



Performance Explorer for Oracle

Version 4.01

Release Notes

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1. Welcome to Performance Explorer for Oracle

Performance Explorer is a powerful root cause analysis tool for Oracle databases. Its unique analytical capabilities and interface provides you with a clear visualization and root cause of activity on your database. Snapshots Compare identifies changes that caused changes in performance on a single or multiple databases, while visual analysis system identifies spikes and capacity changes in key statistics and metrics.

2. System Requirements

You should verify that your system meets the following requirements before installing and running Performance Explorer for Oracle.

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 Performance Explorer.
- **Monitor capable of supporting a resolution of 800x600 or larger** Performance Explorer 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.
- **CD-ROM drive or Internet connection** Performance Explorer can be downloaded from the Internet or installed from compact disc. The CD-ROM drive should be attached to the PC on which Performance Explorer is to be installed. A drive mapped to a network device could be used if a local CD-ROM is not available.
- **Printer (optional)** Performance Explorer reports can be printed on a laser or bubble jet printer. You can print graphs in color if your printer provides this capability.
- **Mouse**
To access all the features of Performance Explorer 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)
- **SQL*Net 2.3.4 or later or Oracle JDBC driver for thin database connection**
SQL*Net enables a connection to be established to a database. The database may be local or remote. Before you start Performance Explorer you must have the SQL*Net or Thin JDBC connection string for the database.
- **Oracle 8.x.x, Oracle 9.x.x, Oracle 10g**
You must have the Database Administrator (DBA) user ID and password for the database you want to diagnose.

- **Oracle Statspack / Oracle AWR data**

You must have the Oracle Statspack or AWR data in place to be able to analyze and visualize performance data using Performance Explorer

- **Adobe Acrobat 6.0**

A copy of the Performance Explorer for Oracle Getting Started Guide is included in the Performance Explorer 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 at Adobe's web site:

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

- **SQL Tuning**

A SQL Analysis and Tuning module is included in Performance Explorer

3. Installing Performance Explorer for Oracle

Performance Explorer for Oracle 4.01 is provided as a stand-alone installer.

Installation of Performance Explorer for Oracle

This procedure outlines how to install Performance Explorer 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 Performance Explorer for Oracle

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

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:\pexplorer_i_401.exe** (where **d:** is the CD-ROM identifier and **401** is the version number), and click **OK**.

- 4 Follow the instructions displayed on the screen.

By default, Performance Explorer for Oracle is installed into the following directory, though you can choose a different installation path.

C:\Program Files\DBAip Performance Explorer-i

Multiple installations of Performance Explorer for Oracle

The advanced Performance Explorer installer allows you to install and separately upgrade multiple versions of Performance Explorer for Oracle on your computer.

4. Launching Performance Explorer for Oracle

Performance Explorer for Oracle can be launched in one of two ways, either directly, or via DBA HeartBeat Console. The simplest way to get started is to launch Performance Explorer directly.

Launching Performance Explorer directly

To launch Performance Explorer directly:

Via Start menu Performance Explorer for Oracle is placed in the Windows **Start** menu under:

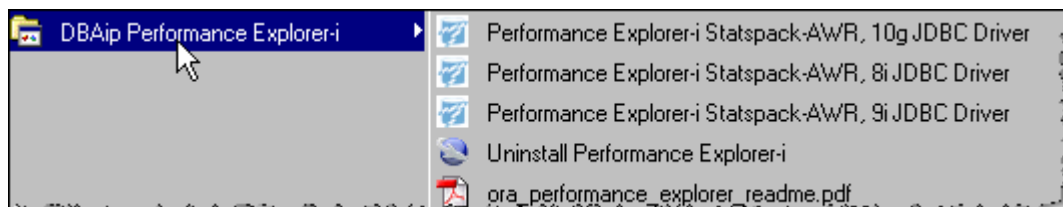
DBAip Performance Explorer-i > Performance Explorer-i Statspack-AWR, 10g JDBC Driver

Or

DBAip Performance Explorer-i > Performance Explorer-i Statspack-AWR, 9i JDBC Driver

Or

DBAip Performance Explorer-i > Performance Explorer-i Statspack-AWR, 8i JDBC Driver



Launching via DBA HeartBeat Console

When DBA HeartBeat Console is available, you can also launch Performance Explorer when you select the **Root Cause Analysis** option from the DBA HeartBeat Console.

Authorizing Performance Explorer for Oracle

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

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

Performance Explorer for Oracle database users and objects

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

Setting up remote access to a database machine

Both Tnsnames connections and JDBC thin/OCI connection can be used to connect to remote databases. When Performance Explorer for Oracle is connected to one or many databases, you can diagnose the Oracle databases by using the information in the Performance Explorer Quick Tasks and drilldown the root cause analysis sections.

Downloading Upgrades from the Internet

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

Uninstalling Performance Explorer for Oracle

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

5. Performance Notes

The following issues and limitations are known to exist in this release of Performance Explorer for Oracle. They are listed in several sub-sections (**General, Operating System, Oracle (General), Oracle 10g, Oracle 9.2, Oracle 8, and Windows 2000 disk performance issue**).

General notes

- **Negative value for SQL statistics displayed as a result of the Top SQL Search**

The SQL Analysis Top SQL Search component of the Performance Explorer may display a negative value on a SQL Top Search Statistic or on a displayed SQL ratio. This occurs when in a heavily used database system the value of the SQL performance statistic counter is growing over 4×10^9 and becoming negative. This affects all Oracle versions 8i, 9i, and 10g.

Operating System notes

- **Failure to startup Performance Explorer after successful install.**

Performance Explorer may fail to startup during the installation process if user choose not to install

provided JRE (Java Runtime Environment). It is strongly recommended to use JRE packaged with Performance Explorer.

- **Connection over SSH tunnels**

When direct TNS connection from desktop to database is not allowed due to security reasons, you can create SSH tunnel to connect to a database on a remote host. SSH Tunnel can be created using "putty", "Secure CRT" or any other SSH software that support tunnel creation.

For example, to set up SSH tunnel for default database listener port 1521:

In Putty: select "SSH->Tunnels" Category, set "Source port to 1521" and Destination to "db_host:1521".

In "Secure CRT": select "Session Options", "Advanced" , "Port Forwarding" tab, set "Local Port" to 1521, remote hostname to "db_host" and "Remote port" to 1521 as well.

After the SSH tunnel is setup, tnsnames.ora entry needs to be changed to have "127.0.0.1" or "localhost" instead of <db_host> name. For thin URL connections, please use "127.0.0.1" or "localhost" as well

Oracle notes

- **Oracle JDBC Drivers.** Sometimes due to minor differences between provided JDBC drivers and installed Oracle client connection to database cannot be successfully established. In this case it is recommended to copy the JDBC drivers from Oracle client installation to the "Performance Explorer\lib" and rename them to the proper classes12<oracle_version>.jar name, i.e. classes129.jar is a proper name for Oracle 9i and classes1210.jar is a proper name for Oracle 10g

Oracle notes (10g)

- Use startup "Performance Explorer-i Statspack-AWR, 10g JDBC Driver" to use provided 10g JDBC drivers
- **Client for Oracle 10g Release 2:** When you diagnose a 10g (Release 2) database, we recommended using a 10g (Release 2) Oracle client and/or 10g JDBC drivers. Earlier versions of the Oracle client have as yet unexplained issues with long-term connections to a 10g Release 2 server.

Oracle notes (9.2)

- Use startup "Performance Explorer-i Statspack-AWR, 9i JDBC Driver" to use provided 9i JDBC drivers

Oracle notes (8i)

- Use startup "Performance Explorer-i Statspack-AWR, 8i JDBC Driver" to use provided 8i

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.

7. For more information . . .

Other document sources

The online help can be displayed by selecting an option from the **Help** menu, by clicking the 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. Please send email to 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

Contacting customer support

Web page

http://www.dbainfopower.com/dbaip_support.php

E-mail to Support:

support@dbainfopower.com

Technical Support

If you have questions about using Performance Explorer, 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 Performance Explorer, follow these steps:

- Copy content of the Performance Explorer execution console to the diagnostics text file..
- Capture picture of an error to the image file
- Copy content of the Performance Explorer error dialog to the diagnostics text file.
- E-mail these files to support@dbainfopower with your request for assistance.