



# Postgres Enterprise Manager

*Release 7.14*

## Agent User Guide

May 14, 2020

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PEM is composed of three primary components: PEM server, PEM agent, and PEM web interface. The PEM agent is responsible for performing tasks on each managed machine and collecting statistics for the database server and operating system.

For information about the platforms and versions supported by PEM, visit the EnterpriseDB website at:

<https://www.enterprisedb.com/services-support/edb-supported-products-and-platforms#pem>

For information about the installation, uninstallation, or upgrading of a PEM Agent, visit the EnterpriseDB website at:

<https://www.enterprisedb.com/edb-docs/p/edb-postgres-enterprise-manager>

This document provides information that is required to work with PEM agents. The guide will acquaint you with the basic registering, configuration, and management of agents. The guide is broken up into the following core sections:

- **Postgres Enterprise Manager - Overview** - This section provides an overview of PEM architecture.
- **Registering a PEM Agent** - This section provides information about registration of a PEM agent.
- **Managing a PEM agent** - This section provides information about configuring and managing a PEM agent.
- **Troubleshooting for PEM agent** - This section provides information about troubleshooting for PEM agents.

This document uses *Postgres* to mean either the PostgreSQL or EDB Postgres Advanced Server database.

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## Postgres Enterprise Manager - Overview

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### 1.1 PEM Architecture

Postgres Enterprise Manager (PEM) consists of components that provide management and analytical functionality:

- **PEM Server:** The PEM server is used as the data repository for monitoring data and as a server to which both agents and clients connect. The PEM server consists of an instance of PostgreSQL, an associated database for storage of monitoring data, and a server that provides web services.
- **PEM web interface:** The PEM web interface allows you to manage and monitor Postgres servers and utilize PEM extended functionality. The web interface software is installed with the PEM server installer, and is accessed via your choice of web browser.
- **PEM Agent:** The PEM agent is responsible for executing tasks and reporting statistics from the agent host and monitored Postgres instances to the PEM server. A single PEM agent can monitor multiple installed instances of Postgres that reside on one or many hosts.
- **SQL Profiler plugin:** This plugin to the Postgres server is used to generate the monitoring data used by the SQL Profiler tool. Installation of the SQL Profiler plugin is optional, but the plugin must be installed on each instance of Postgres you wish to profile. The SQL Profiler may be used with any supported version of an EnterpriseDB distribution of a PostgreSQL server or an Advanced Server (not just those managed through the PEM server).

The PEM Agent installer creates two executables: the PEM worker (`pemworker.exe`) and the PEM agent (`pemagent.exe`). Each PEM worker has a corresponding PEM agent that you can use to start or stop the PEM worker. The PEM agent will also restart the PEM worker should it terminate unexpectedly. The PEM worker log file contains information related to PEM worker activity (probe activities, heartbeat responses, etc.), and is stored in `/var/log/pem/worker.log`.

The architectural diagram below illustrates the relationship between the various servers and workstations involved in a typical PEM installation.

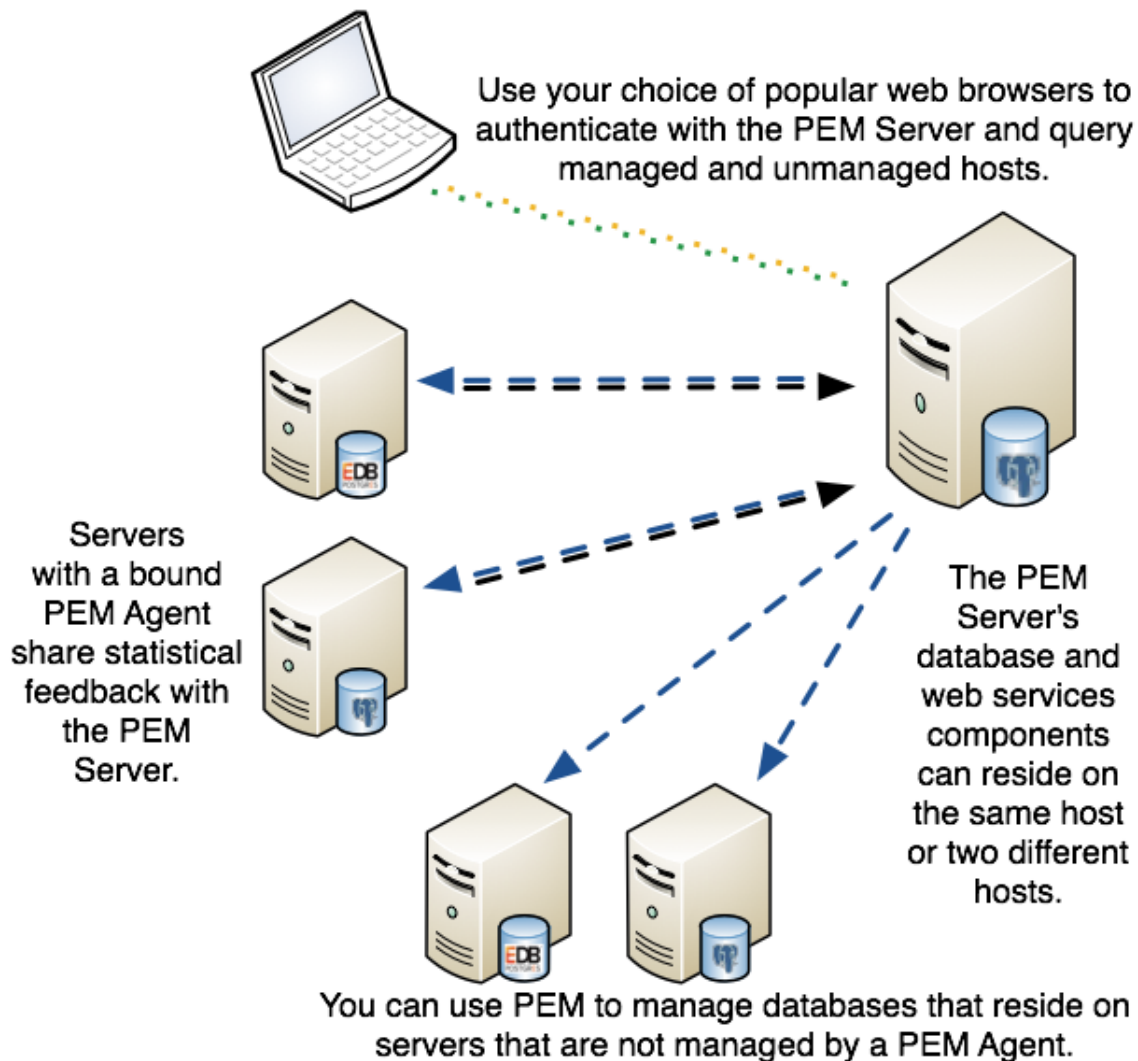


Fig. 1.1: A typical PEM installation.

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## Registering an Agent

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Each PEM agent must be *registered* with the PEM server. The registration process provides the PEM server with the information it needs to communicate with the agent. The PEM agent graphical installer for Windows supports self-registration for the agent. You must use the `pemworker` utility to register the agent if the agent is on a Linux host.

The RPM installer places the PEM agent in the `/usr/edb/pem/agent/bin` directory. To register an agent, include the `--register-agent` keywords along with registration details when invoking the `pemworker` utility:

```
pemworker --register-agent
```

Append command line options to the command string when invoking the `pemworker` utility. Each option should be followed by a corresponding value:

Option	Description
<code>--pem-server</code>	Specifies the IP address of the PEM backend database server. This parameter is required.
<code>--pem-port</code>	Specifies the port of the PEM backend database server. The default value is 5432.
<code>--pem-user</code>	Specifies the name of the Database user (having superuser privileges) of the PEM backend database server. This parameter is required.
<code>--pem-agent-user</code>	Specifies the agent user to connect the PEM server backend database server.
<code>--cert-path</code>	Specifies the complete path to the directory in which certificates will be created. If you do not provide a path, certificates will be created in: On Linux, <code>~/pem</code> On Windows, <code>%APPDATA%/pem</code>

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Table 2.1 – continued from previous page

Option	Description
<code>--config-dir</code>	Specifies the directory path where configuration file can be found. The default is the <code>&lt;pemworker path&gt;/../etc</code> .
<code>--display-name</code>	Specifies a user-friendly name for the agent that will be displayed in the PEM Browser tree control. The default is the system hostname.
<code>--force-registration</code>	Include the <code>force_registration</code> clause to instruct the PEM server to register the agent with the arguments provided; this clause is useful if you are overriding an existing agent configuration. The default value is Yes.
<code>--group</code>	The name of the group in which the agent will be displayed.
<code>--team</code>	The name of the database role, on the PEM backend database server, that should have access to the monitored database server.
<code>--owner</code>	The name of the database user, on the PEM backend database server, who will own the agent.
<code>--allow_server_restart</code>	Enable the <code>allow_server_restart</code> parameter to allow PEM to restart the monitored server. The default value is True.
<code>--allow_batch_probes</code>	Enable the <code>allow_batch_probes</code> parameter to allow PEM to run batch probes on this agent. The default value is False.
<code>--batch-script-user</code>	Specifies the operating system user that should be used for executing the batch/shell scripts. The default value is none; the scripts will not be executed if you leave this parameter blank or the specified user does not exist.
<code>--enable-heartbeat-connection</code>	Enable the <code>enable-heartbeat-connection</code> parameter to create a dedicated heartbeat connection between PEM Agent and server to update the active status. The default value is False.
<code>--enable-smtp</code>	Enable the <code>enable-smtp</code> parameter to allow the PEM agent to send the email on behalf of the PEM server. The default value is False.
<code>--enable-snmp</code>	Enable the <code>enable-snmp</code> parameter to allow the PEM agent to send the SNMP traps on behalf of the PEM server. The default value is False.
<code>-o</code>	Specify if you want to override the configuration file options.

If you want to use any PEM feature for which database server restart is required by the pema-agent (such as Audit Manager, Log Manager, or Tuning Wizard), then you must set the value for `allow_server_restart` to `true` in the `agent.cfg` file.

**Note:** When configuring a shell/batch script run by a PEM agent that has PEM 7.11 or later version installed, the user for the `batch_script_user` parameter must be specified. It is strongly recommended that a non-root user is used to run the scripts. Using the root user may result in compromising the data security and operating system security. However, if you want to restore the pemagent to its original settings using root user to run the scripts, then the `batch_script_user` parameter value must be set to `root`.

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You can use the `PEM_SERVER_PASSWORD` environment variable to set the password of the PEM Admin User. If the `PEM_SERVER_PASSWORD` is not set, the server will use the `PGPASSWORD` or `.pgpass` file when connecting to the PEM Database Server.

Failure to provide the password will result in a password authentication error; you will be prompted for any other required but omitted information. When the registration is complete, the server will confirm that the agent has been successfully registered.



## 2.1 Setting PEM Agent Configuration Parameters

The PEM agent RPM installer creates a sample configuration file named `agent.cfg.sample` in the `/usr/edb/pem/agent/etc` directory. When you register the PEM agent, the `pemworker` program creates the actual agent configuration file (named `agent.cfg`). You must modify the `agent.cfg` file, adding the following configuration parameter:

```
heartbeat_connection = true
```

You must also add the location of the `ca-bundle.crt` file (the certificate authority). By default, the installer creates a `ca-bundle.crt` file in the location specified in your `agent.cfg.sample` file. You can copy the default parameter value from the sample file, or, if you use a `ca-bundle.crt` file that is stored in a different location, specify that value in the `ca_file` parameter:

```
ca_file=/usr/libexec/libcurl-pem7/share/certs/ca-bundle.crt
```

Then, use a platform-specific command to start the PEM agent service; the service is named `pemagent`. For example, on a CentOS or RHEL 6.x system, you would use the command:

```
/etc/init.d/pemagent
```

On a RHEL or CentOS 7.x or 8.x host, use `systemctl` to start the service:

```
systemctl start pemagent
```

The service will confirm that it is starting the agent; when the agent is registered and started, it will be displayed on the `Global Overview` dashboard and in the `Object browser tree` control of the PEM web interface.

For information about using the `pemworker` utility to register a server, please see the *PEM Administrator's Guide*, available at:

<https://www.enterprisedb.com/edb-docs>

## 2.2 Using a non-root User Account to Register a PEM Agent

To register a PEM agent using a non-root user, you first need to install PEM agent as a root user. After installation, assume the identity of a non-root user (for example, `edb`) and perform the following steps:

1. Create the `.pem` directory and `logs` directory as following and assign read, write, and execute permissions to the file:

```
mkdir /home/<edb>/.pem
mkdir /home/<edb>/.pem/logs
chmod 700 /home/<edb>/.pem
chmod 700 /home/<edb>/.pem/logs
```

2. Register the agent with PEM server using the `pemworker` utility as shown below:

```
./pemworker --register-agent --pem-server <172.19.11.230> --pem-user
↪<postgres> --pem-port <5432> --display-name <non_root> --cert-path /home/
↪<edb> --config-dir /home/<edb>
```

The above command creates agent certificates and an agent configuration file (`agent.cfg`) in the `/home/edb/.pem` directory. Use the following command to assign read and write permissions to these files:

```
chmod -R 600 /home/edb/.pem/agent*
```

3. Change the parameters of the `agent.cfg` file as following:

```
agent_ssl_key=/home/edb/.pem/agent<id>.key
agent_ssl_cert=/home/edb/.pem/agent<id>.crt
log_location=/home/edb/.pem/worker.log
agent_log_location=/home/edb/.pem/agent.log
```

4. Update the values for the configuration file path and the user in the `pemagent` service file:
  - If you are using RHEL or CentOS 6, update the `pemagent` service file to reflect the correct path of `agent.cfg` file and also change user `su` to `su edb`.
  - If you are using RHEL or CentOS 7 or 8, update the parameters as following:

```
User=edb
ExecStart=/usr/edb/pem/agent/bin/pemagent -c /home/edb/.pem/agent.cfg
```

5. Stop the agent process that was started earlier, and then restart the agent service using the non-root user as follows:
  - If you are using RHEL or CentOS 6, `sudo /etc/init.d/pemagent start/stop/restart`
  - If you are using RHEL or CentOS 7 or 8, `sudo systemctl start/stop/restart pemagent`
6. Check the agent status on PEM dashboard.

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## Managing a PEM Agent

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The sections that follow provide information about the behavior and management of a PEM agent.

### 3.1 Agent Privileges

By default, the PEM agent is installed with `root` privileges for the operating system host and superuser privileges for the database server. These privileges allow the PEM agent to invoke unrestricted probes on the monitored host and database server about system usage, retrieving and returning the information to the PEM server.

Please note that PEM functionality diminishes as the privileges of the PEM agent decrease. For complete functionality, the PEM agent should run as `root`. If the PEM agent is run under the database server's service account, PEM probes will not have complete access to the statistical information used to generate reports, and functionality will be limited to the capabilities of that account. If the PEM agent is run under another lesser-privileged account, functionality will be limited even further.

If you limit the operating system privileges of the PEM agent, some of the PEM probes will not return information, and the following functionality may be affected:

Probe or Action	Operating System	PEM Functionality Affected
Data And Logfile Analysis	Linux/ Windows	The Postgres Expert will be unable to access complete information.
Session Information	Linux	The per-process statistics will be incomplete.
PG HBA	Linux/ Windows	The Postgres Expert will be unable to access complete information.
Service restart functionality	Linux/ Windows	The Audit Log Manager, Server Log Manager Log Analysis Expert and PEM may be unable to apply requested modifications.
Package Deployment	Linux/ Windows	PEM will be unable to run downloaded installation modules.
Batch Task	Windows	PEM will be unable to run scheduled batch jobs in Windows.
Collect data from server (root access required)	Linux/ Windows	Columns such as swap usage, CPU usage, IO read, IO write will be displayed as 0 in the session activity dashboard.

**Note:** The above-mentioned list is not comprehensive, but should provide an overview of the type of functionality that will be limited.

If you restrict the database privileges of the PEM agent, the following PEM functionality may be affected:

Probe	Operating System	PEM Functionality Affected
Audit Log Collection	Linux/Windows	PEM will receive empty data from the PEM database.
Server Log Collection	Linux/Windows	PEM will be unable to collect server log information.
Database Statistics	Linux/Windows	The Database/Server Analysis dashboards will contain incomplete information.
Session Waits/System Waits	Linux/Windows	The Session/System Waits dashboards will contain incomplete information.
Locks Information	Linux/Windows	The Database/Server Analysis dashboards will contain incomplete information.
Streaming Replication	Linux/Windows	The Streaming Replication dashboard will not display information.
Slony Replication	Linux/Windows	Slony-related charts on the Database Analysis dashboard will not display information.
Tablespace Size	Linux/Windows	The Server Analysis dashboard will not display complete information.
xDB Replication	Linux/Windows	PEM will be unable to send xDB alerts and traps.

If the probe is querying the operating system with insufficient privileges, the probe may return a permission denied error.

If the probe is querying the database with insufficient privileges, the probe may return a `permission denied` error or display the returned data in a PEM chart or graph as an empty value.

When a probe fails, an entry will be written to the log file that contains the name of the probe, the reason the probe failed, and a hint that will help you resolve the problem.

You can view probe-related errors that occurred on the server in the `Probe Log` dashboard, or review error messages in the PEM worker log files. On Linux, the default location of the log file is:

```
/var/log/pem/worker.log
```

On Windows, log information is available on the `Event Viewer`.

## 3.2 Agent Configuration

A number of user-configurable parameters and registry entries control the behavior of the PEM agent. You may be required to modify the PEM agent's parameter settings to enable some PEM functionality. After modifying values in the PEM agent configuration file, you must restart the PEM agent to apply any changes.

With the exception of the `PEM_MAXCONN` parameter, we strongly recommend against modifying any of the configuration parameters or registry entries listed below without first consulting EnterpriseDB support experts *unless* the modifications are required to enable PEM functionality.

On Linux systems, PEM configuration options are stored in the `agent.cfg` file, located in `/usr/edb/pem/agent/etc`. The `agent.cfg` file contains the following entries:

Parameter Name	Description	Default Value
<code>pem_host</code>	The IP address or hostname of the PEM server.	127.0.0.1.
<code>pem_port</code>	The database server port to which the agent connects to communicate with the PEM server.	Port 5432.
<code>pem_agent</code>	A unique identifier assigned to the PEM agent.	The first agent is '1', the second agent is '2', and so on.
<code>agent_ssl_key</code>	The complete path to the PEM agent's key file.	<code>/root/.pem/agent.key</code>
<code>agent_ssl_cert</code>	The complete path to the PEM agent's certificate file.	<code>/root/.pem/agent.crt</code>
<code>agent_flag_dir</code>	Used for HA support. Specifies the directory path checked for requests to take over monitoring another server. Requests are made in the form of a file in the specified flag directory.	Not set by default.
<code>log_level</code>	Log level specifies the type of event that will be written to the PEM log files.	warning
<code>log_location</code>	Specifies the location of the PEM worker log file.	127.0.0.1.
<code>agent_log_location</code>	Specifies the location of the PEM agent log file.	<code>/var/log/pem/agent.log</code>
<code>long_wait</code>	The maximum length of time (in seconds) that the PEM agent will wait before attempting to connect to the PEM server if an initial connection attempt fails.	30 seconds

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Table 3.1 – continued from previous page

Parameter Name	Description	Default Value
short_wait	The minimum length of time (in seconds) that the PEM agent will wait before checking which probes are next in the queue (waiting to run).	10 seconds
alert_threads	The number of alert threads to be spawned by the agent.	Set to 1 for the agent that resides on the host of the PEM server; 0 for all other agents.
enable_smtp	When set to true for multiple PEM Agents (7.13 or lesser) and PEM backend database (9.4 or lesser) then it may send more duplicate emails. Whereas for PEM Agents (7.14 or higher) and PEM backend database (9.5 or higher) then it may send lesser duplicate emails.	true for PEM server host; false for all others.
enable_snmp	When set to true for multiple PEM Agents (7.13 or lesser) and PEM backend database (9.4 or lesser) then it may send more duplicate traps. Whereas for PEM Agents (7.14 or higher) and PEM backend database (9.5 or higher) then it may send lesser duplicate traps.	true for PEM server host; false for all others.
enable_nagios	When set to true, Nagios alerting is enabled.	true for PEM server host; false for all others.
connect_timeout	The max time in seconds (a decimal integer string) that the agent will wait for a connection.	Not set by default; set to 0 to indicate the agent should wait indefinitely.
allow_server_restart	If set to TRUE, the agent can restart the database server that it monitors. Some PEM features may be enabled/disabled, depending on the value of this parameter.	False
max_connections	The maximum number of probe connections used by the connection throttler.	0 (an unlimited number)

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Table 3.1 – continued from previous page

Parameter Name	Description	Default Value
connection_lifetime	Use ConnectionLifetime (or connection_lifetime) to specify the minimum number of seconds an open but idle connection is retained. This parameter is ignored if the value specified in MaxConnections is reached and a new connection (to a different database) is required to satisfy a waiting request.	By default, set to 0 (a connection is dropped when the connection is idle after the agent's processing loop).
allow_batch_probes	If set to TRUE, the user will be able to create batch probes using the custom probes feature.	false
heartbeat_connection	When set to TRUE, a dedicated connection is used for sending the heartbeats.	false
batch_script_dir	Provide the path where script file (for alerting) will be stored.	/tmp
connection_custom_setup	Use to provide SQL code that will be invoked when a new connection with a monitored server is made.	Not set by default.
ca_file	Provide the path where the CA certificate resides.	Not set by default.
batch_script_user	Provide the name of the user that should be used for executing the batch/shell scripts.	None

On 64 bit Windows systems, PEM registry entries are located in:

```
HKEY_LOCAL_MACHINE\Software\Wow6432Node\EnterpriseDB\PEM\agent
```

The registry contains the following entries:

Parameter Name	Description	Default Value
PEM_HOST	The IP address or hostname of the PEM server.	127.0.0.1.
PEM_PORT	The database server port to which the agent connects to communicate with the PEM server.	Port 5432.
AgentID	A unique identifier assigned to the PEM agent.	The first agent is '1', the second agent is '2', and so on.
AgentKeyPath	The complete path to the PEM agent's key file.	%APPDATA%\Roaming\pem\agent.key.

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Table 3.2 – continued from previous page

AgentCrtPath	The complete path to the PEM agent's certificate file.	%APPDATA%\Roaming\pem\agent.crt
AgentFlagDir	Used for HA support. Specifies the directory path checked for requests to take over monitoring another server. Requests are made in the form of a file in the specified flag directory.	Not set by default.
LogLevel	Log level specifies the type of event that will be written to the PEM log files.	warning
LongWait	The maximum length of time (in seconds) that the PEM agent will wait before attempting to connect to the PEM server if an initial connection attempt fails.	30 seconds
shortWait	The minimum length of time (in seconds) that the PEM agent will wait before checking which probes are next in the queue (waiting to run).	10 seconds
AlertThreads	The number of alert threads to be spawned by the agent.	Set to 1 for the agent that resides on the host of the PEM server; 0 for all other agents.
EnableSMTP	When set to true, the SMTP email feature is enabled.	true for PEM server host; false for all others.
EnableSNMP	When set to true, the SNMP trap feature is enabled.	true for PEM server host; false for all others.
ConnectTimeout	The max time in seconds (a decimal integer string) that the agent will wait for a connection.	Not set by default; if set to 0, the agent will wait indefinitely.
AllowServerRestart	If set to TRUE, the agent can restart the database server that it monitors. Some PEM features may be enabled/disabled, depending on the value of this parameter.	true
MaxConnections	The maximum number of probe connections used by the connection throttler.	0 (an unlimited number)

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Table 3.2 – continued from previous page

ConnectionLifetime	Use ConnectionLifetime (or connection_lifetime) to specify the minimum number of seconds an open but idle connection is retained. This parameter is ignored if the value specified in MaxConnections is reached and a new connection (to a different database) is required to satisfy a waiting request.	By default, set to 0 (a connection is dropped when the connection is idle after the agent's processing loop).
AllowBatchProbes	If set to TRUE, the user will be able to create batch probes using the custom probes feature.	false
HeartbeatConnection	When set to TRUE, a dedicated connection is used for sending the heartbeats.	false
BatchScriptDir	Provide the path where script file (for alerting) will be stored.	/tmp
ConnectionCustomSetup	Use to provide SQL code that will be invoked when a new connection with a monitored server is made.	Not set by default.
ca_file	Provide the path where the CA certificate resides.	Not set by default.
AllowBatchJobSteps	If set to true, the batch/shell scripts will be executed using Administrator user account.	None

### 3.3 Agent Properties

The `PEM Agent Properties` dialog provides information about the PEM agent from which the dialog was opened; to open the dialog, right-click on an agent name in the PEM client tree control, and select `Properties` from the context menu.

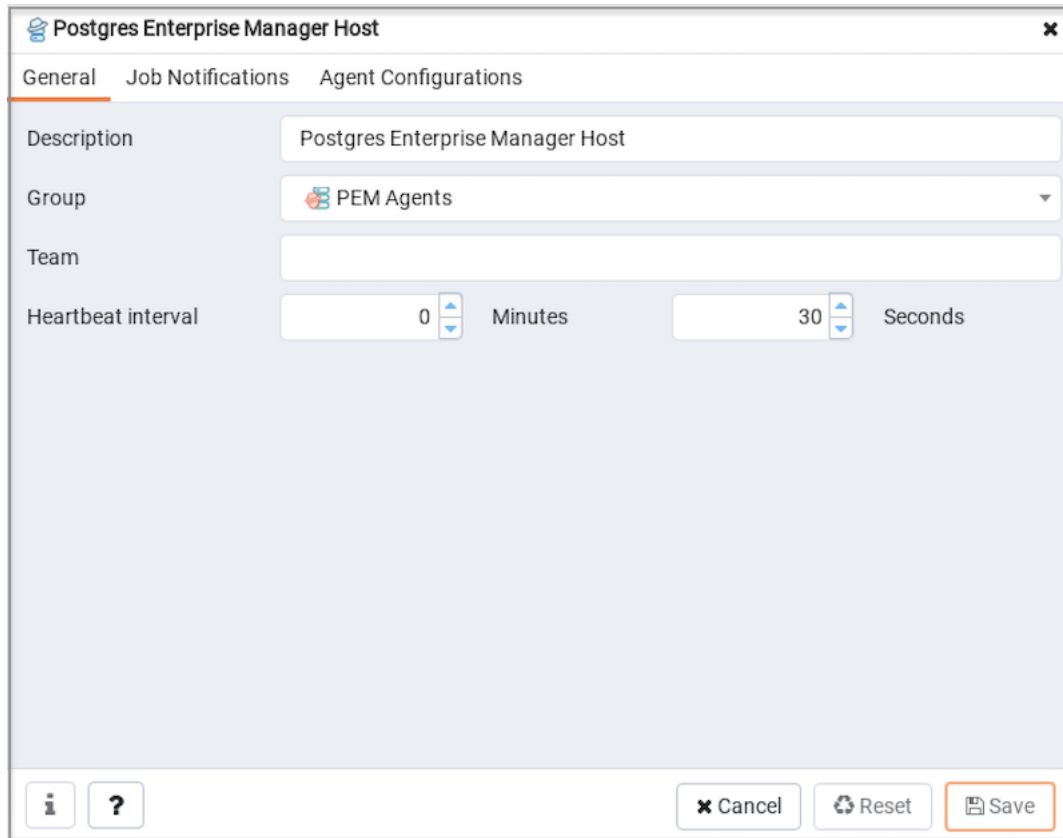


Fig. 3.1: *PEM Agent Properties dialog - General tab*

Use fields on the `PEM Agent Properties` dialog to review or modify information about the PEM agent:

- The `Description` field displays a modifiable description of the PEM agent. This description is displayed in the tree control of the PEM client.
- You can use groups to organize your servers and agents in the PEM client tree control. Use the `Group` drop-down listbox to select the group in which the agent will be displayed.
- Use the `Team` field to specify the name of the group role that should be able to access servers monitored by the agent; the servers monitored by this agent will be displayed in the PEM client tree control to connected team members. Please note that this is a convenience feature. The `Team` field does not provide true isolation, and should not be used for security purposes.
- The `Heartbeat interval` fields display the length of time that will elapse between reports from the PEM agent to the PEM server. Use the selectors next to the `Minutes` or `Seconds` fields to modify the interval.

Postgres Enterprise Manager Host

General Job Notifications Agent Configurations

Override default configuration?  No  
 Select to override the default configuration for job notifications. If selected, the following settings will determine whether, when, and which email group will receive the job notification for this agent.

Email on job completion?  No  
 Select to receive a notification email on completion of a job (regardless of the result) of this agent.

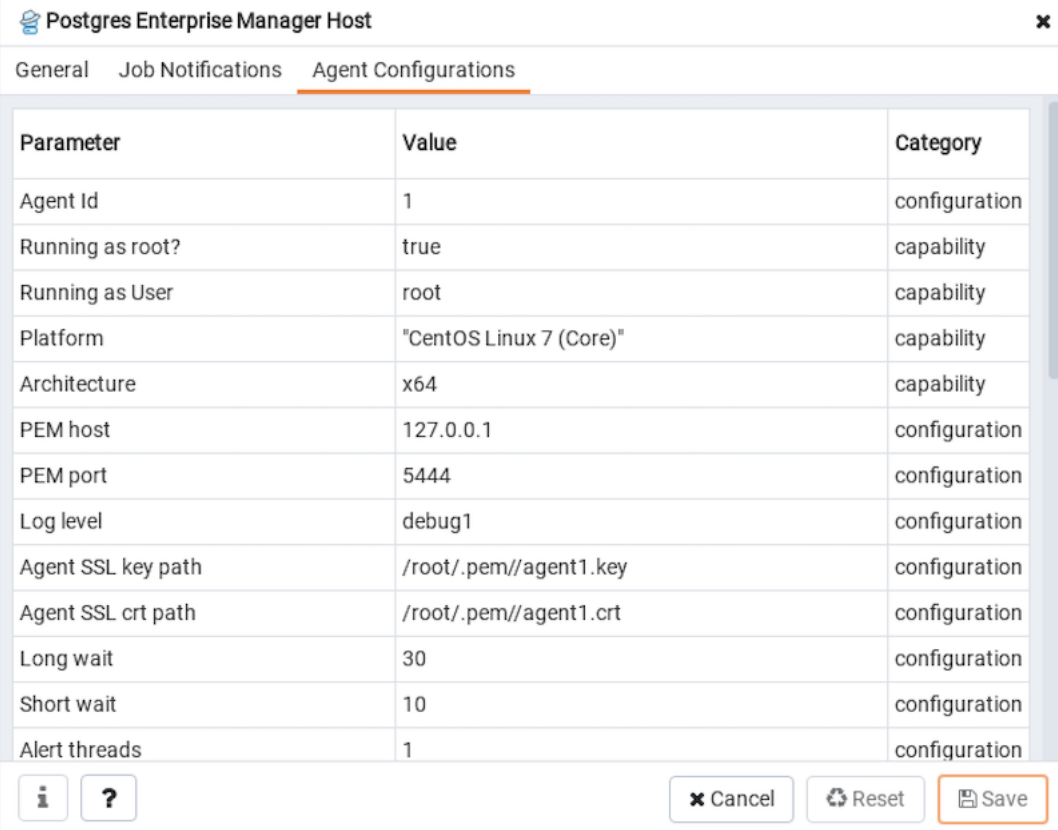
Email on a job failure?  No  
 Select to receive a notification email only on failure of a job of this agent.

Email group   
 Select the email-group that will receive the notification on completion of a job or scheduled task.

Fig. 3.2: PEM Agent Properties dialog - Job Notifications tab

Use the fields on the Job Notifications tab to configure the email notification settings on agent level:

- Use the `Override default configuration?` switch to specify if you want the agent level job notification settings to override the default job notification settings. If you select `Yes` for this switch, you can use the rest of the settings on this dialog to define when and to whom the job notifications should be sent. Please note that the rest of the settings on this dialog work only if you enable the *Override default configuration?* switch.
- Use the `Email on job completion?` switch to specify if the job notification should be sent on the successful job completion.
- Use the `Email on a job failure?` switch to specify if the job notification should be sent on the failure of a job.
- Use the `Email group` field to specify the email group to whom the job notification should be sent.



Postgres Enterprise Manager Host

General Job Notifications Agent Configurations

Parameter	Value	Category
Agent Id	1	configuration
Running as root?	true	capability
Running as User	root	capability
Platform	"CentOS Linux 7 (Core)"	capability
Architecture	x64	capability
PEM host	127.0.0.1	configuration
PEM port	5444	configuration
Log level	debug1	configuration
Agent SSL key path	/root/.pem//agent1.key	configuration
Agent SSL crt path	/root/.pem//agent1.crt	configuration
Long wait	30	configuration
Short wait	10	configuration
Alert threads	1	configuration

Fig. 3.3: *PEM Agent Properties dialog - Agent Configurations tab*

The Agent Configurations tab displays all the current configurations and capabilities of a agent.

- The Parameter column displays a list of parameters.
- The Value column displays the current value of the corresponding parameter.
- The Category column displays the category of the corresponding parameter; it can be either configuration or capability.

## 4.1 Restoring a Deleted PEM Agent

If an agent has been deleted from the `pem.agent` table then you cannot restore it. You will need to use the `pemworker` utility to re-register the agent.

If an agent has been deleted from PEM Web client but still has an entry in the `pem.agent` table with value of `active = f`, then you can restore the agent using the following steps:

1. Use the following command to check the values of the `id` and `active` fields:

```
pem=# SELECT * FROM pem.agent;
```

2. Update the status for the agent to `true` in the `pem.agent` table:

```
pem=# UPDATE pem.agent SET active=true WHERE id=<x>;
```

Where `x` is the identifier that was displayed in the output of the query used in step 1.

3. Refresh the PEM web client.

The deleted agent will be restored again. However, the servers that were bound to that particular agent might appear to be down. To resolve this issue, you need to modify the PEM agent properties of the server to add the bound agent again; after the successful modification, the servers will be displayed as running properly.

## 4.2 Using the Command Line to Delete a PEM Agent with Down or Unknown Status

Using the PEM web interface to delete PEM agents with Down or Unknown status may be difficult if the number of such agents is large. In such a situation, you might want to use the command line interface to delete Down or Unknown agents.

1. Use the following query to delete the agents that are Down for more than *N* number of hours:

```
UPDATE pem.agent SET active=false WHERE id IN
(SELECT a.id FROM pem.agent
a JOIN pem.agent_heartbeat b ON (b.agent_id=a.id)
WHERE a.id IN
(SELECT agent_id FROM pem.agent_heartbeat WHERE (EXTRACT (HOUR FROM now())-
EXTRACT (HOUR FROM last_heartbeat)) > <N> ));
```

2. Use the following query to delete the agents with an Unknown status:

```
UPDATE pem.agent SET active=false WHERE id IN
(SELECT id FROM pem.agent WHERE id NOT IN
(SELECT agent_id FROM pem.agent_heartbeat));
```

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- EDB designs, establishes coding best practices, reviews, and verifies input validation for the logon UI for EDB Postgres Enterprise Manager where present. EDB follows the same approach for additional input components, however the nature of the product may require that it accepts freeform SQL, WMI or other strings to be entered and submitted by trusted users for which limited validation is possible. In such cases it is not possible to prevent users from entering incorrect or otherwise dangerous inputs.
- EDB reserves the right to add features to products that accept freeform SQL, WMI or other potentially dangerous inputs from authenticated, trusted users in the future, but will ensure all such features are designed and tested to ensure they provide the minimum possible risk, and where possible, require superuser or equivalent privileges.
- EDB does not warrant that we can or will anticipate all potential threats and therefore our process cannot fully guarantee that all potential vulnerabilities have been addressed or considered.



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