



# DBA Heartbeat for Oracle Version 2.01

## Release Notes

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## Contents

- 1 Welcome to DBA Heartbeat for Oracle
- 2 System Requirements
- 3 Installing DBA Heartbeat for Oracle
- 4 Launching and Configuring DBA Heartbeat for Oracle
- 5 Performance Notes
- 6 Global Operation
- 7 For More Information

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## 1. Welcome to DBA Heartbeat for Oracle

DBA Heartbeat is a powerful real time proactive problem identification tool for Oracle databases. 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 DBA Heartbeat 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 DBA Heartbeat 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 DBA Heartbeat.
- **A monitor capable of supporting a resolution of 800x600 or larger** DBA Heartbeat 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** DBA Heartbeat can be downloaded from the Internet or installed from compact disc. The CD-ROM drive should be attached to the PC on which DBA Heartbeat 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)** DBA Heartbeat 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 DBA Heartbeat 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 Oracle account on a database server**

You must have the access to oracle user account on a database server in order to communicate with the DBA Heartbeat 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 DBA Heartbeat for Oracle Getting Started Guide is included on the DBA Heartbeat 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 DBA Heartbeat for Oracle

DBA Heartbeat for Oracle 2.01 is provided as a stand-alone installer.

#### **Installation of DBA Heartbeat for Oracle**

This procedure outlines how to install DBA Heartbeat 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 DBA Heartbeat for Oracle**

- 1 Insert the DBA Heartbeat CD into your CD-ROM drive or download DBA Heartbeat 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\_phb\_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, DBA Heartbeat for Oracle is installed into the following directory, though you can choose a different installation path.

**C:\Program Files\DBAip\_Proactive\_HeartBeat**

#### **Multiple installations of DBA Heartbeat for Oracle**

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

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## 4. Launching DBA Heartbeat for Oracle

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

### Launching DBA Heartbeat directly

To launch DBA Heartbeat directly:

**Via Start menu** DBA Heartbeat for Oracle is placed in the Windows **Start** menu under:

**DBAip Proactive HeartBeat> DBAip Proactive HeartBeat**



### Authorizing DBA Heartbeat for Oracle

If you are a new user of DBA Heartbeat for Oracle, you will be supplied with a trial period in order to test the product. When the trial period expires, DBA Heartbeat for Oracle 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 *DBA Heartbeat for Oracle User Guide*.

### DBA Heartbeat for Oracle database users and objects

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

### Setting up remote access to a database machine

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

To uninstall DBA Heartbeat 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.

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## 5. Performance Notes

The following issues and limitations are known to exist in this release of DBA Heartbeat for Oracle. They are listed in below several sub-section:

### Operating System notes

#### **Failure to startup DBA Heartbeat after successful install.**

DBA Heartbeat 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 DBA Heartbeat.

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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 replaces or changes 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 DBA Heartbeat, 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 DBA Heartbeat, follow these steps:

Copy content of the DBA Heartbeat execution console to the diagnostics text file..

Capture picture of an error to the image file

Copy content of the DBA Heartbeat error dialog to the diagnostics text file.

- E-mail these files to [support@dbainfopower.com](mailto:support@dbainfopower.com) with your request for assistance.