

Installing Other Tier Collectors

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Pre-installation tasks

Most of the screens for this installation require you to input details regarding your information systems. Before performing this installation, compile a list of all required user inputs based on the screen names and tables below. Each table (in the sections below) lists the options per screen.

Before installing an Other Tier instance, verify that you have performed the following tasks:


- Use the Precise Framework Installer to install framework components
- Perform any pre-installation tasks that may be required

Installing an Other Tier instance

This section describes the procedures that are needed to install an Other Tier instance. You have the option of adding a new instance, as well as adding a new application. For information on editing or removing an existing instance, see [Editing or removing Tier instances or clusters](#) on page 200.


Adding an Other Tier instance

On the AdminPoint Instances screen, you can add a new Tier instance.

 Before adding a Tier instance, create a list of all required inputs based on the screen information below.

To add a Tier instance

1. From StartPoint, click the AdminPoint tab.
2. Click the Setup tab.
3. From the drop-down menu, select **Instances & Clusters**.
4. Click the **All instances** tree item
5. At the bottom of the Display Instances & Clusters screen, click **Add Instance**. An Add New Instance dialog box appears.
6. Select the required technology from the list.
7. Select the application from the list. If the desired application is not on the list, follow steps a-d:
 - a. Click **Add**.
 - b. In the Application Name field, type in the new application name.
 - c. On the Application System field, select the system application from the list.
 - d. Click **OK**.

 To install an instance in an application, you must have `ADMINISTRATE . INSTALL` permission for the application in which you want to install the instance. If you only have permission for a specific technology, you will only be able to install in an application that is either empty, or is comprised of only the same technology.


8. Select a Tier from the list.
9. Click **OK** to view the next screen.

 Always refresh AdminPoint after adding an instance.

Defining Other Tier property settings

To define Other Tier property settings

1. From the drop-down menu, select an existing Tier name or type in a new, unique name of the Other Tier where you want to monitor network activity by the Insight Savvy for Network agents.

 This name will appear in the Precise user interface. For example, if your application contains an IBM Informix database server, name the Tier `informixSrv`; or, if you want to monitor this Tier remotely, name it `remoteInformix`.

2. From the drop-menu, select the listed option that represents the position of the Tier in your application. You can choose from the following:

- **Front-end.** The first connection, or input side, in your application.
 - **Application Server.** The middle tier in your application, responsible for the business logic.
 - **Database.** The back-end tier in your application.
3. From the drop-down menu, select the network protocol of the monitored application. You can choose from the following:
- Citrix
 - Other



The monitored application can use a Citrix protocol or any other protocol. If you need to find the port for a Citrix Tier you want to monitor, you can use the psinet utility (located in the products\insight\bin folder) and look for the termsrv.exe process. Its output shows you the port number process ID and process name listening on the TCP socket. You will see that the Citrix clients are connected to one listening port (the default is 1494). Use this port when installing a new Citrix instance.

4. Select one of the following:
- **Local.** This enables Insight Savvy for Network to monitor all TCP traffic on a local Listener port. The local Listener port is a server port to which clients connect. For example, a Web server usually listens on the local port 80, which is the default.
 - **Remote.** This enables Insight Savvy for Network to monitor all TCP traffic to a remote server port. The Insight Network agent is installed on the client side of the connection and monitors the client activity against a remote server port. Remote monitoring is usually used to monitor services that cannot be monitored locally (mainframe or unsupported operating systems running TCP applications). For example, if an application server is connected to a database server on an unsupported platform (for example mainframe), you can monitor the activity generated from the application server to the remote database server.



If you select **Remote**, you must select Static for the TCP/IP port monitoring.

5. From the drop-down menu, select the name of the server where you want to install the instance of the Other Tier. The server name or IP address only appears in the list if you previously defined it as a Precise Server. Click **Add** to enter the name of a server not on the list. For more information, see [Adding a new server](#).



If you monitor this server locally, this is also the server where the Insight Savvy for Network is installed. If you monitor this server remotely, the Insight Savvy for Network is installed on a different server(s). If you choose to monitor remotely, instead of selecting the server name from the drop-down menu or by clicking **Add**, you will need to type the server name in the textbox.

6. Select monitoring for either Static or Dynamic TCP/IP ports.



You may want to monitor dynamic ports instead of a range of specific ports (Static). This option is suitable if the port can change during the execution of an application or if the port is unknown at the time of installation.

If you selected monitoring for Static TCP/IP ports

- On the "Other Instance Installation-Ports Settings" screen, add the range of TCP/IP Ports in the specified text boxes.
- Click **Add** to add the range to the list.
- Click **Next**.

If you selected monitoring for Dynamic TCP/IP ports:

- On the "Other Instance Installation-Dynamic Settings" screen, add at least one name to the "Include Programs" table with a maximum of nine characters
- Click **Add** to insert them. The table can contain a maximum of three names. A program will be selected if a substring matches a name appearing in the "Include Programs" list but does not match any names in the "Exclude Programs" list.
- Click **Next**.

7. Click **Next**.

You can also do the following

- Add a program name to the Exclude Programs table if that program does not need to be monitored.
- Click **Add**. The table can contain a maximum of three names, each with a maximum of nine characters.
- Click **Next**.

Setting remote monitoring options

If you selected remote monitoring, you need to choose the servers from which you want to monitor the remote Tier. After clicking **Next** on the "Other Instance Installation-Ports Setting" page, perform the following procedure:

To set remote monitoring options for the Other Tier

- From the Available Servers list on the left, select the respective server machine.
- Use the right arrow to move the server to the Selected Servers list.
- Repeat this step for all server machines that communicate with the Tier you want to monitor.
- Click **Next**.

About the AdminPoint Tier installation preview screen

The preview screen signifies that the AdminPoint Tier installer has gathered enough information to begin the installation phase.

The preview screen displays the following details before installation begins:

- Server name or IP address
- The name of the monitored server
- What actions will be performed in their respective order
- Installation folder (location)
- Required disk space
- Currently available disk space

At this screen, you can still change any of the settings displayed. Click **Back** to change any of the displayed settings. Click **Next** to continue installation. Click **Cancel** to stop the installation process.

About the AdminPoint Tier installation progress screen

This screen appears when the AdminPoint Tier installer is actually performing installation. Installation may take several minutes.

The progress screen visually displays the progress of actual installation on selected servers.

About the AdminPoint Tier installation complete screen

This screen appears when the AdminPoint Tier Installer has completed installation of all Tier instances.

If there are no action items, click **Finish** (it will be the only option available) to complete the instance installation. If there are action items, click **Next** (it will be the only option available).

About the AdminPoint Tier Action Items screen

After a Tier instance is installed, you must perform post-installation tasks as may be required. Only after completing any post-installation tasks required can you start using the Tier instances you have just installed.

Perform any tasks displayed on this screen. Click **Execute** for Precise to perform the action items.



On UNIX, you will need to manually perform the action item with root-level permission.

Click **Mark as done** if you have performed the action items yourself.

Post-installation action items

When the Other Tier Collectors have been installed, post-installation tasks are required if any Insight Savvies were running during the installation process.

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