Upgrading Precise

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

- Glossary
- Planning the upgrade
- Performing the upgrade

> ⓘ This document describes the procedure when upgrading to Precise 9.7.0. You must first upgrade to version 9.6.0, 9.6.1, 9.6.2, 9.6.3, or 9.6.4 before attempting to upgrade to version 9.7.0.
>
> Therefore, if you are upgrading from an earlier Precise installation, see the relevant *Upgrade Guide*, or if you are installing Precise 9.7.0 on a clean system, see instead the Precise Installation Guide.

About the upgrade to Precise 9.7.0

Updating to Precise 9.7.0 both updates the existing Precise Framework and agents and replaces the previously existing Precise system, while preserving the previously captured monitored data. As a result, the upgrade process involves downtime of the Precise product.

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

Once all preparations have been completed, perform the update, as detailed in Performing the upgrade.

Changes in the Precise for Web logic

In version 9.6.1, we made changes in Precise for Web logic with regard to the Collector settings. They were changed from **Domain related** to **Instance and Cluster related**.

During the conversion, we analyzed per instance the usage of each domain and applied the existing settings based on the results. This process may have resulted in the loss of some non-recently used domain settings for that specific instance.

The default parameter settings after the update for all instances and clusters is **Parameter name only** regardless of the previous definitions.

The maximum amount of entries in the Exceptions table is **15**.

Changes in the Precise for Web configuration

In version 9.6.1, the User-defined configuration changed. We no longer support **User Defined 1** and **User Defined 2**. If you defined them in a previous version and you want to keep using them, you may need to redefine the User Defined 1 and 2 as User Defined Transaction Name. It is also possible that the definition can no longer be used.

Changes in supported platforms

In version 9.6.1, **Precise for Tuxedo** is no longer supported. If you start the update process and Precise for Tuxedo is detected, you get the following error message:

```
You have Precise for Tuxedo configured for the environments below
Uninstall Precise for Tuxedo from the following environments:
```

Uninstall Precise for Tuxedo in the indicated environments and restart the update or refrain from upgrading to Precise 9.6.1 or later.

Discovering any integrity issues when upgrading

> ⓘ The upgrade to version 9.7.0 can be done only from version 9.6.0, 9.6.1, 9.6.2, 9.6.3, or 9.6.4.

The version 9.6.x to version 9.7.0 Upgrade Verifier Utility is a standalone utility that should be run prior to the upgrade to Precise 9.7.0. The utility will check, fix (when possible) and report on integrity issues in the Precise infrastructure. By running and following its recommendations, it will reduce the chances for integrity issues when performing the upgrade to version 9.7.0.

The utility performs the following:

- Verifies that Precise FocalPoint is up
- Connects to Performance Warehouse & all Oracle instances connection pools and warns in case of problem
- Removes all 'dangling' lines from INFRA DB:
  - Checks that an AppTier is connected to environment
  - Checks that an instance is connected to AppTier
  - Checks that an instance is connected to server
  - Checks that an installation is connected to server

- Checks that an installation-instance connection is valid
- Checks that an instance dependency connection is valid
- Checks that an instance SLA is connected to instance
- Checks that downtime calendar is connected to downtime rule
- Warns about 'dangling' instances - ones without a server or without an apptier
- Warns in case any Precise Listener is down
- Warns in case invalid registry file (such as 'Copy of', or not matching file name to XML) is located
- Checks that all framework FocalPoints are on the same server
- Checks for unsupported instances
- Checks there are no pending action items
- Checks for sufficient disk space
  - On Precise FocalPoint machine - Required disk space: 3GB
  - On any other Precise listener - Required disk space: 1GB
- Checks for de-supported instances -
  - WEB SAP ABAP instance
  - Siebel WEB instance with client side monitoring
  - Instances monitored using Web Client Collector
  - Microsoft .Net SQL Server monitoring
  - Oracle version is 9 and below
- Checks for de-supported installation -
  - Web static instrumentation
  - SQL Server Hitachi Storage
  - Oracle Hitachi Storage
  - Oracle Shark Point Storage
  - Oracle Veritas Storage
- Precise for Tuxedo environments are no longer supported.
- Monitor view permissions using AppTier, instance or technology scopes are no longer supported. Instead, upgrade the role to use environment scope.
- Proxy relay can't be used during the upgrade process.
- Backs up all action items
- Checks for antiviruses that may cause for locked files errors
- Checks patches that are required for pre/post upgrade
- Checks if the PMDB tablespace folder specified in the registry exists (only for Oracle based PMDB)
- Checks if <hsql-upgraded> tag exists in pools.xml. If it does, remove it
- Checks for uninstalled ddml files under <Precise root>/products/dbms/files/tables_definition/ and renames any relevant file to *.uninstall
- Upgrade from SQL Freemium is blocked
- Checking .NET version on Windows servers
- Checking for missing column (TPTN_SHORTST_RESPONSE_TIME_MIN) in tablesPW_TPTN_TRAN_STATS_B and PW_TPTN_USERS_STATS_B and adding it if necessary
- Checking for s390 servers
- Checking for federation dependency
- Checking for Custom Alerts in federation

This utility should be executed and its recommendations should be handled prior to starting the upgrade to version 9.7.0.

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

Using the Precise Upgrade Verifier Utility

1. Download the utility.
2. Place **UpgradeTo9xxVerifier-<latest date>.zip** in the Precise root directory on the MAIN Precise FocalPoint server
3. Extract/unzip the **UpgradeTo9xxVerifier-<latest date>.zip** file into the Precise root directory or extract the files, then move them to the Precise root directory
4. Execute the verifier:
   On Windows:
   (Rename UpgradeTo9xxVerifier.bat.txt to UpgradeTo9xxVerifier.bat)
   UpgradeTo9xxVerifier.bat

   On UNIX:
   (Make sure the UpgradeTo9xxVerifier.sh has 'execute' permissions)
   ./UpgradeTo9xxVerifier.sh

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