



Countless Reasons to Upgrade to Tidal Automation 6.5

We get it – no one really likes to upgrade. Sometimes, it can be painful. Some customers may even remember the upgrade process from 5.3 to 6.2. We know it wasn't ideal. Since acquiring the Tidal Automation platform from Cisco, we have made significant strides in the upgrade process.

Here's what one customer had to say about their recent upgrade

“We successfully completed the upgrade to TIDAL 6.5.4 this past weekend. The upgrade went smoothly and all jobs have been running per schedule. This upgrade has been nothing like our last upgrade... This speaks to the job TIDAL has done in improving the quality of the software.”

- Team Lead at a Major Manufacturing Company

Version 6.5 was released in July of 2019 so we have had plenty of time and experience to ensure the upgrade goes smoothly. And the time is coming soon when all customers on versions 6.2 and 6.3 will need to make the move.

	End of Maintenance	End of Life
TA 6.2.x	May 2020	September 2021
TA 6.3.x	September 2020	March 2022

When a Tidal product reaches End of Maintenance, we continue to provide technical support and security fixes but will provide workarounds instead of hot fixes. At End of Life, we no longer provide support or any fixes.

Numerous Enhancements to Leverage

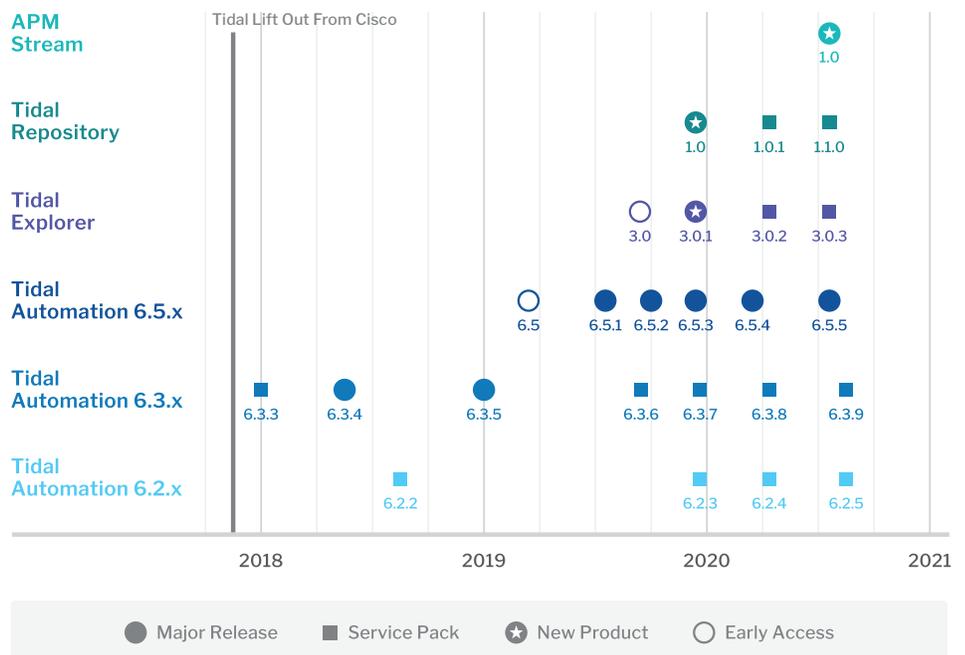
We have invested heavily in adding new features, enhancements and integrations for version 6.5 of the Tidal Automation platform. Here are just a few that customers have found most valuable:

- Significantly improved performance of the Client Manager with in-memory cache
- Licensing changes for High Availability and Disaster Recovery to enable deployment of a more resilient Tidal environment for your business-critical processes
- New integrations with prominent business applications – ServiceNow, SAP, JDE, Informatica and more
- Graphical Business Views including Critical Path, PERT, Gantt and Kanban that provide new ways to analyze your scheduling activities and improve performance
- Security improvements implemented to address findings from customer and Tidal-conducted penetration tests

A detailed list of enhancements by release is provided later in this document.

Tidal Releases Since 2018

In addition to delivering a steady stream of updates to the current 6.5 version of the Tidal Automation platform, we've continued to issue Service Packs for 6.2 and 6.3 so customers are not left behind. We've also added new products to the Tidal portfolio of workload automation solutions.



Best Practices When Upgrading

There are a number of things you can do to ensure the upgrade process goes as smoothly as possible. Here are some suggested best practices.

Tune Performance

Each Tidal environment is different. Use the Tidal Tuning Guide (located on the Customer Portal) and then assess if additional tuning is required.

- Identify concurrent user counts and add 20%.
- Determine the total data size (not database file) as this size affects sync times.
- Define total number of jobs per day via the Schedules tab (including Scheduled, Ad hoc and Reruns).

This data serves as the baseline for what's needed for the new version of Tidal – whether on existing or new hardware.

Optimize Database Server(s)

- Capture CPU, memory and I/O matrix from current system to ensure you have enough capacity for the database server(s).
- Ensure there is enough CPU, memory and storage I/O to run two heavy applications.

Ensure Compatibility

Review the Tidal Compatibility Matrix (located on the Customer Portal) to ensure all components are supported.

Minimize Changes

Focus on the Tidal upgrade – avoid bundling it into another upgrade project.

Develop an Upgrade Plan

It's important to have a defined sequence of steps for your upgrade. Be sure to build time for testing into the overall plan.

- Decide whether you will upgrade on new or existing hardware.
- Limit historical data to keep your database lean (e.g., audit, error, trigger, job history). Consider offloading history for audit requirements to a different database.
- Upgrade agents on your existing Tidal version prior to upgrading the Tidal Master and Client Manager components.
- Upgrade each Master environment in a sandbox/testing environment.
- Conduct stress tests, validate the upgrade and tune as needed.
- Capture total downtimes (upgrade, Master initialization, Client Manager synchronization) so you know how long the system will be down when you do the actual upgrade.

Optimize Client Performance

Web Client (this should be used as the primary interface)

- Check the Task Manager to free memory when experiencing slow response time – ensure 1-2 GB of memory are available to the browser.
- Use Firefox or Chrome when possible – IE is memory-intensive.

Java Desktop Client

- Run only if you can dedicate 4 GB of memory to it – 8 GB for larger workload environments.

Here's a detailed list of the enhancements by release since version 6.3

Cisco Workload Automation

These are enhancements that Cisco made prior to Tidal Software's acquisition of the platform.

6.3 December 2016	<ul style="list-style-type: none">• Transporter enhancements:<ul style="list-style-type: none">– Export to/import from XML files– Compare two exported XML files– Delete Jobs, Groups and Calendars• Java Client whitelisting to restrict which machines can connect to the Master• Audit logging enhancements to more accurately capture who changed what and when
6.3.1 March 2017	<ul style="list-style-type: none">• Transporter enhancements:<ul style="list-style-type: none">– Discover and import jobs from Cron from any UNIX/Linux/AIX agent– Ability to exclude some jobs/groups and other fields during XML file comparisons• Use of Tidal variables in resource pathing and to define private keyfiles for SFTP jobs• 64-bit agents for Windows and UNIX/Linux/AIX• Ability to leverage PowerShell in MSSQL jobs with MSSQL Adapter enhancement
6.3.2 November 2017	<ul style="list-style-type: none">• Integration with AWS<ul style="list-style-type: none">– RDS Oracle 11g– RDS SQL Server 2016– Workmail– SES– Directory Services– S3 File Events– Trigger Lambda as an action• Integration with Azure services<ul style="list-style-type: none">– SQL Server 2014– Azure AD– SendGrid Mail Service• Kerberos SSO authentication for Web Client, Transporter and CLI• File Event variables• Where Used for object references eliminates need to query database

Tidal Workload Automation 6.3

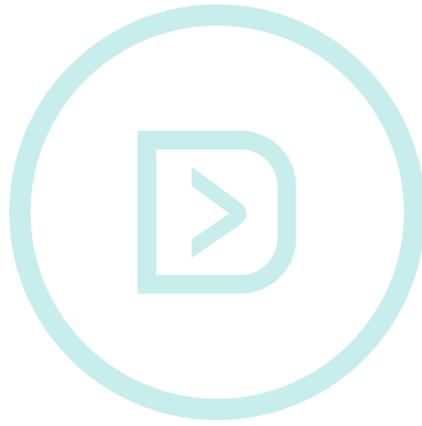
Following the November 2017 acquisition, we have invested in a steady stream of enhancements to the platform.

6.3.3 January 2018	<ul style="list-style-type: none">• Master log file size configuration• Override Use Passwords to run Windows jobs field at job level• Apply job events separately for jobs and/or groups
6.3.4 May 2018	<ul style="list-style-type: none">• AES encryption with Diffie-Hellman key exchange• AWS Agent lists auto-scale with Agent addition/removal• Change log levels without restart of the Client Manager• Limit the size of job output for JDE Adapters, Windows Agents and Unix Agents
6.3.5 January 2019	<ul style="list-style-type: none">• In-memory cache implementation for the Client Manager• Integration with Oracle Cloud (OCI)• Single Sign-On SAML implementation• Select the algorithm type for FTP/SFTP jobs• Simultaneous connections to multiple versions of Informatica PowerCenter
6.3.6 September 2019	<ul style="list-style-type: none">• Compatibility updates for:<ul style="list-style-type: none">– Solaris 11.4– Oracle Adapter and JBC Adapter for Oracle 18c datasheet– PeopleSoft Adapter for PeopleTools 8.57– SQL Server 2019– Informatica Adapter for Informatica 10.2 on AIX and Solaris– RHEL 7.7
6.3.7 December 2019	<ul style="list-style-type: none">• BOBI Platform Adapter supports multiple versions• Support for unattended install of Java Desktop Client

Tidal Automation 6.5

We officially renamed the platform Tidal Automation.

6.5.1 July 2019	<ul style="list-style-type: none">• Removal of TESCache database from the Client Manager• Business Views revamped for use on the Web Client• Enhanced licensing for high availability and disaster recovery• Support for:<ul style="list-style-type: none">– Installing Windows Master and Unix Master using Silent Installer– Agent-based time zone scheduling option– Transform output of PS query to XFORM– Distribution lists in PeopleSoft Adapter
6.5.2 October 2019	Performance improvements and user interface enhancements to Business Views
6.5.3 December 2019	<ul style="list-style-type: none">• Online archiving of log messages• Streamlined upgrade for the Client Manager• Extended support for:<ul style="list-style-type: none">– Red Hat Enterprise Linux 8– Java 8 and 11– Google Chrome• Silent Installer support• SAP S/4HANA ABAP stack compatibility verified for existing SAP Adapter• Support for Google Cloud Platform• Agent and job-based time zone enhancements
6.5.4 March 2020	<ul style="list-style-type: none">• Advanced scheduling constructs:<ul style="list-style-type: none">– Compound job dependencies– Relative-to-root group job dependency definition option– Job factory for creating job groups as customizable templates– Custom start hour and custom start times• Tag options for organizing/categorizing jobs (search and filter by tags)• Linux agent container availability• New adapters for:<ul style="list-style-type: none">– SAP S/4HANA (Java scheduler)– SAP Process Integration– ServiceNow ITSM– Informatica Intelligent Cloud Services
6.5.5 July 2020	<ul style="list-style-type: none">• New graphical Business Views – PERT, Gantt, Kanban, Critical Path and Radial• Business Activity Tags for enhanced organization of jobs/job groups• Expansion of scheduling constructs:<ul style="list-style-type: none">– Local job variables– Job dependency status and exit code checking• International date formats at the system level• New adapters for:<ul style="list-style-type: none">– SAP Process Orchestration– Airflow



As you can see, there are plenty of reasons to upgrade to Tidal Automation 6.5. The upgrade process is designed for self-service but we'll support you every step of the way. If you need additional help, one of our expert partners can certainly assist.

Ready to Upgrade?
Contact sales@synertechinc.net today!



T I D A L
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Tidal Software is a leading provider of enterprise workload automation solutions for orchestrating the execution of complex workflows across systems, applications and IT environments. With a comprehensive portfolio of products and services, Tidal optimizes mission-critical business processes and drives IT cost efficiencies.