



# Grid2Go Version

## 2.01

## Release Notes

April 2008

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## 1. Welcome to Grid2Go

Grid2Go is a powerful real time proactive problem identification tool for databases and servers. Its unique proactive problem identification capabilities (based on a patent pending statistical models developed by DBA InfoPower Inc) provide you with a clear identification of the issues that have a high possibility to negatively impact business continuity of the database. Cluster and Dashboard modes of Grid2Go allows user to observe and identify potential issues simultaneously across multiple databases

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## 2. System Requirements

You should verify that your system meets the following requirements before attempting to install and run Grid2Go.

## Hardware requirements

- **A Pentium-based or equivalent PC**
- **50 megabytes of free disk space** should exist on a local disk drive rather than a network drive. Extra disk space will be required if you choose to save reports and graphs created from within Grid2Go.
- **A monitor capable of supporting a resolution of 800x600 or larger** Grid2Go is designed to run on a desktop area of 800 by 600 pixels or larger. It is best viewed on a desktop area of 1024 by 1024 pixels. You should also set the display to use the 32bit color palette.
- **256 megabytes of RAM (minimum)**  
256 megabytes is generally adequate unless many other applications are running.
- **A CD-ROM drive or Internet connection** Grid2Go can be downloaded from the Internet or installed from compact disc. The CD-ROM drive should be attached to the PC on which Grid2Go is to be installed. A drive mapped to a network device could be used if a local CD-ROM is not available.
- **A printer (optional)** Grid2Go can be printed graphical information on a laser or bubble jet printer. You can print graphs in color if your printer provides this capability.
- **A mouse**  
To access all the features of Grid2Go you should have a mouse installed on your PC.

## Software requirements

- **Windows 2000, Windows 2003 Server, Windows XP Professional, Linux Red Hat or Linux SuSe**

The following specific requirements exist:

- ☐ Windows 2000. Service Pack 4 (or later) must be installed.
- ☐ Windows XP. Service Pack 1 (or later) must be installed.
- ☐ Red Hat Linux 7.x, 8.x, 9.x (2.4 kernel)
- ☐ SUSE Linux 7.0, 8.0, 9.0 (2.4 kernel)

- **Access to database account on a database server**

You must have the access to user account on a database server in order to communicate with the Grid2Go agent.

- **Oracle 8.x.x, Oracle 9.x.x , Oracle 10g**

You must have the SYSDBA user ID and password for the database you want to diagnose.

- **Adobe Acrobat 6.0**

A copy of the Grid2Go Getting Started Guide is included on the Grid2Go installation in portable document format (PDF). You must install Adobe Acrobat Reader version 6.0 or later to view the PDF files. Adobe Acrobat reader is available on the Adobe web site at:

<http://www.adobe.com/>

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### **3. Installing Grid2Go**

Grid2Go 2.01 is provided as a stand-alone installer.

#### **Installation of Grid2Go**

This procedure outlines how to install Grid2Go on your PC, and should only take a few minutes to complete. Close all other applications before loading the CD into your PC. You can cancel the installation at any time by pressing the **Esc** key or by clicking the **Cancel** button.

#### **To install Grid2Go**

- 1 Insert the Grid2Go CD into your CD-ROM drive or download Grid2Go installer from the URL provided by representative of DBA InfoPower Inc.

Depending on your system's configuration, the installation program may start automatically. If this happens, follow the instructions on the screen to complete the installation.

- 2 If the installation program does not start, select **Run** from the Windows Start menu.

- 3 Type **d:\dbaip\_g2g\_201.exe** (where **d:** is the CD-ROM identifier and **201** is the version number), and click **OK**.

- 4 Follow the instructions displayed on the screen.

By default, Grid2Go is installed into the following directory, though you can choose a different installation path.

**C:\Program Files\DBAip\_Grid2Go**

#### **Multiple installations of Grid2Go**

The advanced Grid2Go installer allows you to install and separately upgrade multiple versions of Grid2Go on your computer.

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## 4. Launching Grid2Go

Grid2Go can be launched in one of two ways, either directly, or via the Grid2Go console. The simplest way to get started is to launch Grid2Go directly.

### Launching Grid2Go directly

To launch Grid2Go directly:

**Via Start menu** Grid2Go is placed in the Windows **Start** menu under:

**DBAip Grid2Go > Grid2Go**

### Authorizing Grid2Go

If you are a new user of Grid2Go, you will be supplied with a trial period in order to test the product. When the trial period expires, Grid2Go will stop functioning.

To maintain full functionality, contact your DBA InfoPower Software representative for information on obtaining a full licensed version. For further information see “Product authorization errors” in the *Grid2Go User Guide*.

### Grid2Go database users and objects

Grid2Go does not install any database objects into user database. No special database user needs to be created. The *Grid2Go User Guide* tells you what database user access rights needed to be utilized by Grid2Go.

### Setting up remote access to a database machine

SSH tunnels are used to access remote database servers. When Grid2Go is connected to one or many databases servers, you can use the information received by on the Grid2Go Console

### Downloading Upgrades from the Internet

From time to time, DBA InfoPower, Inc. may make upgrades and patches available on the Internet. Upgrades will be made available from the DBA InfoPower web site at [www.dbainfopower.com](http://www.dbainfopower.com). Instructions for downloading and installing upgrades are provided on the web site.

### Uninstalling Grid2Go

To uninstall Grid2Go use the **Add/Remove Programs** option in the Windows **Control Panel** in the Start menu that appears when you click the **Start** button.

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## 5. Performance Notes

The following issues and limitations are known to exist in this release of Grid2Go. They are

listed in below several sub-section:

## Operating System notes

▮ **Failure to startup Grid2Go after successful install.**

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Grid2Go may fail to startup if during the installation process user chooses not to install provided JRE (Java Runtime Environment). It is strongly recommended to use JRE packaged with Grid2Go.

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## 6. International Operation

This section contains information about installing and operating this product in non-English or non-ASCII configurations. This section does not replace or change the materials about supported platforms and configurations found elsewhere in the product documentation.

*This product is not enabled for international operation. Only U.S. English configurations of this product and U.S. English datasets are fully supported. Non-ASCII characters and/or non-English configurations may work appropriately, but they have not been tested and this product should be used with caution in these environments. For specific support information, contact DBA InfoPower customer support.*

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## 7. For more information . . .

### Other document sources

The online help can be displayed by selecting an option from the **Help** menu, by clicking a Help button, or by pressing **F1**. Comments and suggestions regarding the help are welcome.

### Contacting DBA InfoPower

The development team welcomes any comments on the new features of this release, and information on any other problems/limitations found in the product that are not listed in the **Performance Notes** section. Send email to [support@dbainfopower.com](mailto:support@dbainfopower.com)

You can contact DBA InfoPower for product information and support issues via the following web page or email addresses.

### DBA InfoPower product information

Web page

<http://www.dbainfopower.com>

E-mail to Sales & Marketing:

[sales@dbainfopower.com](mailto:sales@dbainfopower.com)

## **Contacting customer support**

Web page

[http://www.dbainfopower.com/dbaip\\_support.php](http://www.dbainfopower.com/dbaip_support.php)

E-mail to Support:

[support@dbainfopower.com](mailto:support@dbainfopower.com)

## **Technical Support**

If you have questions about using Grid2Go, please contact our technical support staff. Please include the version number, and if your question is about an error message, include the error text as well.

Should you encounter any problems with Grid2Go, follow these steps:

- Copy content of the Grid2Go execution console to the diagnostics text file..
- Capture picture of an error to the image file
- Copy content of the Grid2Go error dialog to the diagnostics text file.
- E-mail these files to [support@dbainfopower.com](mailto:support@dbainfopower.com) with your request for assistance.