files in TrcStart.exe. (PR5577)
Solution: Workaround
Add the <i3_root>/infra/bin directory to the PATH environment variable to the monitored host for the administrator user.
Log on to the Windows server with the user with administrator rights.
Open the Control Panel.
Double click the "System" icon.
Click the "Advanced" tab.
Click "Environment Variables".
Choose the "PATH" variable under the "System Variables" section.
Click "Edit" of System Variables section.
At the end of the current PATH value, add a semicolon and afterwards the <i3_root>/infra/bin folder.
Cannot create Extended collection due to crontab problems
When creating a new Extended collection you can get the following error message:
Cannot schedule extended collection due to crontab problems. please check that Precise/i3 Unix user can create crontab
This may even happen when you use a user that has the permissions for using crontab. This problem occurs if the Precise UNIX user doesn't have an existing crontab file (this means that the user has never activated a crontab operation). (PR5738)

Solution: Workaround
To create a crontab file for the Precise UNIX user:
In a UNIX session of the Precise user, run the following commands:
touch empty_crontab.txt crontab empty_crontab.txt rm empty_crontab.txt
The Precise for Oracle Collector installed on a Windows platform does not start
The Precise for Oracle Collector installed on a Windows platform fails to start because the PerfProc performance counters are not enabled. The following error message is written to the log file:
Msg : Invalid performance data (object 232).
(PR6057)
Solution: By design
NOTE   You can enable and disable the PerfProc performance counters by using the Extensible Counter List utility. This utility is distributed through the Windows Resource Kit and is also available for download at http://www.microsoft.com/windows2000/techinfo/reskit/tools/existing/exctrlst-o.asp.
You see more objects than expected when running a statement from dba_segments/extents
If Oracle is configured with local management tablespaces and if you access the dba_segments/extents view, you will see more objects than expected. When we access the db_segments/extents, Oracle performs I/O operations for all tables located on the local management tablespaces. Oracle retrieves all extent's table information from the header of the table. (PR913958)
Solution: By design
Error indicating the HOME Environment variable is not set
If the environment variables for the user of the Precise Listener process does not contain HOME, the Precise for Oracle FocalPoint and the Precise for Oracle Collector will not start. The "The HOME environment variable is not set. Please set it to your home directory." error is shown. (PR997690)
Solution: Workaround
Stop the Precise Listener process.
Set the HOME variable to the login folder.
Restart the Precise Listener process.
Restart the Precise for Oracle FocalPoint and the Precise for Oracle Collector.
Form names in Japanese are not shown
Precise for Oracle Applications adds the ability to see which database activity relates to which ERP form. When the form name is in Japanese, Precise for Oracle Applications is not able to display the name. (PR847892)
Solution: Workaround
Stop the Precise for Oracle Collector and Oracle Applications agents.
Connect to the Precise for Oracle schema (usually precise_i3_orcl) on the monitored server using SQL*Plus and run the following statement:
create or replace view fnd_form as select
form.application_id application_id, form.form_name form_name, form_tl.form_id form_id,
'US' language,
form_tl.user_form_name user_form_name from
fnd_form_syn form, fnd_form_tl_syn form_tl where
form.form_id = form_tl.form_id
and form.application_id = form_tl.application_id and form_tl.language = 'JA'
union select
form.application_id application_id,
form.form_name form_name, form_tl.form_id form_id,
'US' language,
form_tl.user_form_name user_form_name
from
fnd_form_syn form, fnd_form_tl_syn form_tl where
form.form_id = form_tl.form_id
and form.application_id = form_tl.application_id and form_tl.language = 'US'
and not exists (select 1
from fnd_form_tl_syn form_tl_in
where form_tl_in.application_id = form.application_id and form_tl_in.form_id = form.form_id
and form_tl_in.language = 'JA')
Restart the Precise for Oracle Collector and Oracle Applications agents.
Object monitoring reports on partitions for Undo I/O and Temp I/O
In the Activity workspace, associating with Objects may display Temporary I/O and Undo I/O with partitions. This has no affect on the functionality and the partitioning indication can be ignored. (PR1039817)
Solution: None
Object monitoring displays object ID details and not object names
When new objects are caught by the Collector, they may appear in the Activity workspace in Objects with their object ID and not with their name and owner. This is due to the fact that the Object IDs file is not updated (used to be updated every 12 hours).
Solution: Workaround
Restart the Collector, this will update the Object IDs file.
Oracle collector does not start on 64-bit Windows environment
Oracle collector does not start on 64-bit Windows operating system (OS). Receive the following error in the oracle.collector.trc log file:
==================================== ID   : SEVERE-5002250
Time   : 2008-12-03 14:58:09.958 GMT+0200 i3 Time   : 2008-12-03 12:57:39.573 GMT
Process   : pss_start.9i.exe   ORA10204 (ID:4372) Src   : sql.c:1324
Logger   : com.precise.oracle.collector.log.chagall02.OR.ORA10204
Msg   : SQL error occured, see the following messages: ORA-06413: Connection not open.
====================================
Occurs when the Precise Listener is installed in a directory that contain parenthesis.
For example: "C:\Program Files (x86)\..." (IN 34467)
Solution: Workaround
Uninstall the Oracle collector and the Precise Listener, Relocate the Precise Listener to a directory without any parenthesis in the path.
See also:
http://forums.microsoft.com/MSDN/ShowPost.aspx?siteid=1&PostID=159581

Oracle collector does not start on Windows environment
Oracle collector does not start on Windows operating system (OS). Receive the following error in the oracle.collector.trc log file:
==================================== ID   : SEVERE-5002411

Time   : 2008-11-03 19:29:48.078 GMT+0200 i3 Time   : 2008-11-03 17:29:48.078 GMT Process   : ORACLE.EXE ORCL (ID:392)
Src   : kernelNt.c:180
Logger   : com.precise.oracle.collector.log.w-yochai-u.precise.com.OR.ORCL Msg   : Invalid performance data (object 0).
SysErr   : 2:No such file or directory
==
(IN 33654)
Solution: Workaround
This is a Windows known issue of corrupted performance counter in the registry. The problem can be caused by strange numbers in the perfmon utility.
To fix this issue do the following:
Copy the c:\windows\system32\PerfStringBackup.INI file from a PC where perfmon works correctly.
Change directory to c:\windows\system32

Performance Data Load

Load process fails with ORA-01461: can bind a LONG value only for insert into a LONG column message on UTF-8 database
Oracle Load process fails to upload statements data to the PMDB when the database uses multi-bytes character set. The process fails with "ORA-01461:
can bind a LONG value only for insert into a LONG column" error message. Precise for Oracle
The JDBC driver issues an ORA-01461 when a varchar bind variable value length may exceed the field length, even though the actual string length in
bytes is less than the maximum.
Solution: Workaround
Backup the <i3_root>/products/oracle/bin/load_config.xml file on the Precise for Oracle FocalPoint server.
Edit the load_config.xml file as follows:
Locate:
<TXV name="ORST_TEXT_VARCHAR" type="STRING" nullable="true" max-len="4000"/>
Change this line to:
<TXV name="ORST_TEXT_VARCHAR" type="STRING" nullable="true" max-len="1333"/>
Save the file.
Restart the Precise for Oracle FocalPoint.
From time to time the error message Connection-pool attribute not received may appear in the Load Performance Data warehouse process
From time to time the error message "Connection-pool attribute not received" may appear in the Load Performance Data warehouse process.
This message is displayed when the load performance data process has not completed and a new one is executed. (IN 35221)
Solution: Workaround
Wait for the previous load to complete.

Processes

SGA Utilization metric appears all the time when using sga_target
When using the sga_target in Oracle, the SGA utilization is always between 99% and 100%. Since it is not possible to define the threshold infractions, for example 99.5%, even if the near critical is 99% and the critical threshold is set to 100%, the SGA Utilization always exceeds the near critical thresholds. (QC ID 5857)
Solution: None
To avoid this metric, disable it when using sga_target on your Oracle instance.
Expanded text is not available when using "Select * from View"
When statement is "Select * from View", the expanded text with the view body is not available in the SQL workspace. (QCID 5007)
Solution: None
The Schema Changes process may fail with Russian character Set
Sometimes the Schema Changes process may fail when using the Russian character set. This is due to different length of characters. QCID (4687)
Solution: None
Sending import request without setting the cabinet/folder
It is possible to send import requests of statements without setting the cabinet/folder. This is achieved by clearing their value in the "Catalog" tab. (PR5412)
Solution: Workaround
Enter the required information prior to sending the request.
The Object statistics changes process takes a very long time and fails
The 'Object statistics changes' process queries the dba_free_space view for details of the tablespaces. The dba_free_space view queries the recycle bin (10g) which may take a long time if the recycle bin contains dropped objects. The bug only applies to Oracle versions 10.1.0.1 and 10.1.0.2.
Oracle relevant notes/bugs in metalink:
note - 271169.1 bug - 3492682.8
(PR915225)
Solution: Workaround
Clear the recycle bin with the PURGE command. The preferred method is to purge the entire recycle bin (dba_recyclebin).
It is also possible to disable the recycle bin entirely using the ALTER SYSTEM command: ALTER SYSTEM SET
NOTE   Keep in mind that disabling the recycle bin does not clear it.
recyclebin = OFF;
The Collect Actual Execution Plans process fails with: ORA-600 internal error code, arguments: [504], [0xC00000006DAABA88], [32], [4], [row cache objects]…
Queries against the V$SQL_PLAN may fail with the ORA-600 error due to a know Oracle bug. The 'Collect Actual Execution Plans' process queries that view to get the actual execution plan performed for the statements. Related MetaLink docs:
340090.1
28104.1
(PR1037909)
Solution: Workaround
For Oracle 10.1.x instances try the following:
Set _cursor_plan_unparse_enabled=false:
At session level:
* alter session set "_cursor_plan_unparse_enabled"=false
At database level:
* In the init.ora or spfile.or a parameter file used to start up the database.
* Bounce the database to have the new parameter taken into account.
For Oracle 9i instances the problem cannot be solved.

Precise for SQL Server

UI

Mismatch between information displayed on the blocking tree of the Locking view and the information shown in the Association area
In the Current workspace, there can be a mismatch between the information displayed on the blocking tree of the Locking view and the information shown in the Association area. This happens because the information on the blocking tree is retrieved by a different request than the information for the rest of the page.
Solution: None
Mismatch in blocking information
In an active environment where locks are released very fast, it can occur that a session was not locked when the Collector sampled the SQL Server instance, but at the time the blocking tree request was issued, the session was waiting for a resource.
Solution: None
Maintenance workspace does not work well for an SQL Server 2005 instance with a long alias name
When you monitor an SQL Server 2005 instance with a long alias name, the Maintenance workspace does not work well. For example, no jobs are displayed in the workspace, even though there are jobs defined for the instance.
Solution: None
The error The database_id:32767 doesn't exist appears in the SQL workspace in SQL Server 2005
In the SQL workspace, the error "The database_id:32767 doesn't exist" occurs while trying to explain some statements that are run in SQL Server version 2005.
This problem occurs when there is a reference to objects that are related to the new SQL Server 2005 internal database called "mssqlsystemresource". The database is an internal database. When it tries to reference some statements during the explain, an error is returned.
Solution: None
Precise for SQL Server schema changes will only monitor one schedule if the schedule names are the same
In SQL Sever 2005, there is an option to define more than one schedule for the same job. However, if the schedules are using the same name - the Precise for SQL Server Schema changes will monitor and report changes only for one of those schedules.
Solution: None
Column content is truncated
There are cases in which the column content is truncated in the UI. For example, in the Statistics workspace, the content of the Description column in the Performance Counter entity is truncated.
This problem occurs due to UI limitations. To see the full text use the column ToolTip.

Solution: None

Access plan changes are not displayed

In the SQL workspace, if a statement is inserted through the Statement Workshop, the Access Plan changes will not appear under the History tab, Association area, All Changes and Access Plan Changes lists.

The problem occurs due to a bug in the queries of the lists mentioned above.

Solution: None

The SQL Server error log view does not show all messages in the Objects workspace

In the Objects workspace, the SQL Server Error Log view does not show all messages that are in the current SQL Server log, even though there are relevant message in the log for the requested timeframe.

This problem occurs when the Precise for SQL Server user is using a different language than us_english.

Solution: Workaround

Change the default user language.

Total number of objects mismatch

In the SQL workspace, Operations tab under Plan view, the total number of objects in the "Major Operations" of the "Other" Major Operation type does not add up to the total number of objects displayed in the "Operations" grid of the Major Type "Other".

Solution: None

Displaying graphs for symmetric device fails

In the Objects workspace, displaying graphs for the Symmetric Device fails because of a wrong conversion. This problem occurs when the Precise for SQL Server user is using a different language than us_english.

Solution: Workaround

Change the default user language.

Statement is not formatted and text is not highlighted

In the SQL workspace statements are not formatted and the text is not highlighted when you examine it. Reason for it is that the parser does not support queries containing hints like the following:

FROM my_table   WITH (ROWLOCK INDEX(my_index))

nor batches containing a semicolon (;).

Solution: None

SQL Server error in Maintenance workspace when SQL Server 2005 agent is down

In the Maintenance workspace, select an instance of SQL Server 2005. When the SQL Server agent is down the following error message appears:

SQL error while Directly executing statement.

[Microsoft][ODBC SQL Server Driver][SQL Server]SQL Server blocked access to procedure

'sys.xp_sqlagent_enum_jobs' of component 'Agent XPs' because this component is turned off as part of the security configuration for this server. A system administrator can enable the use of 'Agent XPs' by using sp_configure. For more information about enabling

'Agent XPs', see "Surface Area Configuration" in SQL Server Books Online."

(PR 1229)

Solution: Workaround

Run the following commands on the relevant instance (master):

sp_configure 'show advanced options', 1; GO

RECONFIGURE; GO

sp_configure 'Agent XPs', 1; GO

RECONFIGURE GO

Save As shows incorrect SQL text

In the session level, Save as in the Current workspace not always shows the correct SQL text. Drill down to the Session entity in the Current workspace, choose the text tab and select Save As. You may see a wrong SQL text in the dialog box. This occurred when you run a batch with more than one statement. The text that will be seen in the Save As dialog box is the SQL text that was running at the moment you drilled down to Session entity. (PR 490)

Solution: None

A batch is not highlighted in the compared access plan

When you compare plans in the SQL workspace, they do not work on batches with more than one statement. (PR 965)

Solution: None

SQL Server Error Log metric fails

The SQL Server Error Log metric does not always work. The metric will not work if one of the following occurs:

The language is other than English, German, French, Chinese, or Japanese and the default login language is not English.

One of the previous languages is used and the message does not contain one of the following keywords that indicate a problem:

Error, Warning, fatal, raising, assertion:, assert , using 'dbghelp.dll'

(PR2992)

Solution: Workaround

Translate the list of words that appears in the <i3_root>/products/SQL-Server/<instance name>/etc/ErrorKeywords.txt file.

Add the translated list to the file. The translation should match what appears in the SQL Server error log.

Make sure that the default login language is set to English.

Missing information on Maintenance workspace for long named aliases in SQL Server 2005

The Maintenance workspace does not display entity details, such as operators, jobs and alerts for long named aliases in SQL Server 2005. (PR 1453)

Solution: None

Graphs display future data

In some graphs, when you select a time range that is later than the current date, the last value is displayed until the end of the selected range. (PR 3204)

Solution: None

Mismatch in Availability data

The report of the Availability in the Activity workspace is not always identical to the information in the SQL Server error log. (PR 1300)

Solution: None

Data of non-Latin language may be displayed as ????

Data of non-Latin language may be displayed as ????. (PR1004841)

Solution: Workaround

To change the regional settings of the browser's machine:

Open the settings dialog: Start>Settings>Control Panel>Regional and Language Options.

Click the Advance tab and select the correct language (Hebrew/Turkish/Japanese) in the drop down menu to be the language of non-Unicode programs.

Restart the machine.

The Statistics workspace shows illogical numbers in the counters

The Precise pssq_perf process samples the performance counters of the OS and SQL Server and shows them in the Statistics workspace. Sometimes the sampled numbers are illogical (negative or very high). You can also see the incorrect counters in perfmon. (PR813586)

Solution: None

There is no data for a number of counters

There is a problem of calculation of the counters values in the sys.dm_os_wait_stats dynamic viewing MS-SQL2005. Our process calculates the delta once every 15 minutes. The delta value stored in the PMDB. In some circumstances, the current sample of a counter may be less than the previous (-1). In this case a NULL value will be inserted into the PMDB. (PR968393)

Solution: By Design

When selecting MS-Plan in the SQL workspace an error message is displayed

When selecting MS-Plan in the SQL workspace with instance SQL Server 2008 the following error message is displayed: Cannot connect to instance. The version of Microsoft Management Studio can only be used to connect to SQL Server 2000 and SQL Server 2005. (IN 35382)

Solution: None

Error displayed when adding a new statement to the SQL workspace and the Database or User contains special characters

The following error is displayed in the SQL workspace:

SQL received an error while %p1%: %p0%' or 'SQL received an error while executing the following error

The problem occurs in a different language when adding a new statement to the SQL workspace and the Database or User contains special characters. (IN 35065)

Solution: None

The Recommend role does not go hand-in-hand with the What-If role

In the Role Settings of the SQL-Server, when you check Tune.What-If, the Tune.Recommend is not checked although it should. Both roles of Tune. Recommend and Tune.What-If should have a dependency between them. (IN 29299)

Solution: Workaround

In the Role Settings of the SQL-Server, when you check Tune.What-If check also Tune.Recommend

Error displayed when drilling to Physical Disks entity - Invalid character value

The following error is displayed when drilling to the Physical Disks entity in the Objects workspace:

SQL error while executing the prepared statement. Message text from [Microsoft][ODBC SQL Server Driver]Invalid character value for cast specification. (IN 35732)

Solution: None

FocalPoint

Failed Jobs metric fails when using include/exclude like %sxxxxx%.

The Failed Jobs metric fails when using include/exclude like "%sxxxxx%". We get the following error:

SQL error while Executing the prepared statement.

[Microsoft][ODBC SQL Server Driver][SQL Server] Conversion failed when converting datetime from character string. SQLCODE=241.

Erroneous fetched (Row/Column): (1,-1)

(PR 1103467)

Solution: Workaround

Don't use include/exclude in a Failed Job metric with "%sxxxxx%". Use only "%xxxxxx%".

Launching

Database Files report cannot launch to Precise for SQL Server

In the SQL Server AppTier in Report Manager, the Database Files report located in "Profile" does not enable the launch to Precise for SQL Server.

Solution: None

Mismatched data in the Details area of the Batch entity

When you launch the "Ad-Hoc Batches" report from Report Manager to Precise for SQL Server, there are cases in which the information in the Details area of the Batch entity shows mismatched data.

This problem occurs when the same batch runs in different databases. Therefore, the "Properties" section in the Details area only shows information of one of the two batches and the In MS SQL Breakdown graph shows summary information of the two batches.

Solution: None

Mismatch of information shown in the Availability metric

In Alerts, the information shown for the Availability metric (Status set) on the Overview tab of the Main area is not refreshed in sync with the information in the Metric Value area. This occurs because the refresh requests are sent sequentially, not in parallel, when the Refresh button on the Precise Bar is clicked.

Solution: None

Runtime error when you launch from the Failed Jobs metric

When you launch from the Failed Jobs metric in Alerts into Precise for SQL Server, a runtime error is displayed. (PR1925)

Solution: None

Runtime error when you launch from the Data Files without Enough Space to Grow metric

When you launch from the Data files without enough space to grow metric in Alerts into Precise for SQL Server, a runtime error is displayed. (PR 1927)

Solution: None

Processes

The pssq_sfw process reports an "unsupported file system" to the pss_collector log file and exits
If the Veritas Volume Manager Enterprise Edition is installed on a Windows server, the pssq_sfw process cannot bypass it to find the name the file system of the locally mounted drives, therefore it exits. (QCID 4119)
Solution: None
Mutex on the settings file fails to be created when the login user of the service is not the administrator
When the login of the collector service is not the local system or administrator on the collector server, a Failed to create mutex ...... error appears.
This occurs because the user that logs on does not have access to the mutex object created by the collector processes. (PR1053984)
Solution: Workaround
Use the same login for the FocalPoint service and Collector service.
SQL Error Log display errors in future time
In the Objects workspace, the SQL Error Log may show error logs in future time. (PR1020122)
Solution: None
Restart was detected message on dmv_waits_stats process
On SQL Server 2005, a Restart was detected message will appear consistently in the dmv_waits_stats.trc file, due to unproportional growing of some latch counters on the DMV mechanism.
In this case, statistics data are not collected for the Latch waits, displayed on the Activity workspace. (PR1043078)
Solution: By Design
SQL Server Error in the SQL workspace Objects tab
You receive an SQL Server error in the SQL Workspace Objects tab when the cost is 0. This happens when you launch from a Batch entity with more than one statement in the Activity workspace to the SQL workspace. Select the Statements tab and select a statement to tune. If you now select the Objects tab, you may receive the following error message if the cost is 0:
SQL Server received an error while Executing the prepared statement. (PR 1703)
Solution:None

Schema Changes

Violation of PRIMARY KEY error

In SQL Server 2005 there is an option to define more than one jobs with the same name. This causes the Schema Change process to fail on the uniqueness of the Job name with the following error:

Violation of PRIMARY KEY constraint 'IW_SQCJ_01'. Cannot insert duplicate key in object 'PW_SQCJ_MTNC_CHANGE_JOB'.. SQLCODE=2627.

(PR 2225)

Solution: Workaround

Change the name of one of the jobs.

Precise for SQL collector crashes on pssq_pcs.exe process exception

The problem occurs when master DBs sysprocesses view has many rows with the same spid due to SQL Server parallelism.

In the log file pss.trc/pss_collector.trc (version 8.0) the following line will be displayed:

Changing pss_max_sessions from [X] to [Y].

Solution: Workaround

The workaround is to reconfigure the Precise FocalPoint registry of the instance to be higher than the maximum session number with a safety margin (for example, Y+1000)

<i3_root>\products\i3fp\registry\products\indepth-sql-server\

Go to <agent name>.xml

Edit the "pss_max_sessions" value under the correct instance

The Precise for SQL Server Collector cannot remotely sample the performance counters of a 32-bit SQL Server running on a computer with a 64-bit platform

The collector process pssq_perf samples the server performance counters. A 32-bit SQL Server installed on a computer with a 64-bit platform will place the counters on the 32-bit registry path.

The Microsoft PDH API used to sample the registry cannot remotely access the 32-bit registry on a computer installed with a 64-bit platform (by Microsoft design). (Incident 1236116)

Solution: Workaround

Install the Collector locally and use the 32-bit version pssq_perf process.

pssq_proc process does not start for SQL Server 2005 that was upgraded from SQL Server 2000

pssq_proc process does not start for an SQL Server 2005 that was upgraded from SQL Server 2000. The following error message is displayed in the pss_collector.trc log file:

```
=======================================
ID   : INFO-4502025
Time  : 2008-12-05 10:57:27.621 GMT-0600 i3 Time   : 2008-12-05 16:57:27.621 GMT
Process  : pssq_proc.exe   SDDBSERV14$SDDSQLP01 (ID:13256) Src   : odbc_util.c:428
Logger    : com.precise.sql-server.inspect.log
Msg    : ODBC message - SQLExecute(hstmt) Failed szSqlState = 42000
pfNativeError = 8180
szErrorMsg = [Microsoft][ODBC SQL Server Driver][SQL Server]Statement(s) could not be prepared.
pcbErrorMsg = 82
======================================= ID   : INFO-4502025
Time  : 2008-12-05 10:57:27.621 GMT-0600 i3 Time   : 2008-12-05 16:57:27.621 GMT
Process  : pssq_proc.exe   SDDBSERV14$SDDSQLP01 (ID:13256)
Src   : odbc_util.c:439
Logger    : com.precise.sql-server.inspect.log
Msg    : ODBC message - declare @num int;select @num=count(*) from (select distinct sql_handle from master.sys.dm_exec_query_stats) a cross apply master.sys.dm_exec_sql_text(a.sql_handle) b select @num,sql_handle, b.encrypted, b.text from (select distinct sql_handle from master.sys.
dm_exec_query_stats) a cross apply master.sys.dm_exec_sql_text(a.sql_handle) b
=======================================
```

(IN 34772)

Solution: Workaround

If the SQL Server 2005 database was configured with SQL Server 2000 compatible mode, you should not start the proc process. The procedure cache views do not exist under a database that works with the SQL Server 2000 compatible mode, therefore the proc process should not be initialized.

To disable the proc process, add the following entry to the settings.xml file of the instance:

<pss_exec_proc>NO</pss_exec_proc>

NOTE   The following command returns the database compatibility mode sp_dbcmptlevel <database_name>:

Database compatibility modes:

60 = SQL Server 6.0
65 = SQL Server 6.5
70 = SQL Server 7.0
80 = SQL Server 2000
90 = SQL Server 2005

Verify (IVP)

Agent is in Fault status when it is down

When the pssq_service.exe process of the Collector terminates unexpectedly, the status of the agent is the "fault" state. However, verification of the agent returns that it is down. (PR 2385)

Solution: Workaround

Stop and restart the Collector.

Collector

When installing SQL Server 2008 with SP1 and sampling it locally with the 2008 client, the Collectors fail with an ODBC timeout error or severe ODBC error.
SQL Server 2008 SP1 presents an update in the SQL Server ODBC driver (the one the collector uses) which causes the collector sampling processes to not work correctly with the ODBC functionality. (QC ID 5931)
Solution: Workaround
Perform remote monitoring with a previous version of SQL Server client.
Update the machine ODBC client to a previous MDAC driver.
Database or Precise for Storage collector failed to start on Windows environment
The collector fails to start as a result of low system resources.
The problem can be determined by the following example message within the trace file:
== ID   : SEVERE-5002233
Time   : 2009-01-22 15:34:45.528 GMT+0200 i3 Time   : 2009-01-22 13:34:45.927 GMT
Process   : pss_symmetrix.63.exe symmetrx -START   (ID:5020) Src   : iSocketNt.c:206
Logger   : com.precise.oracle.collector.log.storage-srv-1.OR.symmetrx
Msg   : Operation create on a   Socket(unix)/Pipe(win) failed
SysErr   : 231:All pipe instances are busy.
==
(IN 35582)
Solution: Workaround
Change the system and desktop heaps based on this document: http://support.microsoft.com/kb/126962
Process pssq_perf crash due to corrupted perfmon counters
Collector process pssq_perf crashes at collector startup due to corrupted perfmon counters. When using perfmon all counters appear as numbers instead of counter name. For example refer to:
http://exchangepedia.com/blog/2008/06/perfmon-counters-show-up-as-numbers.html
(HP QC ID 4065)
Solution: Workaround
Microsoft has released a fix for this error. Need to rebuild perfmon counters at registry level by running the following command from the command line:
Lodctr.exe /r

Precise for J2EE

UI

Data of non-Latin language may be displayed as ????
Data of non-Latin language may be displayed as ????. (PR1004841)
Solution: Workaround
To change the regional settings of the browser's machine:
Open the settings dialog: Start>Settings>Control Panel>Regional and Language Options.
Click the Advance tab and select the correct language (Hebrew/Turkish/Japanese) in the drop down menu to be the language of non-Unicode programs.
Restart the machine.

Statistics Parameters

Null value for Data Source name
When adding DataSource metrics for Tomcat 5.5 we may get a 'null' value for the Data Source name. The problem appeared in Tomcat 5.5 installations on Windows. (QCID 4186)
Solution: Workaround
After adding the desired attributes for the DataSource metric (using the Add Statistics in the Statistics Administration dialog box), edit the following file:
<i3_root >\products\j2ee\etc\metrics\TOMCAT\5.5\ metrics-collector.xml
Each <metric> that is related to the DataSource value, we can identify by its name: <name>DataSource.XXX</name> Change key-property from:
to <value>name</value> For example:
BEFORE:

```
<metric>
<name>DataSource.maxWait</name>
<connector-name>DefaultConnector</connector-name>
<class>com.precise.javaperf.metrics.plugin.metric.PassThruMetric</class>
<schema-name>fraction</schema-name>
<unit-type>Number</unit-type>
<description>Introspected attribute maxWait</description>
<property>
<name>MBeanType</name>
<value>DataSource</value>
</property>
<property>
<name>attribute</name>
<value>maxWait</value>
</property>
<property>
<name>key-property</name>
<value/>
</property>
</metric> AFTER:
<metric>
<name>DataSource.maxWait</name>
<connector-name>DefaultConnector</connector-name>
<class>com.precise.javaperf.metrics.plugin.metric.PassThruMetric</class>
<schema-name>fraction</schema-name>
<unit-type>Number</unit-type>
<description>Introspected attribute maxWait</description>
<property>
<name>MBeanType</name>
<value>DataSource</value>
</property>
<property>
<name>attribute</name>
<value>maxWait</value>
</property>
<property>
<name>key-property</name>
<value>name</value>
</property>
</metric>
```

Instrumentation

JVM fails to start after configuring Precise VM arguments for it.
After adding the following arguments and starting the JVM, the load task is never completed:
-Xbootclasspath/p:<i3_root>\products\j2ee\etc\apl\jvms\[JVM-ID]\lib\rt.jar
-Xbootclasspath/p:<i3_root>\products\j2ee\lib\indepthj2eeboot.jar
-Xbootclasspath/p:<i3_root>\products\j2ee\classes
-Dindepth.j2ee.server=<i3_root>\products\j2ee\config\<jvm_id>
The problem is that the hooking mechanism fails to receive an entry point to the JVM. (QCID 7975)
Solution: Workaround
Usually, the arguments you have to use after the installation are the following:
-Xbootclasspath/p:<i3_root>\products\j2ee\etc\apl\jvms\<jvm_id>\lib\rt.jar
-Xbootclasspath/p:<i3_root>\products\j2ee\lib\indepthj2eeboot.jar
-Xbootclasspath/p:<i3_root>\products\j2ee\classes
-Dindepth.j2ee.server=<i3_root>\products\j2ee\config\<jvm_id>
If using java 1.5 or higher
Instead of the above, add the following arguments to the JVM:
-javaagent:<i3_root>\products\j2ee\lib\indepthj2ee-agent.jar=com.precise.javaperf.j avaagent.agents.DefaultJavaAgent
-Dindepth.j2ee.server=<i3_root>\products\j2ee\config\<jvm_id>
For WebSphere JVM use the following entry instead:
-javaagent:<i3_root>\products\j2ee\lib\indepthj2ee-agent.jar=com.precise.javaperf.j avaagent.agents.IBMJavaAgent
-Dindepth.j2ee.server=<i3_root>\products\j2ee\config\<jvm_id>
If using JRockit 1.4
Instead of the above, add the following arguments to the JVM:
-Xbootclasspath/p:<i3_root>\products\j2ee\lib\indepthj2eeboot.jar
-Xbootclasspath/p:<i3_root>\products\j2ee\classes
-Xmanagement:class=com.precise.javaperf.extensions.weblogic.JRockitClassPreProcesso r
-Dindepth.j2ee.server=<i3_root>\products\j2ee\config\<jvm_id>
Instrumenter Out of Bounds exception when WebLogic Diagnostic Framework is enabled
When the WebLogic Diagnostic Framework is enabled, on rare occasions, the instrumenter can throw an ArrayOutOfBounds exception when performing instrumentation on select classes. (PR1056216)
Solution: Workaround
Ignore the class or disable the WebLogic Diagnostic Framework by editing the
/domains/ServerName/config/diagnostics/ServerNameWLDF.xml file and setting to false.

Collector

No access to JMX metrics if Websphere security is enabled
On WebSphere, if the internal security is turned on, the mechanism for internal JMX collection does not work and
Metrics are not collected. If only Java security is on, the procedure works fine. (Spira IN 33912) (QC ID 2574)
Solution: Workaround
Revert back to the previous method using an external connector that requires setting of a username and a password.
Follow this procedure:
Go to the <i3_root>\products\j2ee\etc\metrics\WEBSPHERE\<version> directory
Open the metrics-collector.xml file
Under the defaultConnector tag, change the default class from LicalJMXManager to JMXManager
Enter the username and password under the Statistics Configuration screen in the Monitor Settings dialog box:
In Precise for J2EE, go to Settings>Monitor Settings>Statistics Configuration.
Mark the Password Required check box and enter the user name and password for your WAS.
You should also enter the host/port information that matches the SOAP_CONNECTOR_ADDRESS host/port from the WebSphere Advanced Administration Console's Ports page. To get to the Ports page, select: Application Servers><SERVER_NAME>>Communications> Ports. The default values (blank) are appropriate if security is disabled.

General

Monitoring by search results saves the pattern with the default custom type instead of the new name
From the Monitoring Configuration dialog box, search for a pattern when the method is "*", or undefined. Click Monitor Search results and insert a new type. The pattern type is saved as Custom instead of the new name. (QCID 7886)
Solution: Workaround
Click on Manage Patterns…, find the pattern that was added and select it from the drilldown list.
JVM deadlocks when SmartLink trace increased
SmartLink Timers thread deadlocks with main thread when formatting a message to the log. This only happens when com.precise.javaperf.smartlink is added to the trace.xml for the JVM.
Important: This trace option is off by default.
(IN 34265)
Solution: Workaround
Remove com.precise.smartlink from the JVM's trace xml.

Precise for Microsoft .NET

FocalPoint

Unexpected SQL statement shown when launching from Report Manager to .NET
When launching from Report Manager into .NET, an unexpected SQL statement appears. This occurs because we do not have the connection string (which database server). When there is more than one database server, the details will not necessarily be correct for the launched SQL statement. The launch in this case will display information on the first database server he finds.
Solution: By Design

UI

Root Callers/Callers views for a recursively called method show incorrect data
In the Activity workspace, when you select the root-callers or callers view of a method that is called recursively, the numbers shown in each row for the different caller / root-callers are incorrect.
Solution: None
Data of non-Latin language may be displayed as ????
Data of non-Latin language may be displayed as ????. (PR1004841)
Solution: Workaround
To change the regional settings of the browser's machine:
Open the settings dialog: Start>Settings>Control Panel>Regional and Language Options.
Click the Advance tab and select the correct language (Hebrew/Turkish/Japanese) in the drop down menu to be the language of non-Unicode programs.
Restart the machine.
Incorrect metrics counters
The metrics counters are incorrect when creating two .Net instances for the same IIS (using Application Pools).
The graphs are not correct (on CPU and memory).
The following Memory and CPU metrics are not sampled correctly:
Memory : Free Heap Size.
Memory : Used Heap Size.
Memory : Total Heap Size.
Memory : Maximum allowed Heap Size.
Garbage Collection : # of Bytes Collected.
Garbage Collection : Execute Time (non GC time).
Garbage Collection : Garbage Collection Time.
Garbage Collection : Garbage Collection Count.
CPU : CPU Consumption %.
Solution: None

Activity Collector

OutOfMemory exceptions on a Web server

On environments that do not limit the Web server memory usage and that activate many application domains at the same time, an out of MemoryException may occur when Precise for Microsoft .NET is installed with the default configuration.

Each application domain that is monitored uses a default buffer of 1MB that is created by Precise for Microsoft .NET and another 20MB (max size) for the queue that is responsible for data transfer. On environments that have no memory control or have many application domains, the above configuration can cause excessive memory usage and crash the IIS with an outOfMemory exception. (PR1051089)

Solution: Workaround

Changing the configuration to a smaller buffer and a smaller queue will reduce memory usage and prevent the outOfMemory exception.

The buffer size and queue size (both in KBs) are changed in the Collector.xml file:

<collector-config>
.
.
<activity-collector>
.
.
<tracker>
.
.
<events-buffer-size>
<events-queue-buffer-size>

The Collector.xml file can be found under <i3_root>\products\dotnet\config.

Excessive disk space usage by Instrumentation Cache

Every time a DLL is instrumented by Precise for Microsoft .NET, it is saved in the cache directory. The cache should delete all files that are older than a month. This feature is not working in version 8 and will be addressed with a hot fix upon request. (PR1060615)

Solution: Workaround

Delete files from the cache manually.

The cache directory can be found under <i3_root>\products\dotnet\cache.

No support for two Collectors on the same machine

When installing two Precise for Microsoft .NET Collectors on the same server, the application will not work properly. (PR1058967)

Solution: None

IIS crashes with CannotUnloadAppDomainException

On busy servers, the AppDomain recycle takes too much time and not all of the tracker threads abort on time. When a tracker thread stays up when the updomain is trying to recycle, the recycle operation fails and the IIS crashes with CannotUnloadAppDomainException.

Solution: Workaround

If the above problem happens we can configure the amount of time we supply the tracker threads to abort. Default time is one second and it is recommended to raise it to 5 seconds if the server suffers from high loads.

The wait time (in milliseconds) is changed in the Collector.xml file:

<collector-config>
.
.
<activity-collector>
.
.
<tracker>
.
.
<exit-delay>

The Collector.xml file can be found under <i3_root>\products\dotnet\config.

psdn_dncol_ctrl.exe process crashes

On some installation, you may encounter occasional crashes of the psdn_dncol_ctrl.exe process. The crash does not affect anything on the computer and Precise functions properly and can be ignored. (PR994803)

Solution: None

Failure to perform live configuration updates on 64-bit environments

On 64-bit environments the Collector is using our 64-bit APIs. The communication agent between the FocalPoint and the Collector is not supporting connection with a 64-bit process and will therefore fail alerting the Collector on configuration changes in real time. (IN 35683)

Solution: Workaround

Restart the Collector service after a configuration change in the FocalPoint for the changes to be applied.

Statistics Collector

.NET CLR Interop performance counters show higher values

The .NET CLR Interop performance counters and remoting counters are always indicating higher values than the real application has, because the probing mechanism is using both technologies.

Solution: None

Inaccurate performance results if the same instance is run concurrently from different locations

Precise for Microsoft .NET samples Microsoft performance counters to build the statistics information (Statistics workspace). The performance counter mechanism does not provide a way to distinguish between processes with the same executable file name but with different path. As a result, trying to measure performance statistics on the same executable running from two different locations will result in inaccurate results. This is a known issue of Microsoft performance counters.

Other tools that sample Microsoft performance counters (for example: Microsoft PerfMon) have the same limitation.

Solution: None

Instrumentation

If you decide to transfer all columns to the Invisible list, you can no longer restore column visibility through the product user interface

The Precise for Microsoft .Net Instrumentation Settings screen allows all columns to be set to invisible. When all columns are transferred to the invisible list, there is no way to return any columns to be visible again through the product user interface. (QCID 8221)

Solution: Workaround

Perform the following steps:

Go to the <i3_root>\products\gui\website\webapps\i3\shared\userDB\DN.xml file.

Find the relevant table column node <column> elements) and change their "visible="false"" attribute value to "true".

Clear the browser cache.

Cannot instrument mscorlib.dll and system.dll

Precise for Microsoft .NET may experience problems when instrumenting specific internal classes in mscorlib.dll and system.dll. You must not include these DLLs in the DLL section of the instrumentation.xml file.

Solution: None

Changes in instrumentation configuration not activated

After modifying the instrumentation configuration (editing the instrumentation.xml file or adding new DLLs via the UI), the appropriate application processes must be restarted to activate the changes (for example: an IISRESET for the ASP.NET application).

Solution: None

Initial instrumentation overhead

A DLL is being instrumented the first time is it loaded by the .NET application. An initial instrumentation overhead occurs. The overhead is discussed in the Precise Administration Guide.

The approximate memory consumption of this instrumentation process is about 20 times the size of the original DLL. An extreme example: An instrumentation of a huge 30MB DLL uses 700MB RAM and takes 45 minutes to instrument. It is recommended to run the instrumentation driver utility, that performs instrumentation off-line. For more information see the Precise Administration Guide.

Solution: None

Instrumentation is not working when path for a dll is used

Under the instrumentation.xml file, if a dll is chosen for instrumentation it may only be entered without the full path. (IN 188832)

Solution: Workaround

Enter the dll name without the path.

Precise for Sybase

UI

Total number of objects mismatch

In the SQL workspace, Operations tab under Plan view, the total number of objects in the "Major Operations" of the "Other" Major Operation type does not add up to the total number of objects displayed in the "Operations" grid of the Major Type "Other".

Solution: None

SQL error during Explain process

When you try to explain a batch or statement with text that contains objects with names in languages other than English in the SQL Workspace, an error is displayed, such as:

SQL error received during explain process:

[DataDirect][ODBC Sybase Wire Protocol driver][SQL Server]Gr not found. Specify owner.objectname or use sp_help to check whether the object exists (sp_help may produce lots of output).

Solution: Workaround

In the Precise FocalPoint server, add <pss_use_charset>YES</pss_use_charset> to the file <i3_root>\products\i3fp\registry\products\indepth-sybase\<server name>.xml under the instance's entry and restart the Precise for Sybase FocalPoint agent.

Objects with names in languages other than English, are not displayed correctly

Objects with names in languages other than English, are not displayed correctly in Objects Workspace.

Solution: Workaround

In the Precise FocalPoint server, add <pss_use_charset>YES</pss_use_charset> to the file <i3_root>\products\i3fp\registry\products\indepth-sybase\<server name>.xml under the instance's entry and restart the Precise for Sybase FocalPoint agent.

New estimated cost value of Statement/Batch plan does not show

The Cost overtime graph in the History tab of the SQL workspace does not show the new estimated cost value of the Statement/Batch Plan, even though there is a new cost for the Plan.

This problem occurs because Precise for Sybase only saves new costs in cases when the Access Plan has also been changed.

Solution: None

Access Plan tree displayed in the SQL workspace does not match the Statement text

The Access Plan tree displayed in the SQL workspace does not match the statement text. For example, the Plan tree displays the SELECT statement while the statement text is an IF command.

This problem occurs when the statement ID returned by Precise for Sybase during the statement run does not match the statement ID returned by the SET SHOWPLAN ON for the same statement.

Solution: None

Temporary table in Plan

In the Objects tab in the SQL workspace is a user defined table which is considered as a temporary table in the tempdb.

This problem occurs when you defined table name contains the word "Worktable". The Precise for Sybase Explain process cannot make a distinction between Sybase worktables and user defined tables containing the word "Worktable". Therefore, the user defined table is considered as a Sybase worktable.

Solution: None

The text of a batch not fully loaded in the Activity workspace

In some cases the text of the batch is not fully loaded while performing a Save As or Edit in the Activity workspace.

Solution: None

Cannot communicate with server message

When you are in the Objects workspace and try to drill down into a database with a name like "[[}}]]|/\ @!#*()&^(' </s>", you will get a "Cannot communicate with server" message.

The problem is an internal Sybase problem.

The reason is that all installations use the same registry path. This path is overridden when another installation is done. If the need to split occurs, you can install some agents on a remote computer.

Solution: None

Mismatch of statement execution value

In some cases, the number of Statement Executions (Summed) for the selected entity in the Main area is smaller than the number of Statement Executions in the Association area.

This happens when the number of Statement Executions is zero because for example a session was opened, but did not execute any statement. It is then displayed as 1. Therefore, if you sum the number of Statement Executions for all the rows in the Association area, the result is one number higher than the one displayed in the Main area. For example, if the number of Statement Executions is zero for the first three items in the Association area table, each of these rows displays the number 1. In the Main area, you would expect a summed execution count of 3, but instead the number displayed is 1 because it sums 0 + 0 + 0 = 0, then turning the 0 into 1.

Solution: None

Access plan changes are not updated in the History screen

After the access plan has changed, you can see a new row in the table, but the cost graph does not reflect this with a new bar and cost.

Solution: None

Graphs display future data

In some graphs, when you select a time range that is later than the current date, the last value is displayed until the end of the selected range. (PR 3204)

Solution: None

Launch to SQL Advantage from the SQL workspace is not working

The activation of SQL Advantage from the SQL workspace is not working. (PR 2910)

Solution: Workaround

Add the directory containing sqladv.exe to the Path in the Server Variables on the server you are working on.

Data of non-Latin language may be displayed as ????

Data of non-Latin language may be displayed as????. (PR1004841)

Solution: Workaround

To change the regional settings of the browser's machine:

Open the settings dialog: Start>Settings>Control Panel>Regional and Language Options.

Click the Advance tab and select the correct language (Hebrew/Turkish/Japanese) in the drop down menu to be the language of non-Unicode programs.

Restart the machine.

The number of partitions that are displayed is not accurate

In the Objects workspace, when changing the table view to observe the partition, its number can sometimes be incorrect. (PR1063394)

Solution: None

The partition pie for the table partition is empty

In the Objects workspace, when choosing to view the table partition pie, the graph can be empty if the table exists in a database other than the 'master.' (PR1063399)

Solution: None

No filter exists for database devices on a specific database for Sybase 15

In the Objects workspace, when associating to database devices, you always see that all database devices reside on the instance, even when you filter on seeing database devices that belong to specific database. This only happens on Sybase 15. (PR1061732)

Solution: None

Parallel indicator is not set for Sybase ASE version 15

In the SQL workspace, Statistics tab, the "Parallel" column is always empty. For Table Scan and Index Scan steps, parallel execution messages are available only in the ToolTip on the Plan tree. (PR 1112138)

Solution: None

Execution Plan tree is empty in some of the Stored Procedures automatically generated by Sybase

In the SQL workspace, the Execution Plan is empty for statements that are part of the Stored Procedure definition. This occurs in cases where a label appears before the "create procedure" command in the corresponding batch text. (PR 1135861)

Solution: Workaround

The problem occurs when launching from the Activity workspace with statement in context. For workaround, associate the statement with its batch and launch to the SQL workspace with batch in context.

Partitions supported only for tables including Sybase 15

Sybase did not support partition information prior to version 15 except for the round-robin partition type. In version 15, Sybase began to support partition information (list, hash and range) for tables and indexes. Currently Precise for Sybase displays partition information only for tables and not for indexes. (PR 1068474)

Solution: By design

The following message is displayed instead of the Execution Plan tree: Parse show plan output failed. Cannot display Execution Plan tree, contact Precise Technical Support

In several cases, the Execution Plan generated using the "show plan on" setting differs significantly from the best plan generated using the "show_best_plan" option. In this case an error message is displayed instead of a Plan tree. (PR 1127440)

Solution: Workaround

Press the Sybase Plan button to examine both plans.

When parallel execution is enabled, some Estimated Subtree fields in the ToolTip of the Execution Plan tree have zero values

When parallel execution is enabled, Estimated Subtree Logical IO, Estimated Subtree Physical IO, and Estimated CPU Cost fields in the Execution Plan tree ToolTip have zero values. This occurs because the data is missing in the output of the "show_best_plan" option generated by the Sybase ASE optimizer. Estimated Logical IO, Estimated Physical IO, and CPU Cost fields contain correct values. (PR 1144609)

Solution: None

Receiving negative values in the Replication Server Alerts, DSEI-Exec General Behavior metric

Receiving negative values in the Replication Server Alerts, DSEI-Exec General Behavior metric. (IN 35818)

Solution: None

Incorrect launch from Replication Server Alerts to Precise for Sybase

Receiving No Data Found when launching from Replication Server Alerts, DSEI-Exec General Behavior metric to Precise for Sybase. (IN 32224)

Solution: Workaround

Do the following:

Select Home in the Statistics workspace

Select the ASE that was chosen in alert

In the Details Area, select Replication Outbound

In AdminPoint>Agents, when selecting Sybase Replication Sever and clicking the Verify button, an error message may be displayed

The error message Unable to connect to Sybase Monitor server. Original Message from Sybase:%message% is displayed when the Replication Server is down. (IN 35195)

Solution: None

There is no correlation between the counters and their ToolTip in the Replication Server Alerts, DSEI-Exec General behavior metric, History tab

There is no correlation between the counters in the graph and their ToolTip. (IN 35733)

Solution: None

Incorrect launch from the Dashboard workspace, All instances, Replication tab to the Statistics workspace

When launching from Dashboard workspace>All instances>Replication tab:

Outbound Load to Statistics workspace, we get to Overview instead of Replication Outbound

Inbound Load to Statistics workspace, we get to Overview instead of Replication Inbound

(IN 31252)

Solution: Workaround

In the Details area, select Replication Outbound/Replication Inbound

Incorrect launch from Replication Server Alerts to Precise for Sybase

Displaying No Data Found when launching from Replication Server Alerts, DSEI-Exec General Behavior metric to Precise for Sybase. (IN 31761)

Solution: Workaround

Select Home in the Statistics workspace, select the ASE that was chosen in Alerts, and in the Details area select Replication Outbound.

Error displayed when adding a new statement to the SQL workspace and the Database or User contains special characters

The following error is displayed in the SQL workspace:

Sybase received an error while %p1%: %p0%' or 'Sybase received an error while executing the following error

The problem occurs in a different language when adding a new statement to the SQL workspace and the Database or User contains special characters. (IN 35034)

Solution: None

In the Dashboard and Statistics workspaces, the SQM\SQMR counters of the replication server are empty

In the warm standby configuration, SQM/SQMR counters are not sampled by design (because the replication server Collector does not know how to parse the logical connection name).

In the Dashboard workspace, Replication tab, Outbound Load SQM\SQMR counters are empty. In the Statistics workspace, Replication Outbound view, SQM processing graph, Commands written is empty. In the Statistics workspace, Replication Servers and Replication Databases entities, the counter of Commands Applied is empty. (IN 34729)

Solution: By design

Launching

User interface error when you launch from a table in the SQL workspace, Objects tab to Objects workspace

The launch from a table in the SQL workspace, Objects tab to the Objects Workspace may result in a user interface error. This happens when the table you try to launch from is deleted and it does not exist in the Objects workspace any more. (PR 3015)

Solution: None

Wrong execution plan tree in SQL workspace

The launch into the SQL workspace from a statement caught by the Collector may result in the display of a wrong execution plan tree. This can happen because Precise for Sybase reports on the statement ID in the batch and line. There have been cases in which there is no correlation between the statement ID and the line number. (PR 5053, PR 5052, PR 5049, PR 5047)

Solution: Workaround

After the launch, save the statement in the SQL workspace.

Collector

Text in batches contains items starting with RPC

When you view text in batches, they sometimes contain something like the following: "RPC UpdateItem", "RPC AddItem", and so on.

This happens when the monProcessSQLText table reports that a session is executing a Stored Procedure, but the monProcessProcedures table reports that it is not.

The text appearing after "RPC" is the name of the stored procedure as reported by monProcessSQLText.

Solution: Workaround

If this happens at a high frequency, contact Precise Technical Support.

Processes

Many simultaneously running pssy_tuner.exe processes cause a high CPU usage

When Sybase reaches the limit of 25 user connections, the next connection will cause a high CPU usage until there is an available connection. (PR1084422)

Solution: Workaround

Enlarge the number of user connections or drop existing connections.

Explain

Explain fails with a Memory failed message
The Explain statement process fails with the following error message:
Attempt to allocate 286 bytes of memory failed
It happens when there is a long batch with a long access plan. (PR 3166)
Solution: Workaround
Contact Precise Technical Support to disable the Explain of the long batch (updating SYSM and SYBA tables).
Incorrect Explain process of statement with a remark
If there is a remark in the statement, the Explain tree is shown incorrectly.
Solution: Workaround
Edit the statement and remove the remarks.
Explain fails with an "Incorrect syntax near the keyword 'end'" message
Explain fails with an Incorrect syntax near the keyword 'end' message if the batch contains an empty BEGIN END block or when the BEGIN END block only contains comments.
The problem occurs when the BEGIN END block only contains a DECLARE CURSOR statement. In this case, before explaining the batch, we replace the DECLARE CURSOR with the following SQL statement /*Cursor ignored for SAPlan*/, otherwise the Explain will fail with message that DECLARE CURSOR must be the only statement in the batch. (PR 4330)
Solution: Workaround
Open the Batch in the SQL workspace.
Select Edit and remove the BEGIN END block that surrounds the DECLARE CURSOR statement.
Explain fails with the error Invalid character value for cast specification
Explain fails for batches with more than 1000 operators in the execution plan. (PR 4915)
Solution: None
Failed to explain batches during the Explain Statements process
If the Explain statement process recognizes the following error for a specific batch: "Run subquery in union that do not appears in the first part of union is not supported", for the current run, the rest of the batches from this point onwards will fail with the same error message. (PR1071894)
Solution: None

Instance Statistics

Statistics workspace shows no data in some of the time slices
The problem that the Statistics workspace shows no data in some of the time slices occurs after the sp_sysmon stored procedure has run on the production server. (PR 3107)
Solution: Workaround
Do not run the sp_sysmon stored procedure or add the noclear option to the run on version 12.5.3 and later.
Deadlocks on Statistics Process log
Deadlocks which are reported on the Statistics Process log, are caused by a system table query and causes the current run of the process to fail. (PR 2367)
Solution: Workaround
This should not happen regularly. If it does, contact Precise Technical Support.
Deadlocks in the Instance Statistics process
When few Precise installations monitor the same Sybase instance, we may get a deadlock in the process that collects the instance statistics. (PR812165)
Solution: Workaround
Change the scheduling of the Collect Instance statistics process so they will not run at the same time.
User Tables in Database Master metric (Sybase) does not exclude the mon tables
User Tables in Database Master metric displays tables created by the user in the master database. Although they are system tables, mon tables are displayed in the metric.
This occurs when the Collectors are not installed on same server as the Precise for SQL Server FocalPoint. (PR1001476)
Solution: Workaround
Copy the ignoreTables.txt file from the <i3_root>\products\sybase\<instance>\etc folder on the Collector's server to the <i3_root>\products\sybase\<instance>\etc folder on the Precise for SQL Server FocalPoint server.
Some of the Instance Statistics counters may be unavailable due to minus values returned by the Sybase sysmonitors table
There are cases when some of the counters displayed in the Instance Statistics workspace are not available due to a Sybase bug. The problem occurs when the counters in the "sysmonitors" table exceed 2147483647 and the value becomes negative. Since the Precise for Sybase "Collect Instance Statistics" process ignores negative values, the counters are not displayed in the Instance Statistics workspace. (Sybase case ID 11408334)
Solution: None

Precise for DB2

FocalPoint

Statements do not appear after the time slice
If the "Top-N Statements" default is changed and set to be high (around 2000) the statements are loaded and seen only after the next time slice.
Note that the higher the number, the higher the risk of occurrence. (ID 31285)
Solution: Workaround
Follow these steps:
In the AdminPoint click Warehouse>Processes
Select the DB2 "Load Performance Data" process and press the Scheduling button.
Select the relevant instance(s) and change the number to "4" before the text "minutes after the slice".

After Roles/Permissions definition, it can take up to 10 minutes (in federated environments) for the Precise for DB2 FocalPoint to be refreshed with the new definitions.
Meanwhile, the user may not see his changes in Precise for DB2 or may not see any instances in the Dashboard (only the "All" row is displayed). (IN 35170)
Solution: By design
Wait 10 minutes for the refresh process to complete.

Performance Data Load

From time to time the error message Connection-pool attribute not received may appear in the Load Performance Data warehouse process
From time to time the error message "Connection-pool attribute not received" may appear in the Load Performance Data warehouse process.
This message is displayed when the load performance data process has not completed and a new one is executed. (IN 35221)
Solution: Workaround
Wait for the previous load to complete.

Collector

Collector does not create the precise.cfg file when it is started from the services console
The collector fails to start through the services console when the precise.cfg file does not exist. Starting the agent from the AdminPoint works fine.
The problem can be identified by the following message within the trace file:

ID   : SEVERE-5002803
Time   : 2009-01-12 19:14:47.771 GMT+0200 i3 Time   : 2009-01-12 17:13:20.547 GMT Process   : pss_service.exe (ID:6108)
Src   : getParm.c:1197
Logger   : com.precise.DB2.collector.log.qasds01.UD.DB2CTLSV.SATCTLDB.0
Msg   : Parameter pss_db2_database is mandatory. Try restarting Indepth for DB2
Focal Point and after that restart Indepth for DB2 Agent.
==

ID   : SEVERE-5002004
Time   : 2009-01-12 19:14:47.786 GMT+0200 i3 Time   : 2009-01-12 17:13:20.562 GMT Process   : pss_service.exe (ID:6108)
Src   : usrMsgUtil.c:572
Logger   : com.precise.DB2.collector.log.qasds01.UD.DB2CTLSV.SATCTLDB.0
Msg   : Precise/i3 Indepth for DB2 collector was shutdown due to errors. See previous messages in db2.collector.trc file for further details.
==
(IN 35397)
Solution: Workaround
If the precise.cfg file is missing, the collector should be activated through the AdminPoint
Database or Precise for Storage collector failed to start on Windows environment
The collector fails to start as a result of low system resources.
The problem can be determined by the following example message within the trace file:
== ID   : SEVERE-5002233
Time   : 2009-01-22 15:34:45.528 GMT+0200 i3 Time   : 2009-01-22 13:34:45.927 GMT
Process   : pss_symmetrix.63.exe symmetrx -START   (ID:5020)
Src   : iSocketNt.c:206
Logger   : com.precise.oracle.collector.log.storage-srv-1.OR.symmetrx
Msg   : Operation create on a   Socket(unix)/Pipe(win) failed
SysErr   : 231:All pipe instances are busy.
==
(IN 35582)
Solution: Workaround
Change the system and desktop heaps based on this document: http://support.microsoft.com/kb/126962
DB2 collector fails to start on UNIX environments
Using manual startup returns the following error message due to new version of ksh shell:
./pss_start.sh[24]: .[268]: uname: not found [No such file or directory]
./pss_start.sh[24]: .[308]: get_pid_from_file[242]: cat: not found [No such file or directory]
./pss_start.sh[24]: .[339]: readVar[75]: sed: not found [No such file or directory]
./pss_start.sh[24]: .[349]: uname: not found [No such file or directory]
./pss_start.sh[24]: .[349]: [: argument expected
(IN 35657)
Solution: Workaround
Do the following:
Open the {i3_HOME}\products\db2\bin\precvars.sh file for editing.
Locate the command addExport PATH ./db2bin (line 268)
Alter the above line with set $PATH=$PATH:./db2bin
Go to the Precise AdminPoint and restart the collector.
DB2 collector report tablespace name concatenated with bufferpool name in Japanese environment when the tablespace name is in Japanese characters
Precise for DB2 Collector is calculating the maximum tablespace length as 18 characters (18 bytes). In Japanese, each Character encoding is calculated
in "double-byte" or "multi-byte" method, meaning each character can be two bytes or more.
This makes the 18 bytes buffer insufficient for the more than 9 characters tablespace name making it overflow on the bufferpool name section during
collector processing. (IN 35712)
Solution: None
Will be fixed as a hotfix.

General

Recommend is not disabled when a plan is not available for statement
When the explain fails for statement, the recommend button should be disabled. Since it is not disabled, the user gets a wrong error message when he clicks the Recommend button. (IN 34219)
Solution: None
The buffer pool hit ratio may get negative value
The buffer pool hit ratio is displayed in several places:
Tablespace activity, Bufferpool activity in the Activity workspace, and in the Statistics workspace. The hit ratio is calculated as the ratio between physical reads and logical reads:
Formula: 1 - (Physical Reads / Logical Reads)
In some cases, DB2 reports that the number of physical reads is greater than the number of logical reads. This is probably due to the prefetchers activity that read more pages than actually needed by the application.
When getting a negative ratio, it should be considered as a 0% ratio. (IN 34595)
Solution: None
DB2 database on HP is not supported when defined to use roman8 charset (cp1051)
FocalPoint cannot establish JDBC connection to the database when the database is defined with default charset roman8. Load process does not support client sessions connected to the database using roman8 charset.
(IN 35435)
Solution: None
The problem is due to an IBM issue with JDBC connectivity. For more information, see:
http://www-1.ibm.com/support/docview.wss?uid=swg21114928
Wrong display in the Objects workspace for partitioned database
When the database is partitioned, the following could happen:
When associating from partition group to partitions – all the database partitions appear in the list
When the tablespace is not defined on partition 0, we get "no data found" on the details area
In association to tablespaces, for tablespaces that exist in more than one partition, the tablespace is duplicated in the list as many times as the number of partitions it is defined in.
(IN 35969, 35966, 35868, 35971)
Solution: None

Precise TPM Dashboard

General

Selecting the Users tab sometimes causes an error message to be displayed
When there is a lack of Client/Server correlation for Web users, an error message is displayed upon selection of the Users tab. In this case, User data is not visible. This happens only in applications configured as Page Title or Page URL groupings. (QCID 9099)
Solution: Patch
Install Hotfix IS_ISFP_870_P100_HOT_FIX_001_BU
When there is no client-server correlation in Precise for Web, Precise for Web reports only server-side activity to SmartLink
When there is no client-server correlation in Precise for Web, Precise for Web reports only server-side activity to SmartLink. The client-side data (Page /Page title) is available in Precise for Web (TPM Dashboard's data source) but not in SmartLink. (QCID 9086)
Solution: None

Launching

When launching from the Precise TPM Dashboard to Precise for Web/SmartLink the Time Frame may be different
When launching from the TPM Dashboard to Precise for Web/SmartLink, the Time Frame may be different by up to one time slice. (QCID 8921)
Solution: None

Precise for TPM

Monitoring Siebel on IIS

Siebel on IIS - Missing application user-name and business transaction name
When monitoring Siebel on IIS with p4web, Application user is missing from the GUI.In addition, transactions do not have a clear business name, they just show up as URLs. This is because post parameters on the Siebel virtual directories are not monitored by p4web. (QC ID 17108)
Solution: Workaround
To monitor (collect) post parameters on your Siebel applications do the following:
Identify which "virtual directories" (application's prefix - /callcenter_enu), you want to monitor:
Launch the IIS manager GUI.
Expand the tree of the web site called Default web site to view all the "virtual directories".
For each "virtual directories" you want to monitor do the following:
Open a command line window.
cd to <precise-root> on the monitored IIS machine.
Run the following:
products\www\install\psww_insert_isapi_handlers.bat <precise_root>
<instance_id> <site_name>/<virtual-directory-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.
Example for running the command:
products\www\install\psww_insert_isapi_handlers.bat E:\Nightly95 2807 "Default Web Site/callcenter_ENU" add-handler PreciseWebHandler
E:\Nightly95\products\www\instances\2807\bin\IISFilter.

UI

Current time slice lost
When you move from the TPM screen to Web or .NET, TPM does keep the current time frame in the following scenarios:
From the TPM screen go to the Web or .Net screens.
Change the time frame.
Go back to the TPM screen using the breadcrumbs.
The time frame in TPM is the same as it was before going to the Web or .Net screens.
Solution: Workaround
Reselect the correct time frame.

Upgrade Issues

Precise for Oracle
Need to run action item number 959 manually when the j2ee color does not pass to the l4oracle

In order to see J2ee coloring in Oracle after an upgrade, you must run action item number 959 manually as listed in the Action Item screen.

The following is a sample of the action item:

```
IID : 959
Server : stablevmps4
Technology : Oracle
Instance : HR89
Status : ERROR Can be run: Yes Create Sys Objects
```

To automatically perform this action item

    a. Click Run.
    b. Enter the required values in the dialog box that appears.

To manually perform this action item

    a. Run SQL*Plus.
    b. Log in into the instance HR89 with user SYS.
    c. Run the following script:

      @products/oracle/install/OR_950_001_5_02.sql 449E8521 Precise_l3_HR89

Solution: Workaround

    ◦ Run the script as detailed above.