

# Precise minimum requirements for installation

This topic includes the following sub-topics:

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This topic details the various hardware and software requirements that need to be met to apply the Precise product offerings to your systems.

## Supported operating systems and technologies

Before installing the Precise framework or agents, refer to the most recent Precise Support Matrix at [Precise Support Matrix](#) to make sure that the relevant operating systems and technologies are supported.

## Hardware requirements for Precise framework

The following operating systems are supported for the Precise framework:


- Linux
- Windows
- Solaris
- HP-UX
- AIX

It is highly recommended to use a 64-bit platform. For detailed OS versions, see the most recent Precise Support Matrix at [Precise Support Matrix](#).

 For more information on large environments, see [About large environments](#).

**Table 1** Required hardware for framework server

System Size	Cores	Real Memory (GB)	File System (GB)	PMDB Storage (GB)	Comments
Small systems (5-20 instances)	2-4	4-10	20-50	20-50	
Medium systems (20-100 instances)	4-8	10-32	20-50	80-200	
Large systems (100-500 instances)	8-16	32-80	20-50	400-2000	See <a href="#">About large environments</a> .

 On large systems, it is recommended to use two servers; one for the framework and one for the PMDB. You should also put the PMDB on an external storage system.

## Disk requirements for the Precise Collectors

Disk space requirements per Collector (no matter the amount for instances) should be between 500MB and 2GB. The real value depends on the load on the instances.

## Requirements for the user interface

**Table 2** Software configuration required by the Precise user interface.

Component / Feature	Requirement
Browser	Microsoft Internet Explorer version 8 - 11
Flash player	Adobe Flash Player 10.0.0 or higher
Report Manager - Reports	Adobe Acrobat version 6 or higher
Report Manager - Customized Reports	Microsoft Excel 2000 or higher

Installer	Microsoft .NET Framework 2.0 SP1
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**Table 3** Hardware configuration required by the Precise user interface

Component / Feature	Requirement
Operating system	One of the following: <ul style="list-style-type: none"> <li>• Microsoft Windows Server 2003 SP1 or higher</li> <li>• Microsoft Windows Server 2008</li> <li>• Microsoft Windows XP SP2 or higher</li> <li>• Microsoft Vista</li> <li>• Microsoft Windows 7</li> </ul>
Memory	At least 1 GB
Display	At least 24-bit color palette and SVGA (1024 x 768) resolution



The Precise user interface in general uses pop-up windows. If you use pop-up blockers, you must prevent them from blocking Precise-related pop-up windows.

## Required vendor patches

Make sure to apply all vendor patches that are required for JRE operation on all servers running Precise components.

**Table 4** List of links for vendor patches.

Platform	Patch Location
HP-UX	<a href="http://www11.itrc.hp.com/service/patch/mainPage.do">http://www11.itrc.hp.com/service/patch/mainPage.do</a>
AIX	<a href="http://www.ibm.com/developerworks/java/jdk/aix/service.html">http://www.ibm.com/developerworks/java/jdk/aix/service.html</a>
Solaris, Linux, and Windows	<a href="http://www.oracle.com/technetwork/systems/patches/overview/index.html">http://www.oracle.com/technetwork/systems/patches/overview/index.html</a>

## Communication requirements

Precise uses the ports listed below. Make sure that these ports are not used by any application in your site.

**Table 5** Precise ports

Product / Framework Port Location	Port #
Precise Listener	20702 External
Precise GUI (Tomcat)	20790 External
Precise GUI (Tomcat) (control port)	20768 Local
Precise for J2EE Collector	20763 Local
Precise for Microsoft .NET Collector	20755 Local
Precise for Web Client Collector	80 External (Not enabled by default)
Precise for Web Collector	20999 Local
Federation Relay Port	20730 Local



Enable the TCP ports that are marked as 'external' in the above table, if your environment is firewall-protected. See [Advanced Adding Servers](#) for information on how to change ports, if this port range is already in use.

If you changed the ports on the previous version, they will not be changed after the upgrade.

Make sure that the port of the NetBios is opened, if you want to monitor SQL Server instances remotely and you have a firewall between the local and remote servers.

## Insight SmartLink requirements



See the SmartLink Transaction Tracking section in the [Precise Installation Guide](#).

## PMDB requirements

The following table describes the requirements for the PMDB based on the installed platform:

**Table 6** PMDB requirements

Platform	Requirement
Oracle	Oracle user with DBA privileges
SQL Server	SQL user for login to SQL Server with administrator privileges on the PMDB (you can also use OS authentication to connect to the PMDB)

## Operating system requirements

The operating system user running Precise agents on monitored UNIX servers should have the following characteristics:

- Password, other than NULL.
- Authorization to use the `cron` facility (only required if you intend to install an Oracle AppTier Collector on the respective server).
- On Linux, read and write permissions to the `/dev/null` special file.
- On Linux, an initial korn shell (KSH). Otherwise, the installation fails. In addition, many of the shell scripts that are included in Precise require KSH.
- Unless you have purchased the AT&T version of KSH, you must download PDKSKH, a korn shell clone in the public domain. If you have Red Hat, you can download the Intel version of PDKSKH from the Red Hat Web site. For other Linux distributions and platforms, search for "pdksh" at: <http://rpmfind.net/linux/rpm2html/search.php?query=pdksh>.
- Make sure that the user limits are as specified in the list or higher (the user limit can be changed and configured using the `ulimit` command):
  - time (seconds) = unlimited
  - file (blocks) = unlimited
  - data (kbytes) = unlimited



If you use the Linux 64-bit OS, install the Linux OS patch to add support for running 32-bit applications. This patch is referred to as the `x86-compat-libs-7.2-1.rpm` patch.

- For installation on Windows, the user must have Local administration privileges.

## Additional requirements per supported technology

The following topics describe the additional requirements per supported technology:

- [Oracle](#)
- [Web](#)
- [J2EE](#)
- [Microsoft .NET](#)
- [SQL Server](#)
- [Sybase](#)
- [DB2](#)
- [Precise for Storage](#)
- [SAP](#)
- [Siebel](#)
- [PeopleSoft](#)
- [Oracle Apps](#)
- [Insight Savvy for OS and Network](#)
- [Insight Savvy for MQ](#)
- [Insight Savvy for Tuxedo](#)
- [Custom Apps and Tuxedo](#)

### Oracle

The additional requirements for Oracle are:

- The Precise for Oracle agent reads the Oracle SGA directly. To do so, the user must be in the same group as the Oracle user to have access to the Oracle shared memory.
  - **Windows.** For Windows servers:
    1. Create a domain user, who is then granted local administrator permissions as required on the monitored servers.

2. Add the Precise user to the `ora_dba` group. On monitored Oracle servers, add the Precise user to the same group as the Oracle user – typically `ora_dba`.
- **UNIX.** For UNIX servers:
    1. Create a Precise user on every monitored server.
    2. Add the Precise user to the same group as the Oracle software owner (e.g. `dba` or `oinstall`). Your DBA group should be the primary group of the Precise user.
- Make sure you have an Oracle DBA user name and password. The user should also have `SYSDBA` privileges.
  - If you are installing on a Sun Solaris operating system, verify that the `/proc` file system is available.
  - On UNIX servers, verify that the file system where you plan to install the software is mounted with the `SETUID` option.
  - Verify that the shared library path variable (`LD_LIBRARY_PATH`, `SHLIB_PATH`, or `LIB_PATH`, depending on the operating system) is not set in the Precise user environment.
  - The `Init.ora` parameter `timed_statistics` should be set to `TRUE`.



During the Oracle AppTier installation, the installer creates a schema in the Oracle database. To do so, it is required to specify an Oracle user with `sysdba` privileges. This user is used only during the installation. Precise products do not use or save the DBA user name or password for future use.

During the installation, a Super-user (root) privilege is required on Linux and all UNIX operating systems.

## Web

The additional requirements for Web are:

- Before you install a Web AppTier, you need to grant special file and directory permissions (including all sub-directories) to the UNIX or Windows user that you intend to use during the installation.



The permissions in the general collection table are not needed for the ongoing operation, only for installation.

Auto-detected values will be shown. If this user does not have these permissions during installation you will not see these auto-detected values and you will have to supply them manually.

- The Operating System user that runs the Web Server or Web Application should have full control privileges for the `<i3_root>` directory (for example: `NETWORK SERVICE` for IIS6).



For the installation of a Web AppTier, you will need a user with Web administrator privileges.

- Permissions that are required for the GENERAL collection on UNIX and Windows.

**Table 7** GENERAL collection on UNIX and Windows

Web Server	File or Directory
iPlanet	<code>sitename/config</code> <code>sitename/config/server.xml</code>
Apache	Configuration directories (typically: <code>apache root/conf</code> ) and sub-directories configuration files (typically: <code>httpd.conf</code> )
WebLogic	Server installation directory ( <code>WL root</code> ) <code>WL root/site name</code> <code>WL root/site name/config.xml</code>
WebSphere	<code>WS root/properties/version/platform.websphere</code> and <code>WS root/properties/version/WAS.product</code> (only for UNIX) Node directory and all sub-directories, such as: <code>.../cells/cell1/nodes/node1</code> Node <code>serverindex.xml</code> and <code>server.xml</code> files such as <code>.../cells/cell1/nodes/node1/serverindex.xml</code> and <code>.../cells/cell1/nodes/node1/servers/server1/server.xml</code>
Oracle Applications Server (only for UNIX)	<code>OC root/inventory/ContentsXML/configtools.xml</code>
Oracle Applications Server - OPMN	Configuration directory (typically: <code>oracle as root/opmn/conf</code> ) and all sub-directories Configuration files (typically: <code>oracle as root/opmn/conf/opmn.xml</code> )
Oracle Applications Server - Apache	Configuration directory (typically: <code>oracle as root/Apache/conf</code> ) and all sub-directories Configuration files (typically: <code>oracle as root/Apache/conf/*.conf</code> )
Tomcat	Configuration directory (typically: <code>tomcat root/conf</code> ) and all sub-directories <code>server.xml</code> file (typically under: <code>tomcat root/conf</code> )
Sun ONE	Configuration directory (typically: <code>sunone root/domains/domain1/config</code> ) and all sub-directories <code>domain.xml</code> file (typically under: <code>sunone root/domains/domain1/config</code> )

- Permissions needed for STATIC instrumentation collection on UNIX and Windows:  
**Table 8** Permissions for STATIC instrumentation collection on UNIX and Windows

Web Server	File or Directory
iPlanet, Apache 1.3	Web application pages directory and sub-directories Page files in the Web application pages directory (such as .html files, .htm files, and so on)

- To install a Precise for Web instance on IIS7.x, the "IIS6 Metabase Compatibility" service and ISAPI filters must be installed.
- If you are going to install SAP WAS ABAP, the following prerequisites are needed:
  - The import of the Precise for Web transport to the monitored SAP system.
  - The download of the SAP Java Connector (JCo).
  - The installation of SAP Java Connector (JCo) on the server on which Precise for Web FocalPoint is installed.



Before installing SAP WAS ABAP, check whether Precise supports your version of SAP WAS ABAP in the Precise Support Matrix that can be found on the Precise Customer Portal.

Precise for Web does not provide the following features for the supported SAP WAS ABAP versions:

- application user collection
- server-side monitoring
- client-side monitoring of new browsers, such as IE8, Chrome, and Firefox 3

#### To enable IIS6 Metabase Compatibility on Windows 2008

1. Go to Start > Control Panel > Programs > Programs and Features.
2. On the left Side Bar select Turn Windows features on or off.
3. Go to Roles > Web Server(IIS), click **Add Role Services**.
4. Select IIS6 Metabase Compatibility under IIS 6 Management Compatibility.
5. Select ISAPI filters under Application Development.
6. Click **Next** and follow instructions on screen.

#### To enable IIS6 Metabase Compatibility on Windows Vista

1. Go to Start > Control Panel > Programs > Programs and Features.
2. On the left Side Bar select Turn Windows features on or off.
3. Wait for the Windows Features dialog box to open and fill, then expand "Internet Information Services".
4. Select the IIS 6 Metabase Compatibility service under IIS 6 Management Compatibility.
5. Click OK.

#### To import the Web transport to the monitored SAP system

1. If it is the first Web instance in the Precise Environment:
  - a. On the Precise FocalPoint server, go to the \products\i3FP\distribution source\installer\ folder
  - b. Extract the files with the following path name from the PSWW\_FP\_Shared\_ALL.zip file: products\www\install\sap\abap
2. Copy the Precise for Web transport files to the SAP System:
  - a. Copy the K900112.WS4 file that is located in <i3\_root>\products\www\install\SAP\abap\cofiles\ to the appropriated trans\cofiles folder on the SAP system.
  - b. Copy the R900112.WS4 file from <i3\_root>\products\www\install\SAP\abap\data\ to the appropriated trans\data folder on the SAP system.
3. Import the transport from the SAP GUI. During the import choose the following options:
  - Leave Transport Request in Queue for Later Import
  - Import Transport Request Again
  - Overwrite Originals
  - Overwrite Objects in Unconfirmed Repairs

#### Downloading the SAP Java Connector (JCo)

For information regarding the SAP JCo, see [Installing the SAP Java Connector \(JCo\)](#).



Precise for Web only supports SAP JCo version 2.1.9. Precise currently does not support SAP JCo version 3.x.

Verify that you download the corresponding JCo bit version (32- or 64-bit) for the operating system that the Precise for Web FocalPoint is installed on.

#### To download the SAP JCo

1. Open the following URL in a browser window. <http://service.sap.com/connectors>
2. Enter your SAP Service Marketplace user name and password, and click **OK**.
3. In the tree view, go to Connectors>SAP Java Connector>Tools and Services.
4. Review the JCo Release notes for the available versions and choose one that is relevant for the operating system of the i3 for Precise for Web FocalPoint server. Note that the JCo may require other prerequisite software as described in the release notes. Use the JCo version as described in the note above.

#### Installing the SAP Java Connector (JCo)



If Precise for Web FocalPoint is not yet installed (no Web instances in the Precise system) then perform all the following sections while considering the "Precise for Web FocalPoint server" as the server you are going to install it on. Of course - some directories will not exist, so you will need to create them by yourself (e.g. `<i3_root>\products\www\bin`).

## To install the SAP JCo

1. Unzip the contents of the downloaded file to a directory of your choice on the Precise for Precise for Web FocalPoint server.
2. From the directory to which you unzipped the downloaded file, copy the .JAR file(s) to `<i3_root>\java\3rd_party` directory on your Precise for Web FocalPoint server.
3. If the Precise for Web FocalPoint is installed on Windows, copy the .DLL files from the directory to which you unzipped the downloaded file to `<i3_root>\products\www\bin` directory on your Precise for Web FocalPoint server.
4. If the Precise for Web FocalPoint is installed on UNIX/Linux, copy the .SO files from the directory to which you unzipped the downloaded file to: `<i3_root>\products\www\bin` directory on your Precise for Web FocalPoint server.
5. Make sure the gateway port between the Precise for Web FocalPoint and the SAP Application Server is open in both directions. The gateway port is 33xx, where xx has to be replaced by the instance number of the SAP Application Server.
6. Maintain the SAP communication ports the services file in
  - Windows. %windir%\system32\drivers\etc\services
  - UNIX. /etc/services
7. Replace the following <SID> and <instance-number> with the values from your environment:
 

```
sapms<SID> 36<instance-number>/tcp
sapgw<SID> 33<instance-number>/tcp
sapdp<SID> 32<instance-number>/tcp
e.g. for a SAP system with the SID = PRD and Instance Number 01:
sapmsPRD 3601/tcp # SAP Message Server
sapgwPRD 3301/tcp # SAP Gateway
sapdpPRD 3201/tcp # SAP Dispatcher
```

## J2EE

The additional requirements for J2EE are:

- If the J2EE Collector is hosted on an AIX server, make sure that the user limits for the Precise user are unlimited for data.
- The user of the application server (regardless of the application server type) must have the following file system permissions:  
**Table 9** File system permissions

Directory	Permissions	Justification
<code>&lt;i3_root&gt;/logs</code>	Read/write	Write log file, log file rotation
<code>&lt;i3_root&gt;/products/j2ee</code>	Read/write	Various configuration files, status files
<code>&lt;i3_root&gt;/infra/cluster</code>	Read/write	Cluster installation management files

- When Precise for J2EE monitors WebSphere, the privileges of the Precise for J2EE user must be the same as those needed to run the WebSphere administration server.

## Microsoft .NET

The additional requirements for Microsoft .NET is:

- Create a Microsoft .NET login name with system administrator privileges and a password.
- The user running the .NET application (regardless of the application type) must have full control privileges for the `<precise_root>` folder.

## SQL Server

The additional requirements for SQL Server are:

- Create a Microsoft SQL Server login name with system administrator privileges and a password (optional for the SQL Server AppTier; you may use the Microsoft Windows authentication option instead).
- If you want to use the Recommend/What-If feature in Precise for SQL Server with SQL Server 2005 and SQL Server 2008, make sure to install the SQL Server Client tool on both the Precise for SQL Server FocalPoint and Collector servers.
- When running in remote sampling mode, you are required to provide the Windows user for login into the remote server. This user should have the sysadmin privilege on the remote server, otherwise the installation will fail.
- For the Precise for SQL Server FocalPoint, you need a user for logging in with the server administration privileges.
- When the PMDB is installed using Windows authentication, you need to provide a user that can connect both to the PMDB and to the monitored instance.

## Sybase

The additional requirements for Sybase are:

- Make sure you have access to an existing Sybase user name with the system administrator privileges.
- Make sure to install the Sybase PC Open Client of one the supported versions.

**Table 10** Supported Open Client and related ODBC versions

Open Client	ODBC version
12.5.1 ESD #2	Sybase Adaptive Server Enterprise ODBC driver version 4.20.00.67
12.5.1 ESD 15	Adaptive Server Enterprise version 12.05.01.529
15.x	Adaptive Server Enterprise version 15.0.0.152

- Make sure that the following components are installed:
  - Embedded SQL/C
  - Monitor Client Library
  - ODBC driver
- To enable monitoring of the Sybase AppTier, you need to adjust the Adaptive Server Enterprise (ASE) configuration parameters

The following table specifies the parameter values for ASE version 12.5.0.3 and higher:

**Table 11** Parameter values

Parameter	Value
max SQL text monitored	16384
enable monitoring	1
SQL batch capture	1
wait event timing	1
SQL text pipe active	0
plain text pipe active	0
statement pipe active	0
errorlog pipe active	0
deadlock pipe active	0
process wait events	0
object lockwait timing	0
statement statistics active	0
per object statistics active	0



The value given for the event buffer per engine parameter in the table is a minimum value. You may also use a higher value if required.

- Make sure that the user used to monitor the Sybase instance is a member of the `mon_role` and `sa_role` server roles



To grant the `mon_role` server role, run the following command: `grant role mon_role to user name`. For example, if you connect as system administrator, run the command as: `grant role mon_role to sa`.

- The following tables must be activated:
  - `monProcessSQLText`
  - `monProcess`

For instructions on how to activate these tables, see Sybase's book Performance Tuning: Monitoring and Analyzing at [http://infocenter.sybase.com/help/index.jsp?topic=/com.sybase.dc20022\\_1251/html/monitoring/monitoring61.htm](http://infocenter.sybase.com/help/index.jsp?topic=/com.sybase.dc20022_1251/html/monitoring/monitoring61.htm)

- Make sure that the master.sysservers table includes the following entry: `sp_addserver logical name, 'local', physical name` where: `logical name` is the name used to address the server on your system and `physical name` is the name of the instance as it appears in the interface file. This file is usually located in the `sybase root dir/ini/sql.ini` directory or the `sybase root dir/interfaces` directory.



The entry points to the Sybase instance as the local server (`srvclass=0`). If this entry does not exist, add it to the table.

- To function properly, the Statistics workspace requires that you comply with the following requirements:
  - Run the `sp_sysmon` system stored procedure with the `noclear` option set only. For example: `sp_sysmon "00:01:00", noclear`.

- When the PMDB is installed using Windows authentication, you need to provide a user that can connect both to the PMDB and to the monitored instance

#### To check which PC Open Client and ODBC driver versions are installed

1. Open the command prompt and run the following command: "%SYBASE%\%SYBASE\_OCS%\bin\isql" -v (PC Open Client version.)
2. Click Setting > Control Panel > Administrative Tools > Data Sources(ODBC). (ODBC driver version.)

## DB2

The additional requirements for DB2 are:

- Refer to the Precise Support Matrix for information on supported DB2 versions and FixPak levels
- Precise software components are installed on each monitored DB2 server. You require a dedicated Precise OS user to be created on each monitored server. The name "precise" is used as an example.
  - **Windows.** On Windows, generally a domain user is created, who is then granted local administrator permissions as required on monitored servers.
  - **UNIX.** For UNIX servers, you need to create a Precise user on every monitored server. For monitored DB2 servers, create the Precise user as follows:
    - Non-null password, not containing special characters, and has a maximum length of 15 characters
    - Connected to the DB2 SYSADM group (as reported by the DB2 GET DBM CFG command)
    - Login shell is ksh, with "dot" (.) in the Path variable
    - The shared library path (LD\_LIBRARY, SHLIB\_PATH, LIB\_PATH) is not set in this user's environment
- For monitoring purposes, the Precise user must have the DBADM and SYSMON privileges or SYSADM privileges



The Precise for DB2 AppTier installation creates a schema in either an existing or new tablespace. If you prefer to create a new tablespace, the user must also have DBADM and SYSCTRL privileges or SYSADM privileges.

- When monitoring DB2 on HP, make sure the database default charset isn't roman8 (CP1051)
- Close the Services window in the Control Panel if you are installing on a Windows server

## Precise for Storage

The additional requirements for Precise for Storage are:



Precise for Storage products are not stand-alone solutions.

- Database Specific
  - **Precise for SQL Server.** Precise Collector can be installed remotely while the EMC Solution Enabler Daemon must be installed on the monitored server.
  - **Oracle and DB2 (on UNIX/Linux platforms).** The user ROOT is required for the installation.
  - **DB2 only.** The Precise users (of the Listener) must be in the OS group of DB2 adm. For example, db2adm1.
- EMC - CLARiiON
  - If CLARiiON is the attached storage media, the storage agent of Precise for Oracle or Precise for SQL Server needs to be able to run and gather storage array metrics from the CLARiiON on a periodic basis, and therefore Statistics Logging must be enabled via the CLARiiON software Navisphere.

#### To enable Statistics Logging in CLARiiON

1. Open Navisphere (Typically this will require a user with Storage Administrator rights and the URL of the Navisphere software.)
2. Right-click the APM storage System and select Properties.
3. On the General tab, select **Statistics Logging**.
4. Click **Apply**.
5. Click **OK**.
6. Click File > Save and Exit.

## SAP

Define the fields that Precise for SAP will retrieve for organization and user areas. By default, Precise for SAP retrieves the Department field for organization and the Building field for user area.

The additional requirements for SAP are:

- Precise for SAP function modules are installed on the monitored SAP system (For more information, see the [Precise Installation Guide](#).)
- You need to have SAP user account with the authorization profile Z\_PRECISE (For more information, see the [Precise Installation Guide](#).)
- The SAP Java Connector (JCo) version 2.1.9 is installed on the Precise for SAP FocalPoint server
- To install Precise for SAP BW, the SAP BW technical content needs to be enabled (For more information, see the [Precise Installation Guide](#).)

## Siebel

The additional requirement for Siebel is:



- A userid capable of executing the `SVRMgr` utility. You can either use an existing user with administrator privileges or have your Siebel administrator create a special Siebel client for Precise.

## PeopleSoft

The additional requirement for PeopleSoft is:

- Verify that the PeopleSoft Applications server can be brought down for a short window of time (approximately 15 minutes) to set the database monitoring parameter to TRUE: `EnableDBMonitoring=1`.

## Oracle Apps

The additional requirements for Oracle Apps are:

- **FORMS LISTENER MODE.** The relevant port number is defined by the `FORMS_PORT` environment variable in the `adfrmctl.sh` script found in the Oracle Applications installation directory



If the Precise Insight Savvy for OA is to be deployed, the Forms server must be a UNIX server and must have the Precise Listener and Insight Savvy for Network agents installed to monitor the Forms Tier of Oracle Applications.

- **FORMS SERVLET MODE.** If the Precise Insight Savvy for OA is to be deployed, the Forms server must be a UNIX server and must have the Precise Listener and Precise for J2EE agents installed to monitor the Forms Tier of Oracle Applications
- Access to the Oracle Database with a userid having `sysdba` privileges
- Must be able to run command: `GRANT EXECUTE ON DBMS_PIPE TO <COLLECTOR_SCHEMA_USER>`
- Verify that the Oracle Applications server can be brought down for a short window of time (approximately 30 minutes)
- To make the required modifications:
  - No users can be logged on to the Oracle Applications server
  - No batch jobs or reports can be running on the Oracle Applications server
  - The Concurrent Manager must be shut down
- Verify that you can change the `CUSTOM.pll` and `CUSTOM.plx` forms library

## Insight Savvy for OS and Network

The additional requirements for Insight Savvy for OS and Network are:

- On UNIX, verify the file system where you will install the software is mounted with the `SETUID` option and no security monitoring system (for example CA Etrust) is blocking `setuid`
- Verify you have access to use a userid `root`, this is required for installation action items

## Insight Savvy for MQ

The additional requirements for Insight Savvy for MQ are:

- The MQ home directory:
  - **Windows.** Check the registry path: `SOFTWARE\IBM\MQSeries\CurrentVersion\WorkPath`
  - **UNIX.** Usually `/var/mqm`.
- The MQ lib directory:
  - **Windows.** Check the registry path: `SOFTWARE\IBM\MQSeries\CurrentVersion\Configuration\ClientExitPath\ExitsDefaultPath`
  - **UNIX.** Usually `/var/mqm/exits`
- Ensure that you have a valid MQ user name and password

## Insight Savvy for Tuxedo

The additional requirement for Insight Savvy for Tuxedo is:

- On UNIX operating systems you will need Super-user (root) privileges (only for the installation) If the automatic detection does not work, the following procedures can be performed:

### To obtain the Tuxedo version number

1. Log on as the Tuxedo operator.
2. Run the following command: `tmadmin -v`

### To obtain the Tuxedo domain ID

1. Look for the `BBL` process on the server.
2. Use the name following the `DOM` option.
3. Alternatively, look for the `UBBCONFIG` file or a file containing `UBB` in its name.
4. Use the value of the `DOMAINID` variable in the `RESOURCES` section.

If you are not sure what the Tuxedo domain ID is, you can use the UNIX user name running the `BBL` process on the server, or simply use an arbitrary name. In upgrade mode, this is the name of the Tuxedo domain you want to upgrade. Via the auto-detection mechanism, invalid characters for Precise may appear. This should be changed manually.

### To obtain the path of the Tuxedo installation directory

1. Log on as the Tuxedo operator.
2. Check the value of the `TUXDIR` environment variable.
3. Alternatively, locate the Tuxedo bin directory where the BBL program is located. The Tuxedo installation directory is immediately above it.

### To find the Tuxedo configuration file

1. Log on as the Tuxedo operator.
2. Check the value of the `TUXCONFIG` environment variable.

This is a binary file. Do not confuse it with the textual `UBBCONFIG` file. In a PeopleSoft installation, the name of the Tuxedo configuration file is usually `PSTUXCFG`. This file is located in the PeopleSoft installation directory/appserv/PeopleSoft Domain directory. For example: `/home/hrprd/hrprd831/appserv/HR_PRD831/PSTUXCFG`

 Refer to the [Precise Support Matrix](#) for supported versions.

## Custom Apps and Tuxedo

The additional requirements for Custom Apps and Tuxedo are:

- When performing an upgrade:  
**Table 12** Prerequisites

Application	Needed Downtime	Permissions
J2EE	Restart of the monitored application server after installing the v9.0 upgrade patch on its server.	Permission to use the operating system user of the Web/application server.
Web	Restart of the monitored application server after installing the v9.0 upgrade patch on its server.	Permission to use the operating system user of the Web/application server.
Tuxedo	If the CORBA Interceptor DLL has been deployed, the Tuxedo domain will need to be shut down for the duration of the upgrade on the Tuxedo server.	

- When performing an installation:  
**Table 13** Prerequisites

Application	Needed Downtime	Permissions	Manual actions
J2EE	Restart of the monitored application server after installing the v9.0 agent for it.	The Web/application server operating system user must have permission to read/write from the Precise installation directory (a.k.a. the <code>&lt;i3_root&gt;</code> directory) and all of its sub folders.  It is therefore highly recommended that the Precise operating system user shares the same group as the Web/application server operating system user.	
Web	Restart of the monitored application server after installing the v9.0 agent for it.	The Web/application server operating system user must have permission to read/write from the Precise installation directory (a.k.a. the <code>&lt;i3_root&gt;</code> directory) and all of its sub folders.  It is therefore highly recommended that the Precise operating system user shares the same group as the Web/application server operating system user.	To be performed using the operating system user of the Web/application server at the end of the the installation process, before terminating the downtime: <ul style="list-style-type: none"><li>◦ Editing the Web/application server configuration files (e.g. <code>server.xml</code>, <code>httpd.conf</code>, etc.)</li><li>◦ For monitoring a J2EE application the additional actions will also be required:<ul style="list-style-type: none"><li>▪ Editing the application server startup script for adding Precise classes to the JVM classpath.</li><li>▪ Editing the Web descriptor (<code>web.xml</code> inside WAR or EAR) of the application.</li></ul></li></ul>