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About vFabric AppInsight Installation Guide

VMware vFabric AppInsight is a performance management product for application owners who deploy applications on hybrid clouds and in dynamic virtual environments. AppInsight monitors the availability, performance, and cost of those applications.

vFabric AppInsight provides you with an at-a-glance health state for your application. With AppInsight, you can focus on problematic areas in all levels of code, middleware, and Infrastructure. You can then apply one or more remedial actions.

Monitoring can include:
- Network-based monitoring
- Code-level monitoring
- Application infrastructure overview
- Application middleware overview
- Application cost monitoring

Intended Audience

This information is intended for anyone who wants to install vFabric AppInsight to monitor service levels such as availability, performance, and cost of applications.
Before you begin the installation, your system must meet specific requirements and prerequisites. You must have specific ports open for the AppInsight server virtual machine and network probe.

**VMware ESX® Servers on Which to Install vFabric AppInsight**

- ESX 4.1 and higher
- vSphere 4.1 and higher

**Space and Memory Requirements**

You must have the following disk space and memory for the AppInsight server virtual machine and the network probe.

<table>
<thead>
<tr>
<th>System Item</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>AppInsight Server virtual machine</td>
<td>100 GB disk space; 8 GB memory, 4 vCPU</td>
</tr>
<tr>
<td>Network probe</td>
<td>6 GB disk space; 1 GB memory, 2 vCPU</td>
</tr>
</tbody>
</table>

**Open Port Requirements**

You must have the following open ports for the AppInsight server virtual machine and the network probe.

<table>
<thead>
<tr>
<th>System Item on Which to Open Port</th>
<th>TCP Port</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>AppInsight Server virtual machine</td>
<td>80, 8443</td>
<td>AppInsight user interface connection from the external client</td>
</tr>
<tr>
<td>AppInsight Server virtual machine</td>
<td>21234</td>
<td>(Optional) Code agent connection with the AppInsight server virtual machine</td>
</tr>
<tr>
<td>AppInsight Server virtual machine</td>
<td>5671</td>
<td>RabbitMQ connection using SSL with the AppInsight server virtual machine</td>
</tr>
<tr>
<td>AppInsight Server virtual machine and network probe</td>
<td>1194</td>
<td>Network probe connection to this AppInsight server virtual machine</td>
</tr>
<tr>
<td>AppInsight Server virtual machine and network probe</td>
<td>123 (UDP Port)</td>
<td>NTP on the AppInsight server virtual machine</td>
</tr>
</tbody>
</table>

**Screen Resolution**

AppInsight is supported for screen resolutions of 1024 x 768 pixels, and higher.

VMware recommends that you view AppInsight in full screen mode.
vFabric AppInsight Installation Prerequisites

Verify that you have the following prerequisites before you install AppInsight.

- Admin-level access to vCenter Server for the automated installation process.
- Defined routable IP addresses for servers and probes.
- SSL private keys if HTTPS sites are to be monitored.
- Administrator privileges on the client machine to install Adobe Flash Player 10. Adobe Flash Player 10 is installed as an ActiveX Control. Use Internet Explorer to download the software.
- Synchronize the time on the hosts on which the AppInsight server and the AppInsight network probes will be installed. If the time is not synchronized, AppInsight might lose data and experience delays in the monitoring process. To synchronize the time, set an NTP server in the Configuring Time option for each ESX host in vCenter.

Web Interface Support

AppInsight is supported on the following Web browsers:

- Microsoft Internet Explorer 8, 9
- Google Chrome 12
- Mozilla FireFox 13 and higher
- Safari 5.1 and higher

Application Servers That vFabric AppInsight Supports

You can use AppInsight with any application server that supports HTTP.

To enable a code agent to monitor applications, the application server must be one of the following servers:

- TC Server versions 2.1, 2.5, 2.6, and 2.7
- Tomcat versions 6.x and 7
- JBoss versions 5.01, 5.1, 6.0, and 6.1
- WebLogic versions 10.3.x and 12.1.x
Install vFabric AppInsight

You install vFabric AppInsight by importing the AppInsight OVA file in the vSphere Client. You first import AppInsight to the vSphere Client, then open AppInsight in a browser.

**Prerequisites**

VMware recommends that you use a fixed IP address. To use Fixed IP, verify that you have the following information:

- Default gateway
- DNS
- Network address
- Network mask

**Procedure**

1. In the **File** menu of the vSphere Client, select **Deploy OVF Template**.
2. Follow the prompts in the wizard.
   - Import the `appinsight.ova` file. You can import from a local file or a URL. If you select the URL option, the import process might take a few minutes, depending on your Internet connection.
   - If you are using DHCP, you can click **Next** in the Networking Properties page of the wizard. If you are using Fixed IP, you must enter the relevant details.

   A Linux SuSE virtual machine is created with the AppInsight server installed.
3. After the virtual machine completes the deployment process, power it on.

   Powering on might take a few minutes.
4. Follow the prompts in the **Console** tab of the virtual machine to specify passwords for the user root and admin, and to select your time zone.

   It might take up to five minutes for the configuration to complete. You cannot open AppInsight until this process has finished.
5. Open a Web browser and navigate to `HTTP://AppInsight virtual machine IP address`.

   The login page for AppInsight opens.
6. Log in to AppInsight using the default login name **admin**.

   This user has full administrative access to AppInsight. Use the password that you specified in **Step 4**.

   The login is required to access the AppInsight user interface.
The vFabric AppInsight Dashboard opens.

**What to do next**

1. Register the vCenter adapter. See Chapter 3, “Registering the vCenter Adapter,” on page 11.
2. Deploy one or more network probes, the code agent, or both, so that monitoring can begin. See Chapter 4, “Deploy a Network Probe,” on page 13 and “Deploy a Code Agent,” on page 16.
3. Define your application. See *VMware vFabric AppInsight User’s Reference*. 
Registering the vCenter Adapter

After you install AppInsight, you must register the vCenter adapter so that network probes can be deployed.

**Prerequisites**
Verify that you have the login details and vCenter Server details for the adapter.

**Procedure**

1. In the **Admin** module, click the **Adapters** tab.
2. Click **Add** and select **vCenter Server**.
   
   Adapter-specific parameter text boxes appear. When default values exist for any of the parameters, they appear in the relevant text box. Do not change the values unnecessarily.
3. Type a logical name for your adapter in the **Adapter Name** text box.
4. Type appropriate information in all of the other text boxes.
   
   You must enter the vCenter Server credentials in the **User name** and **Password** text boxes.
5. Click **Save** and when prompted, select the check box to accept the certificate.
6. Click **Save**.
   
   The adapter appears in the list at the top of the **Adapters** tab.

**What to do next**
Deploy one or more network probes so that monitoring can begin. See Chapter 4, “Deploy a Network Probe,” on page 13.
Deploy a Network Probe

To monitor network traffic, you can install one or more network probes on one or more virtual machines. AppInsight begins to detect the network structure when the first probe powers on.

You can have components detected by a network probe and a code agent, but you cannot monitor a virtual machine using both a network probe and the code agent. You can change the monitoring method after installation. See VMware vFabric AppInsight User’s Reference.

A single probe can monitor up to three vSwitches. If more than three vSwitches have been defined on the same host machine, additional network probes are required to monitor them.

Prerequisites
You must register the vCenter adapter before you can deploy a network probe. See Chapter 3, “Registering the vCenter Adapter,” on page 11.

Procedure
1. On the Getting Started tab of the Admin module, click the link for deploying a network probe.
2. Select the hosts or clusters on which to install a probe and click Install Probes.
   
   A probe is installed on each selected host, even if another probe is already installed on the host. When you select a cluster, each host that the cluster contains is selected.

   The Probe Installation window displays a separate entry for each host that you select. Each entry appears in a separate pane.
3. (Optional) Configure the probe for each probe entry.
4. (Optional) To add an additional probe to a host, click Install another probe on this host at the bottom of the host entry and configure the probe.
5. When you finish adding host-probe combinations, click Install Probes.
6. Review the installation information, and click OK.

   The Probe Status column in the Probes Deployment window shows the installation progress. Probe installation might take several minutes.
7. (Optional) To change the settings, click Back.

The probe is installed and is powered on, AppInsight begins the monitoring process, detecting and mapping the network structure.
Configure Cisco Nexus 1000V Switches

You can use AppInsight to monitor network traffic on Cisco Nexus 1000V switches.

See the Nexus documentation for how to create a port group and configure port mirroring.

Prerequisites

Verify that you have a port group for each Nexus 1000V switch that you want AppInsight to monitor. The port group name must be in the format `<name_of_Nexus_switch>_AppInsight`, for example, `switch13_AppInsight`.

Procedure

1. Install a AppInsight network probe.
2. Configure port mirroring.
   a. On the Cisco Nexus 1000V switch, select the server ports to monitor as the source ports.
   b. On the Cisco Visual Switch Manager, identify the interface on which the AppInsight network probe was added to the port group, for example, Vethernet1, and select that interface as the destination port.

The probes power on and begin monitoring the Nexus 1000V switches.
Managing Application Server Performance with the Code Agent

You can use the code agent to monitor application server performance. The code agent is a byte code instrumentation that collects metrics from multiple agents and streams those metrics to the AppInsight server. The code agent must be installed on each application server on which you want to monitor application server performance.

When you use the code agent to monitor a virtual machine, the latency and performance metrics do not take into account any latency caused by the network. Therefore, the metric might return low latency and high performance values and a high performance index even though network problems exist.

You cannot monitor a virtual machine using both a network probe and the code agent. However, you can change the monitoring method after installation. See VMware vFabric AppInsight User’s Reference.

This chapter includes the following topics:

- “Environments Supported for Code Agent Installation,” on page 15
- “Code Agent Download Options,” on page 16
- “Uninstall a Code Agent,” on page 19

Environments Supported for Code Agent Installation

The code agent can be installed on many operating systems.

**Table 5-1. Supported Environments for Installing Code Agents**

<table>
<thead>
<tr>
<th>Application Server</th>
<th>Operating System</th>
<th>JVM Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tomcat 6.xx</td>
<td>Windows, Linux</td>
<td>Sun 1.6, 1.7</td>
</tr>
<tr>
<td>Tomcat 7.xx</td>
<td>Windows, Linux</td>
<td>Sun 1.6, 1.7</td>
</tr>
<tr>
<td>JBoss 5.xx</td>
<td>Windows, Linux</td>
<td>Sun 1.6, 1.7</td>
</tr>
<tr>
<td>JBoss 6.xx</td>
<td>Windows, Linux</td>
<td>Sun 1.6, 1.7</td>
</tr>
<tr>
<td>TC Server 2.1.x</td>
<td>Windows, Linux</td>
<td>Sun 1.6, 1.7</td>
</tr>
<tr>
<td>TC Server 2.5.x</td>
<td>Windows, Linux</td>
<td>Sun 1.6, 1.7</td>
</tr>
<tr>
<td>TC Server 2.6.x</td>
<td>Windows, Linux</td>
<td>Sun 1.6, 1.7</td>
</tr>
<tr>
<td>TC Server 2.7.x</td>
<td>Windows, Linux</td>
<td>Sun 1.6, 1.7</td>
</tr>
<tr>
<td>TC Server 2.8.x</td>
<td>Windows, Linux</td>
<td>Sun 1.6, 1.7</td>
</tr>
<tr>
<td>WebLogic Server 10.3.x</td>
<td>Windows, Linux</td>
<td>Sun 1.6, 1.7</td>
</tr>
<tr>
<td>WebLogic Server 12.1.1</td>
<td>Windows, Linux</td>
<td>Sun 1.6, 1.7</td>
</tr>
</tbody>
</table>
Code Agent Download Options

You download a code agent using the AppInsight user interface or a URL.

- **Deploy a Code Agent** on page 16
  You can install code agents on application servers to gather metrics from the applications running on the server. The accumulated metrics for each application appear in AppInsight.

- **Download the Code Agent .jar File from a URL** on page 17
  You can download the code agent from a URL, without first logging in to AppInsight.

- **Deploy the Code Agent on Additional WebLogic Application Servers** on page 18
  The AppInsight code agent must at least be installed on the WebLogic administration machine, and by default instruments the administration server. If you have additional managed servers or clusters, you must configure specific details to achieve instrumentation for those servers. You must also run the installer on each machine that contains distributed servers.

Deploy a Code Agent

You can install code agents on application servers to gather metrics from the applications running on the server. The accumulated metrics for each application appear in AppInsight.

**Prerequisites**

- Ensure that any servers on which you are installing code agents are time synchronized with the AppInsight server.
- Verify that the application server is stopped.
- If you are installing the code agent on a WebLogic server, the following prerequisites also apply.
  - Verify that the Weblogic administration server and node manager service are stopped.
  - You must have write permissions for files in the domain's bin and config folders.
  - In `<WL_HOME>/common/nodemanager/nodemanager.properties`, where `WL_HOME` should be similar to `C:\oracle\Middleware\wlserver_WebLogic_version`, verify that `StartScriptEnabled` is set to `true` and `StartScriptName` is set to `startWebLogic.sh`.

**Procedure**

1. On the **Getting Started** tab in the **Administration** module, under Deployment, click the **Code Agent** link.
2. Click **Download**.
3. Select a location in which to save the downloaded file and click **Save**.
4. Copy the `java-agent.jar` file to the application server.
5. Open the console on the application server and navigate to the `application_server_root` directory.
   
   In the case of a WebLogic application server, the installation must be on `domain_root` on the administration machine.
6 Run `java -jar JAR_file_name`.

For example, on a Linux operating system the command is

```
java -jar /path_to_JAR_file/java-agent.jar
```

On a Windows operating system, the command is

```
java -jar path_to_JAR_file\java-agent.jar
```

(Optional) If you are deploying the code agent in one of the following environments, add the appropriate argument to the end of the command.

<table>
<thead>
<tr>
<th>Deployment Environment</th>
<th>Argument to Add to the Deployment Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deployment to a specific JBoss profile</td>
<td><code>--jboss_profile Name_of_profile</code></td>
</tr>
<tr>
<td>Deployment on a Tomcat that runs as a Windows service</td>
<td><code>--service Name_of_service</code></td>
</tr>
<tr>
<td>Deployment on a Tomcat server when the path to catalina_base and catalina_home differs</td>
<td><code>--catalina_base Path_to_location_of_catalina_base</code></td>
</tr>
<tr>
<td>Deployment on specific WebLogic target names other than the admin server</td>
<td><code>--weblogic_target_names list_of_server_or_cluster_names</code></td>
</tr>
</tbody>
</table>

7 Verify that the `-Xss` property for each instrumented server is set to 256KB or higher.

In the case of tcServer, the property is set automatically.

8 Restart the application server.

The code agent is installed on the application server and application monitoring begins.

**What to do next**

Install the code agent on additional WebLogic application servers or clusters if required. See “Deploy the Code Agent on Additional WebLogic Application Servers,” on page 18.

**Download the Code Agent .jar File from a URL**

You can download the code agent from a URL, without first logging in to AppInsight.

**Prerequisites**

Ensure that any servers on which you are installing code agents are time synchronized with the AppInsight server.

**Procedure**

   
   Use `admin` as the user name and password to access the site.

2. Copy the `java-agent.jar` file to the application server.

3. Open the console on the application server and navigate to the `application_server_root` directory.

   In the case of a WebLogic application server, the installation must be on `domain_root` on the administration machine.
4 Run `java -jar JAR_file_name`.

For example, on a Linux operating system the command is
```
jar /path_to_JAR_file/java-agent.jar
```

On a Windows operating system, the command is
```
java -jar path_to_JAR_file\java-agent.jar
```

a (Optional) If you are deploying the code agent in one of the following environments, add the appropriate argument to the end of the command.

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<th>Deployment Environment</th>
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<td><code>--catalina_base Path_to_location_of catalina_base</code></td>
</tr>
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<td><code>--weblogic_target_names list_of_server_or_cluster_names</code></td>
</tr>
</tbody>
</table>

5 Restart the application server.

The code agent is installed on the application server and application monitoring begins.

**Deploy the Code Agent on Additional WebLogic Application Servers**

The AppInsight code agent must at least be installed on the WebLogic administration server, and by default instruments the administration server. If you have additional managed servers or clusters, you must configure specific details to achieve instrumentation for those servers. You must also run the installer on each machine that contains distributed servers.

**Prerequisites**

- Verify that you have sufficient permissions and knowledge to safely make changes to the WebLogic domain.
- Verify that the administration server and node manager service on the administration machine are shut down.
- Verify that the target servers for code agent installation are shut down.
- In `<WL_HOME>/common/nodemanager/nodemanager.properties`, where `WL_HOME` is similar to `C:\oracle\Middleware\wlserver_weblogic_version`, verify that `StartScriptEnabled` is set to `true` and `StartScriptName` is set to `startWebLogic.sh`.

**Procedure**

1 Use the command line to navigate to the root path folder of the domain on the administration machine.

2 Run the installer and specify the names of the targets to instrument, including any distributed servers.

   You can specify the target names using the `-i` option for the verbose version of the installer, or use the `--weblogic_target_names` argument. If you do not use the `-i` option, only the administration server is instrumented, without user input.
Targets can have names of specific servers or clusters. When a cluster name is specified, all local and distributed server names in the cluster are included. Servers that are added or removed from the cluster at a later time will not be affected.

3 Restart the administration server and the node manager service.

Verify that they have completed the restart process.

4 (Optional) Restart the managed servers that reside on the administration machine.

5 Run the installer on any other machines that have distributed servers that you specified in Step 2 using the `--weblogic-distributed` argument.
   a Specify all target names that are relevant to the distributed machine.
      If you previously specified a cluster name, you can specify it again, or you can specify the individual server names that are part of the cluster and reside on this machine.
   b Restart the distributed servers that you targeted, using the administration console.

The code agent is installed on the target machines.

**Uninstall a Code Agent**

You can remove a code agent from an application server if you no longer require it to monitor the application. You cannot uninstall the code agent from Tomcat servers that are installed as a Windows service.

**Prerequisites**

In the case of WebLogic, before uninstalling the code agent, verify that the administration server, node manager service, and any instrumented servers are shut down.

In the case of WebLogic, before uninstalling the code agent from distributed servers, verify that any managed servers on the remote machine on which the code agent is installed are shut down.

**Procedure**

1 Open the console on the application server and navigate to the `application_server_root` directory.

2 Stop the application.

3 Uninstall the code agent.
   a Run `java -jar path_to_JAR_file --uninstall`.
   b (Optional) Use the interactive (`-i`) option with the uninstall command to be prompted when file changes are detected during the uninstall process, to prevent the uninstall process exiting.
      If you do not use the interactive option and file changes are detected, the installer displays the name of the relevant file and exits.

The uninstall command restores the configuration to the exact state it was in before the code agent installation.

**What to do next**

Restart the application server to verify that the code agent has been uninstalled and is no longer in the directory.
Occasionally, you might experience difficulty installing AppInsight or deploying adapters. Start by checking that the operating systems, servers, and so on are supported for AppInsight installation and adapter deployments.

Troubleshooting solutions for more commonly experienced issues are described here. You can also refer to the release notes for the AppInsight version that you are using or search the AppInsight Knowledge Base.

These issues are addressed.

- **Exception When Deploying the Code Agent** on page 21
  Deploying code agents might result in an error.

- **JBoss Server Service has Long Initialization** on page 22
  Starting a JBoss server takes too long.

- **Calls to Application Components Are Too Slow** on page 22
  When you call an application component, you must wait a long time to get the response.

- **Using AppInsight with OpenJDK Causes a Java Virtual Machine to Crash** on page 22
  The Java virtual machine crashes.

- **AppInsight Server Does Not Start** on page 23
  The AppInsight server running on Apache Tomcat cannot be started.

**Exception When Deploying the Code Agent**

Deploying code agents might result in an error.

**Problem**

You receive an error message when you attempt to deploy the AppInsight code agent, and the process does not complete.

**Cause**

One or more components, or the specific version of a component, does not support AppInsight code agents. Unsupported components might include

- Java virtual machines other than HotSpot or OpenJDK virtual machines
- Tomcat that is installed from an unsupported Linux package
- 32-bit JBoss
- OSGi framework
- Some native libraries
Some Java wrappers

**Solution**
- Verify that all the components related to the environment in which you are deploying the AppInsight code agent are supported.

**JBoss Server Service has Long Initialization**

Starting a JBoss server takes too long.

**Problem**
When you start the JBoss server, the service takes a very long time to initialize.

**Cause**
A long initialization time for services on JBoss servers is a known JBoss issue and is expected behavior.

**Solution**
You need to wait until the service initializes.

**Calls to Application Components Are Too Slow**

When you call an application component, you must wait a long time to get the response.

**Problem**
When you call an application component, the response is very slow to be returned. The response time has degraded.

**Cause**
A related plug-in to the application is causing performance degradation. Examples of plug-ins are vFabric Gemfire, Ehcache, and so on.

**Solution**
1. (Optional) Remove the `insight-plugin-xxxx.jar` file from the `SERVER_HOME/insight/collection-plugins` directory in the code agent and restart the application server.
2. (Optional) Increase the heap size of the application and restart the application server.

**Using AppInsight with OpenJDK Causes a Java Virtual Machine to Crash**

The Java virtual machine crashes.

**Problem**
When AppInsight is being used with OpenJDK, the Java virtual machine crashes.

**Cause**
There is a known issue in OpenJDK 1.6 in which the instrumentation API requires a larger stack size than is required for the HotSpot Java virtual machine. When AppInsight is used with the OpenJDK and the stack size is less than 256KB, the Java virtual machine crashes.

**Solution**
- Ensure that a stack size of at least 256KB (`-Xss256k`) is used when using AppInsight with OpenJDK.
AppInsight Server Does Not Start

The AppInsight server running on Apache Tomcat cannot be started.

**Problem**

When you attempt to run AppInsight on Apache Tomcat, Tomcat either fails start or it stops immediately after starting.

**Cause**

In Apache Tomcat, the installation of the code agent adds a heap size setting in `setenv.sh`, which sometimes causes a conflict with a prior definition in the server.

**Solution**

- Delete the settings added by the code agent to `setenv.sh`. The relevant line begins with `GENERAL_JVM_OPTS`. 
To remove AppInsight from your system, you must delete the network probes and the AppInsight server virtual machine.

**Procedure**

1. On the **Getting Started** tab of the **Admin** module, click the link for deploying network probes.
2. To delete all probes, select the check boxes and click **Delete Probe** and click **Yes** when prompted to confirm the deletion.
3. If some probes remain, delete them from the vSphere Client.
   a. Power off the virtual machine.
   b. Right-click the machine name and select **Delete from Disk**.
4. Delete the promiscuous port groups that AppInsight created.
   a. In the vSphere Client, select a host that has a probe installed, click the **Configuration** tab, and click the **Networking** link.
   b. For each vSwitch, delete any port groups called **vSwitch n appinsight**, where **n** is a unique number for the vSwitch name.
   c. Repeat steps **Step 4a** through **Step 4b** for each host on which a probe is installed.
5. In the vSphere Client, delete the virtual machine on which the AppInsight server was deployed.
   a. Power off the virtual machine.
   b. Right-click the machine name and select **Delete from Disk**.
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