Installing the Add-on AppTier Collector

This section includes the following topics:

- About installing and configuring the Add-on AppTier Collector

About installing and configuring the Add-on AppTier Collector

For each AppTier, specific Collectors collect performance data from instances in your environment. These agents need to be installed for each instance you want to monitor, and activated on the server computer where the instance resides. The Collectors send this data to the relevant product FocalPoint, which processes the information and stores it in the PMDB. The PMDB keeps the data for long-term trend and capacity analyses.

Precise components must be installed in the following order:

- Precise FocalPoint
- PMDB FocalPoint
- Insight FocalPoint
- Report Manager FocalPoint

> Insight, Report Manager FocalPoints, and PMDB FocalPoints must be running during the Add-on AppTier plug-in process.

About installing the Add-on AppTier plug-in installation package

Once you have installed the Precise framework, you can install the Add-on AppTier Collector for the AppTiers that are part of your environment. For each AppTier, specific Collectors collect performance data from the instances in your environment. These agents need to be installed for each instance you want to monitor, and activated on the server where the instance resides. The Collectors send this data to the relevant product FocalPoint, which processes the information and stores it in the PMDB. The PMDB keeps the data for long-term trend and capacity analyses.

The Add-on AppTier installation package is plugged into the Precise environment using the **Setup > Instances and Clusters** option in AdminPoint. The Add-on AppTier dialog box opens with the current Precise installation directory where Precise FocalPoint is installed.

> The AppTier Name is created from the application tag, but can be changed. Be careful that the AppTier Name includes an underscore "_" prefix to the name (for example: _MyApp). To identify an AppTier Name to a specific environment, add an underscore "_" and number suffix to the name (for example: _MyApp_2).

For more information, see Add-on AppTier installation package contents. For more information, see the *Precise Installation Guide* and the Precise Administration Guide.

Adding a new Add-on AppTier

All Add-on AppTiers are added to the Precise environment using AdminPoint.

To add a new Add-on AppTier

1. Launch AdminPoint and go to **Setup > Instances & Clusters**.
2. Click **Add Instance**.
3. From the drop-down menu, select **Add a new Technology**.
4. In the new dialog box, choose the Package file you created. The SDK Collector version is automatically filled in.
5. Click **OK**.

About error messages when installing an Add-on AppTier

Certain error messages can appear during a plug-in installation.

Table 1 Typical error messages when installing an Add-on AppTier

Message	Description
ZIP_SECURITY_CHECK_FAIL	The security check for the installation package files has failed. Contact PreciseTechnical Support.
ZIP_FILES_NOT_VALID	The zip files are not valid. For example: XML validation has failed or the application tag does not exist.
APPLICATION_NAME_ALREA DY_EXISTS	The unique AppTier Name (Application Name) already exists. Rename this AppTier Name.

About installing an instance for an Add-on AppTier

After the Add-on AppTier installation has finished, AdminPoint lets you install (add), update, or uninstall the Precise environment instance for the Add-on AppTier.

The installation process for an Add-on AppTier instance, which is monitored by the Insight SDK Collector (an ARM API option), is almost the same as installing the Add-on AppTier Collector (a files API option). The instructions on the instance install screen are similar. Follow the instructions on the screen to copy the shared library.

To install an Add-on AppTier, you must define them by AppTier instance name, monitored server name, and collection server name. Another name for the monitored server is "Instance" server because this server has installed a specific technology (instance) on it. The Instance server can be selected from a list of existing Precise servers. The Add-on AppTier collection server is where the files are stored for harvesting. The Precise Listener should be installed on the collection server.

On the AppTiers page, you can do any of the following actions:

- Add a new instance
- Edit an existing instance
- Uninstall (Delete) an instance

Installing an instance for an Add-on AppTier

Before installing an instance for an Add-on AppTier, define it by AppTier instance name, monitored server name, and collection server name.

To install an instance for an Add-on AppTier

1. Launch AdminPoint and select **Setup > Instances & Clusters**.
2. Click **Add Instance**.
3. From the dropdown menu, select the Add-on technology.
4. Click **OK**.
5. In the SDK Instance Installation - Property Settings dialog box, insert the Instance Server name, the Instance Name, and the Collect Activity from This Server name.

   The name used in Collect Activity from This Server must be the same as the Instance Server name.

6. Click **Next**.
7. Click **Finished**.

Installing the Insight ARM extension dynamic library

When using the ARM API option, the Insight SDK Collector is installed on the monitored server. At the end of an instance installation, manual action items are displayed and must be performed. Follow the instructions on the screen to complete instance installation.

The following is an example procedure of action items; make sure to perform the actual action items that are displayed on the screen.

To install the Insight ARM extension dynamic library (example)

1. Stop the Add-on AppTier application.
2. Backup the original ARM dynamic library to another directory specified by the user.
3. Replace the original ARM dynamic library with the Insight ARM extension dynamic library.
4. Insert Insight instance environment variables into the Add-on AppTier application environment variables.
5. Restart the Add-on AppTier application.

After completing installation, use the Precise AdminPoint PMDB, Warehouse Status, and Agents screens to manage Add-on AppTier instances. You can also use Environment Settings. For more information see the Precise Administration Guide.

About the Agents workspace for an Insight SDK AppTier instance

The Insight SDK Collector is installed for each Add-on AppTier instance which uses the ARM API option. Each agent is displayed in a row in the AdminPoint's Agents workspace.

The Agents workspace does not display any rows Add-on AppTier instances which use the files API option. These Collectors are not managed by Precise.

Removing an Add-on AppTier instance installation package

Use the **Setup > Instances and Clusters** option in AdminPoint to uninstall Add-on AppTier instances and remove the Add-on AppTier installation package completely. Use the following procedures to uninstall Add-on AppTier instances and remove the Add-on AppTier completely.

To remove an Add-on AppTier installation package

1. Launch AdminPoint and select **Setup > Instances & Clusters**.

2. Select the instance you wish to delete.
3. Click **Delete**.

> If the deleted instance was the last instance in an AppTier, you will have the option of deleting the AppTier. All AppTier instances must be deleted before the AppTier can be deleted.

Deleting an Add-on AppTier instance which works with an ARM API option

When deleting an Add-on AppTier instance, which is monitored by the Insight SDK Collector for the ARM API, Precise removes the Insight Collector for this Insight. At the end of the process, you are instructed to undo the manual action items you had performed during instance installation.

Carefully follow the instructions displayed in AdminPoint.

To delete an Add-on AppTier instance which works with an ARM API option

1. In AdminPoint, launch the Agents workspace and click **Stop** to stop running the Add-on AppTier agent. Select the Insight SDK Agent row which monitors the Add-on AppTier instance on the relevant server.
2. Replace the Insight SDK extension dynamic library with the original ARM dynamic library (previously stored as backup in another directory during installation).
3. Remove the Insight environment variables from the Add-on AppTier application environment variables.
4. In AdminPoint, launch the Agents workspace and click **Start** to restart the agent.

Updating an Existing Add-on AppTier

If the Add-on AppTier definition has changed, you must update the definition for the Add-on AppTier.

To update an existing Add-on AppTier

1. Uninstall Add-on AppTier instances
2. Remove the Add-on AppTier before performing a new plug-in (updated version) of the Add-on AppTier installation package.