

ORACLE®



ORACLE[®]

MetaLink

Advanced Features and Resources

Jack Malloch
Customer Support Manager
Jack.malloch@oracle.com

Oracle Support Services Evolution

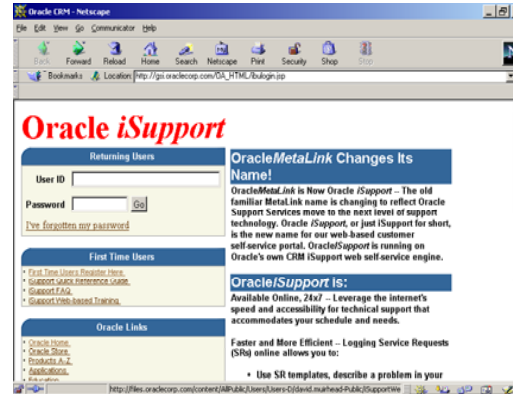
Call Center



Reactive

- 2M New Calls (SRs)
- <5% Online SRs

Internet *Content* Center



Self-Service

- 225K New Calls
- 95% New SRs Online
- 30% Fewer total SRs
- 100M web knowledge Interactions

Customer Centric Svcs



Proactive

- Problem avoidance through Healthchecks & Diagnostics
- Closed loop feedback to engineer better products
- Increased Cust Sat

Oracle Support is Outstanding

Oracle Support

Awarded Outstanding Customer Service



ORACLE SUPPORT—
J.D. POWER AND ASSOCIATES CERTIFIED
GLOBAL TECHNOLOGY SERVICE AND SUPPORT

"An Outstanding Customer Service Experience"

Oracle Lifetime Support—
The world's first and only lifetime support for database,
middleware and application software.

ORACLE®

oracle.com/support
or call **1.800.ORACLE.1**

J.D. Power and Associates Certified Technology Service and Support Program™ developed in conjunction with SSPA.
For more information, visit www.jdpower.com or www.thespa.com

Terms, conditions and restrictions apply to Oracle Lifetime Support.
For terms and conditions go to <http://www.oracle.com/support/collateral/oracle-technical-support-policies.pdf>

Copyright © 2006, Oracle. All rights reserved. Oracle, JD Edwards, PeopleSoft and Siebel are registered trademarks of Oracle Corporation and/or its affiliates.
Other names may be trademarks of their respective owners.

ORACLE®

Global Support Infrastructure

- 24x7 Mission-Critical Support
- 7000+ Support Professionals
- 18 Global Centers, 27 Local Languages
- Knowledge Base with 400,000+ solutions



Resources, Tools, & Best Practices

- Personalize MetaLink
- Search Techniques
- The Knowledge Browser
- Diagnostics
- Oracle Collaborative Support
- Escalation Process
- Configuration Support Manager
- The Maintenance Wizard
(for Upgrade Assistance to 11.5.10)



Upcoming Internet Seminars

<http://www.oracle.com/support/seminars.html>

☒ **Working Effectively with Support**

Learn how to save time and work effectively with Oracle Support. Obtain details on leveraging your support investment and customer best practices. Understand support terminology, tools, and the escalation process.

☒ **Introduction to *MetaLink***

Attend a live demo showing the various features available in *MetaLink*. Learn how to log a Service Request (SR) and how to have an SR, a patch or other important news sent to you automatically by email.

☒ **Advanced *MetaLink***

Attend our *Advanced MetaLink* Seminar and learn from the experts how to exploit the Search and Advanced Search functions, how to use the Knowledge Browser, how to setup *My Configurations and Projects*, how the User Administrator functions work, and much more.

☒ ***MetaLink: Configuration Support Manager***

This seminar helps you learn how to use the *Configuration Support Manager* effectively to create and manage configurations, manage projects around those configurations, run HealthChecks, and save time logging and resolving Service Requests.

☒ **Support Diagnostic for E-Business Suite 11i**

This seminar will give you an opportunity to learn all the details about Support Diagnostics for E-Business Suite 11i, including a live demonstration using real examples. This 90-minute seminar is directed towards E-Business Suite 11i users who log Service Requests with Support and DBA's who will be installing and maintaining Support Diagnostics.

☒ **Maintenance Wizard**

The Maintenance Wizard guides you through the maintenance and upgrade processes. The tool presents maintenance and upgrades as step-by-step processes; enables validation of each step, tracks the completion of the step, and maintains a log and status; is a multi-user tool that enables the system administrator to give different users assignments based on any combination of category, product family, or task level; automatically installs many required patches for you; and provides project management utilities to record the time taken for each task, completion status and project reporting.

☒ **Advanced Support Tools—DB Specific and DB/Apps Specific**

Learn to leverage your investment in Oracle Customer Support by fully utilizing *MetaLink*'s advanced proactive tools and resources. This seminar highlights the many features available in *MetaLink*, including how to personalize *MetaLink* through *My Headlines*, *MetaLink* search tips and techniques, insight into the Knowledge Browser, and the power of the *Configuration Support Manager*. A wide range of proactive tools will be covered, including the Remote Diagnostic Agent (RDA), the Ora-600 Lookup Utility, Install Healthchecks, and a menu of over 300 SQL Scripts. The seminar also demonstrates how to avoid problems, through the Support Diagnostics—application tools to proactively minimize downtime, by catching potential problems early, such as setup, performance, closing, and other activity issues, with recommended corrective actions. The sessions will conclude with a section devoted to best practices when working with Oracle Support, and using the Escalation process for management attention. (Note: DB specific sessions focus only on the relevant proactive DB tools, while the Apps/DB sessions cover all available tools related to both the DB and the e-Business Applications Suite.)

Personalize MetaLink



Personalize MetaLink

Personalize - SR Settings

Overall Settings

SR Settings

Knowledge Settings

Forum Settings

Adding Headlines Sections

From the list below, select the sections you wish to add to your Headlines page, and click on the **Add New** button. The sections appear in the order selected. The News & Notes section is displayed by default and cannot be deleted. If you have already added all sections available to you, only the **Delete** option appears.

#	Section	Delete	Configure
1.	News & Notes		
2.	Knowledge Base	[Delete]	
3.	Forums	[Delete]	
4.	SR	[Delete]	
	<input type="text" value="BUG"/>	<input type="button" value="Add New"/>	

General Settings

After logging on to the service, start with:

Display the screen in the following language:

Default Language I use to log SRs is English: [Yes, No]:

Headlines Settings

Number of entries displayed in each My Headlines section:

In each My Headlines section, show entries for the last:

day(s)

Automatically email My Headlines to me:

Yes

(The email is sent after the number of days specified above.)

Format this email in HTML:

Yes

Quick References for MetaLink Basics

In MetaLink, first click "Help"

Next click "Global Help"

The screenshot shows the Oracle MetaLink website interface. At the top right, the "Help" link in the navigation bar is circled in red. Below this, a yellow callout box contains the text "In MetaLink, first click 'Help'". The main navigation bar includes "Headlines", "Knowledge", "Service Request", "Configuration Support Manager", "Patches & Updates", "Forums", and "Certify". A secondary bar shows "Headlines", "Oracle News & Events", and "E-Business 11i". A search bar labeled "Quick Find" is present with a dropdown menu set to "Knowledge Base" and a "Go" button. Below the search bar, another yellow callout box contains the text "Next click 'Global Help'". A "Help Page" dialog box is open, with the "Global Help" link circled in red. The dialog box contains "Global Help", "Site Map", and "Close" buttons. The main content area of the browser window shows the "Help Page" with the title "Online Help Table of Contents". The page is divided into four sections: "General Information", "Help on Help", "Search", and "My Headlines".

General Information

- [About MetaLink](#)
 - [Welcome Users](#)
 - [What's New in This Release](#)
 - [Navigating Through the Site](#)
 - [Main Navigation Bar](#)
 - [Search Title Bar](#)
 - [Feedback](#)
 - [Site Map](#)
 - [File Formats for Downloading Documents](#)

Search

- [Basic Search](#)

Help on Help

- [About Help](#)
 - [What Do the Help Pages Provide?](#)
 - [Table of Contents](#)
 - [Context-Sensitive Help](#)
 - [Frequently Asked Questions](#)
 - [Site Map](#)
 - [Error Messages](#)
 - [Navigating Through Help](#)

My Headlines

- [My Headlines](#)

MetaLink Search Techniques



Quick Search Capability

- Value to you:
 - Get the exact answers you need
 - Save time
- Search in all categories
- Or search in specific categories
 - Knowledge Base
 - Bug Database
 - Technical Forums
- Or by a specific ID #
 - Knowledge Base Document ID #
 - Service Request #
 - Error Code
 - Patch #

New Quick Search Capability

ORACLE METALINK

Bookmarks Admin Profile Feedback Sign Out Help

Headlines Knowledge Service Request Configuration Support Manager Patches & Updates Forums Certify

Headlines Oracle News & Events E-Business 11i

Quick Find Knowledge Base Go Secure Enterprise Search Advanced Saved Searches

- Technical
- Headlines
- News & Events

Document ID (Knowledge Base, Forum, or Bug)

Article	Last Updated	Status
Oracle Critical Patch Update October 2006	17-OCT-2006	Updated
Attend the Advanced MetaLink Seminar: October 18, 2006	17-OCT-2006	Updated
New Administrator ... : (Marc-Daniel.Kimmel@thyssenkrupp.com)	16-OCT-2006	New
Configuration Support Manager is Now Available Worldwide	16-OCT-2006	Updated

Improved Search Filters

The screenshot shows the Oracle Metalink search interface. At the top, there is the Oracle logo and the word 'METALINK'. Navigation tabs include 'Headlines', 'Knowledge', 'Service Request', 'Configuration Support Manager', 'Patches & Updates', 'Forums', and 'Certify'. Below these, there are search options: 'Knowledge Browser', 'Advanced Search', 'Bug Search', and 'Secure Enterprise Search'. A search bar contains the text 'system crash' and a 'Go' button. A dropdown menu is open, showing 'Restrict your search to one of the following folders or products'. The 'Folders' section is circled in red and includes links for 'ST.Middleware.COREid', 'ST.Server.DBA.ReleaseInfo', 'ST.Platform.OpenVMS.Alpha', 'ST.EM.GridControl', and 'ST.Middleware.AppServer.Installer.V10g'. The 'Products' section includes links for 'Oracle Server - Enterprise Edition', 'Oracle Application Server 10g Enterprise Edition', 'Enterprise Manager Grid Control', 'Linux OS', and 'COREid Identity'. Below the search bar is a 'Save Search' button. The search results are displayed in a table with columns: Subject, Doc ID, Modified Date, Product, Platform, and Type. Three results are shown, with the first result being a bulletin about OracleAS 10g Patchset 3 bugs. A yellow callout box with a red border is overlaid on the right side of the results, containing the text: 'Additional filtering whenever Search results are greater than 25'.

ORACLE
METALINK

Bookmarks Admin Profile Feedback Sign Out Help

Headlines Knowledge Service Request Configuration Support Manager Patches & Updates Forums Certify

Knowledge Browser Advanced Search Bug Search Secure Enterprise Search

Quick Find Knowledge Base system crash Go Secure Enterprise Search Advanced Saved Searches

Restrict your search to one of the following folders or products

Folders [ST.Middleware.COREid](#) | [ST.Server.DBA.ReleaseInfo](#) | [ST.Platform.OpenVMS.Alpha](#) | [ST.EM.GridControl](#) | [ST.Middleware.AppServer.Installer.V10g](#)

Products [Oracle Server - Enterprise Edition](#) | [Oracle Application Server 10g Enterprise Edition](#) | [Enterprise Manager Grid Control](#) | [Linux OS](#) | [COREid Identity](#)

Save Search

Subject	Doc ID	Modified Date	Product	Platform	Type
1. OracleAS 10g Patchset 3 (9.0.4.3) List of Bugs Fixed 10g (9.0.4) for Solaris Operating System (SPARC) and Microsoft Windows Oracle Application Server 10g Patch Set Notes 10g (9.0.4) Patch Set 3 (9.0.4.3.0) for Solaris Operating System (SPARC) and Microsoft Windows (this document). It provides the following information:	370982.1	24-MAY-2006	Oracle Application Server 10g	MS Windows 2000	BULLETIN
2. Testing - please ignore: OracleAS 10g Patchset 1 (9.0.4.1) List of Bugs Fixed (Internal Only) sans-serif"> Oracle@ Application Server 10g List of Bugs Fixed (9.0.4) Patch Set 1 (9.0.4.1.0) for Solaris Operating System (SPARC) (9.0.4) Patch Set 1 (9.0.4.1.0) for Solaris Operating System (SPARC) <font face="arial All system requirements and instructions needed to install or de-install the patch set itself. <font face="arial	362651.1	28-MAR-20			
3. Login form hangs	320995.1	17-OCT-2005	Generic	Generic	REQUIREMENT

Additional filtering whenever Search results are greater than 25

Advanced Search

Knowledge Browser **Advanced Search** Bug Search Secure Enterprise Search

Quick Find Knowledge Base [Secure Enterprise Search](#) [Advanced](#)

1. Specify your query terms (at least one term is required):

using all of the words

using any of the words

and with the exact phrase

but without the words

Document ID
(Knowledge Base, Forum, or Bug ID)

2. Weight your results using these categories (optional):
Selecting any of the following categories, will place a greater emphasis on those articles

Product

Platform

Articles Created Since

3. Maximum Number of Hits:

Sources

- Knowledge Base
- Archived Articles
- Bug Database
- Technical Forum

New Secure Enterprise Search

- Now in MetaLink - Opens in a Separate Window
- Allows you to search content from the following repositories:
 - The MetaLink Technical Knowledge Base
 - The Bug database
 - Server Product Documentation
 - Selected parts of the Oracle Technology Network (OTN)
 - Selected parts of Oracle.Com



The screenshot displays the Oracle Secure Enterprise Search interface. At the top left is the Oracle logo followed by the text "Secure Enterprise Search". To the right are links for "Help" and "Submit URL". Below this is a navigation bar with "All" selected and other categories: "Knowledge", "Documentation", "OTN", and "Bug". A search input field contains the text "RMan" and a "Search" button is to its right. Further right are links for "Advanced Search" and "Browse Source Groups". A horizontal line separates the search area from the results. Below the line, a grey bar indicates "Results 1 - 10 of about 7168 matches for **RMan**". The first result is titled "Performing Restore and Recovery Operations" and includes a list of links: "Skip Headers", "Oracle® Database 2 Day DBA 10g Release 2 (10.2) Part Number B14196-02 Home Book List Contents", "Index Master Index", "Contact Us", "Previous", "Next", and "View PDF". Below the result is the source group information: "Source Group: [OTN:download-west.oracle.com/docs/cd/b19306_01](http://otn.download-west.oracle.com/docs/cd/b19306_01)
download-west.oracle.com/docs/cd/B19306_01/server.102/b14196/backrest004.htm - 34 Kb - Oct 13, 2006 -

The Knowledge Browser



The Knowledge Browser

- Improved Navigation, Organization, and Structure for the Knowledge Base

ORACLE
METALINK

Bookmarks Admin Profile Feedback Sign Out Help

Headlines **Knowledge** Service Request Configuration Support Manager Patches & Updates Forums Certify

Knowledge Browser Advanced Search Bug Search Secure Enterprise Search

Quick Find Knowledge Base Secure Enterprise Search Advanced Saved Searches

Knowledge Browser

Support Categories

- [Application Server](#)
- [E-Business Suite](#)
- [Collaboration Suite](#)
- [Database](#)
- [Developer Suite](#)
- [Enterprise Manager](#)
- [Networking](#)
- [System Administration and Platforms](#)

Welcome to the Knowledge Browser

This application is best viewed with *Internet Explorer 5.5, Netscape 7.0, or higher.*

TIP *JavaScript must be enabled to use the Knowledge Browser.*

The Knowledge Browser gives you the ability to drill down to Product Pages through a product hierarchy. To learn more about this functionality, you can watch the web based tutorial [Knowledge Browser V1.2](#) (16 minutes), or you can view the [viewlet presentation](#) (5.5mb), or the [PowerPoint](#) presentation.

Did You Know ... ?

You can contribute to the knowledge base. We welcome customer submitted articles! Find out more by reading the [Submission Guidelines](#).

New in the Knowledge Base

Troubleshooting Problems with Purchasing Email Notifications -

The Knowledge Browser

Your Starting Place

- **Value to you:**
 - The most relevant information in the fastest possible time
 - Product Pages organized by popular categories
 - Continuously updated
 - Rich resource for research and problem solving, including:
 - Electronic documentation
 - eTRM -Electronic Technical Reference Manual
 - “Support Tools” – proactive diagnostics, business flows, etc.
 - “Search” and filter options within product areas to further refine your results list

The Knowledge Browser

Knowledge Browser

Alphabetical List of Categories:

Go

Support Categories

- [Application Server](#)
- [E-Business Suite](#)
- [Collaboration Suite](#)
- [Database](#)
- [Developer Suite](#)
- [Enterprise Manager](#)
- [Networking](#)
- [System Administration and Platforms](#)

Support Tools

- [Diagnostic Tools](#)
- [Maintenance Wizard](#)
- [Support Case Studies](#)
- [Support Newsletters](#)

Online Documentation

- [Application Server](#) 
- [Applications](#) 
- [Collaboration Suite](#) 
- [Database](#) 
- [Developer Suite](#) 
- [Enterprise Manager](#) 
- [On-Demand](#)

Welcome to the Knowledge Browser



This application is best viewed with *Internet Explorer 5.5, Netscape 7.0, or higher*.
JavaScript must be enabled to use the Knowledge Browser.

The Knowledge Browser gives you the ability to drill down to Product Pages through a product hierarchy. To learn more about this functionality, you can watch the web based tutorial [Knowledge Browser V1.2](#) (16 minutes), or you can view the [viewlet presentation](#) (5.5mb), or the [PowerPoint](#) presentation.

New in the Knowledge Base

New White Paper from Systems Technology Group - September 7, 2006

The Systems Technology Group has released a new White Paper that focuses on creating a logical standby database for a RAC primary 10gr2.

Read the white paper by clicking [here](#).

You can view archived *New in the Knowledge Base* announcements [here](#).

Tips and Techniques

Search Tip: Use Keywords/KeyFacts to Find Similar Articles

Many articles in our knowledge base contain special links at the end of the article. These links are called Keywords or KeyFacts. These links can be especially helpful when you have found an article that meets your search criteria, but want more information or similar articles to read.

When you find an article with Keywords/KeyFacts at the end, click on the link, and a search will be performed against the knowledge base to find articles that contain that Keyword/KeyFact. Hint: You will find most Keywords/KeyFacts in articles that are a type of Problem or HowTo.

Did You Know ... ?

You can contribute to the knowledge base. We welcome customer submitted articles! Find out more by reading the



[Submittal Guidelines](#).

Customer Knowledge Exchange

A space totally dedicated to the exchange of information and learnings between customers. You can visit it [here](#).

Comments? Requests?

Your feedback is important to us. Do you have a comment or request? Send an email to the



[Knowledge Management Team](#).

The Knowledge Browser

Knowledge Browser

Alphabetical List of Categories:

[Home](#) > Support Categories: Database

Support Categories

- [Application Server](#)
- [E-Business Suite](#)
- [Collaboration Suite](#)
- [Database](#)**
- [Developer Suite](#)
- [Enterprise Manager](#)
- [Networking](#)
- [System Administration and Platforms](#)

Support Tools

- [Diagnostic Tools](#)
- [Maintenance Wizard](#)
- [Support Case Studies](#)
- [Support Newsletters](#)

Online Documentation

- [Application Server](#)
- [Applications](#)
- [Collaboration Suite](#)
- [Database](#)
- [Developer Suite](#)
- [Enterprise Manager](#)
- [On-Demand](#)

Database

- [Critical Patch Updates](#)
- [Oracle Database 10g Online Training](#)
- [ORA-600 Error Lookup by Argument](#)

Application Development

- [OCI](#)
- [PL/SQL](#)**
- [SQL*PLUS](#)
- [XML](#)

Backup and Recovery

- [Generic Backup and Recovery Issues](#)
- [Recovery Manager \(RMAN\)](#)

Content Management

- [interMedia](#)
- [Secure Enterprise Search](#)
- [Oracle Context \(Text for Oracle 7.X and 8.0\)](#)
- [Ultra Search](#)
- [Oracle Text](#)
- [XML Database](#)

Database Administration

- [Automatic Storage Management \(ASM\)](#)
- [Database Corruption](#)
- [Generic Release Notes and Feature Information](#)
- [Basic Administration](#)
- [Database Creation and Configuration](#)
- [Globalization Technology \(NLS\)](#)
- [Database Architecture](#)
- [Database Monitoring](#)
- [Java Virtual Machine \(JVM\)](#)

The Knowledge Browser

Browse Product

- [Documentation](#)
- [FAQs](#)
- [Hot Topics](#)
- **Troubleshooting**
- [White Papers](#)
- [All Documents](#)
- [Archived Documents](#)
- [Search Within Category](#)

Related Resources

- [Diagnostics](#)

[Home](#) > [Support Categories](#) > [PL/SQL](#) > [PL/SQL](#)

PL/SQL

Last Updated **September 10, 2006** [Knowledge Browser Help](#) [Knowledge Browser Feedback](#)

Troubleshooting

Indicates new article.

| Showing (87/87) Documents

Doc Id	Subject (Folder/Topic)	Last Revision Date	Type	Min. Version	Usage
61737.1	How to Manipulate Large Objects Using DBMS_LOB Package Folder: ST.Languages.PLSQL Topic: Using Supplied PL/SQL Packages	04-MAY-2006	SCRIPT	8.0,	10.4
330146.1	How to Write BLOBs Stored Inside the Database Out to Files Folder: ST.Languages.PLSQL Topic: How To Articles	29-JUN-2006	SAMPLE CODE	10.1.0.3	5.6
357385.1	How To Send Attachments Of Size Greater Than 32 KB Using UTL_SMTP Package Folder: ST.Languages.PLSQL Topic: Using Supplied PL/SQL Packages	07-AUG-2006	SAMPLE CODE	10.2.0.1.0	5.3
188838.1	Using DBMS_METADATA To Get The DDL For Objects Folder: ST.Languages.PLSQL Topic: Using Supplied PL/SQL Packages	25-JUL-2005	SCRIPT	9.0.1,	5.2
198306.1	DBMS_SQL and Native SQL with Samples Folder: ST.Languages.PLSQL Topic: Using Supplied PL/SQL Packages	05-SEP-2006	SAMPLE CODE	8.1.5,	4.3
99426.1	Calling Operating System	05-JUL-2006	SCRIPT		3.7

The Knowledge Browser

Knowledge Browser | **Advanced Search** | Bug Search | Secure Enterprise Search

Quick Find: Knowledge Base [v] [Go] Secure Enterprise Search | Advanced | Saved Searches

TIP: Click [help](#) for a detailed explanation of this page.

Browse Product

- Documentation
- FAQs
- Hot Topics
- Troubleshooting
- White Papers
- All Documents
- Archived Documents
- Search Within Category**

Home > Support Categories > General Ledger > General Ledger

General Ledger

Last Updated **October 16, 2006** | [Knowledge Browser Help](#) | [Knowledge Browser Feedback](#)

Search Within Category

Enter one or more words to search the product area. The search engine will look for articles that include all the search words. For Browser Product Pages that consist of multiple folders, a folder selection is mandatory. If you wish to restrict the search further, select one or more document types. If no document types are selected, all are searched by default.

Document Types

<input checked="" type="checkbox"/> ANNOUNCEMENT (1 documents)	<input checked="" type="checkbox"/> LIBRARY (1 documents)	<input checked="" type="checkbox"/> PATCH (2 documents)
<input checked="" type="checkbox"/> SCRIPT (3 documents)	<input checked="" type="checkbox"/> README (12 documents)	<input checked="" type="checkbox"/> REFERENCE (12 documents)
<input checked="" type="checkbox"/> WHITE PAPER (15 documents)	<input checked="" type="checkbox"/> ALERT (16 documents)	<input checked="" type="checkbox"/> TROUBLESHOOTING (39 documents)
<input checked="" type="checkbox"/> FAQ (41 documents)	<input checked="" type="checkbox"/> BULLETIN (120 documents)	<input checked="" type="checkbox"/> HOWTO (688 documents)
<input checked="" type="checkbox"/> PROBLEM (3659 documents)		

Search [] [Go]

MetaLink Support Diagnostic Tools



Diagnostic Tests

Gather Detailed Information About Oracle Environments

Server

- Remote Diagnostic Agent (RDA)
- Ora-600 Lookup Utility
- 300+ DBA Scripts
- Health Check / Validation Engine Rule Sets

Applications

- Diagnostics Support Pack
- 175+ Diagnostic Tests for the E-Business Suite

Support Diagnostics

- Value to you:
 - Check and document setups
 - Avoid problems proactively
 - Compare environments
 - Decrease setup, install, and upgrade times
 - Identify multiple issues in one test
 - Increase self-service efficiency
 - Reduce time-to-resolution
- MetaLink -> Knowledge / Knowledge Browser

ORACLE MetaLink

Headlines Knowledge

Knowledge Browser Advanced Search Bug S

Quick Find Knowledge Base

Knowledge Browser

Support Categories

- [Application Server](#)
- **Applications**
- [Collaboration Suite](#)
- [Database](#)
- [Developer Suite](#)
- [Enterprise Manager](#)
- [Networking](#)
- [System Administration and Platforms](#)

Support Tools

- [Business Flows](#)
- **Diagnostic Tools**
- [E-Business Install and Upgrade](#)
- [Support Case Studies](#)

Home > Su

Applicati

- [Applicati](#)
- [Patching](#)

Advan

- [Advan](#)
- [Schedul](#)

Busin

- [Activ](#)
- [SEM](#)
- [Contr](#)
- [Embe](#)
- [Finan](#)

Support Diagnostics

1 Knowledge Browser Advanced Search Bug Search Secure Enterprise Search

Quick Find Knowledge Base Go Secure Enterprise Search Advanced Saved Searches

Knowledge Browser Feedback

Knowledge Browser Alphabetical List of Categories: - Select Category - Go

Support Categories

- Application Server
- E-Business Suite
- Collaboration Suite
- Database
- Developer Suite
- Enterprise Manager
- Networking
- System Administration and Platforms

Support Tools

- 2** Diagnostic Tools
- Maintenance Wizard
- Support Case Studies
- Support Newsletters

Home > Support Tools: Diagnostic Tools

Diagnostic Tools

General Diagnostic Tools

- 3** Diagnostic Tools Catalog

E-Business Suite Diagnostic Tools

- Diagnostic Tools Catalog
- Oracle Diagnostics Support Pack
- FAQ - General
- Technical FAQ & Troubleshooting Guide

Diagnostic Tools Training

- Web Seminars

All released diagnostics, both DB & Apps, Note 178043.1

DB/Server Diagnostics

Oracle Support Services Diagnostic Tools

Diagnostic tools gather and validate information from your system. These tools will assist you in verifying your setup and data or when you are experiencing a technical issue. Tool results identify potential errors and suggest appropriate actions to take. If a Service Request is necessary to resolve an issue, Oracle Support Services will require the information contained in the tool output.

Note: The tools provided do not alter any data or system setup settings.

E-Business Suite

- [Release 11.5](#)
- [Release 11.0](#)
- [Release 10.7](#)

Application Server

- [Health Check/Validation Engine Rule Sets](#)

Database Technologies

- [Remote Diagnostic Agent \(RDA\) for Unix, Windows NT/2000/XP](#)
- [Remote Diagnostic Agent \(RDA\) for OpenVMS](#)
- [Remote Diagnostic Agent \(RDA\) for Rdb on OpenVMS](#)
- [Database Scripts: All Releases](#)
- [Health Check/Validation Engine Rule Sets](#)

Additional Information

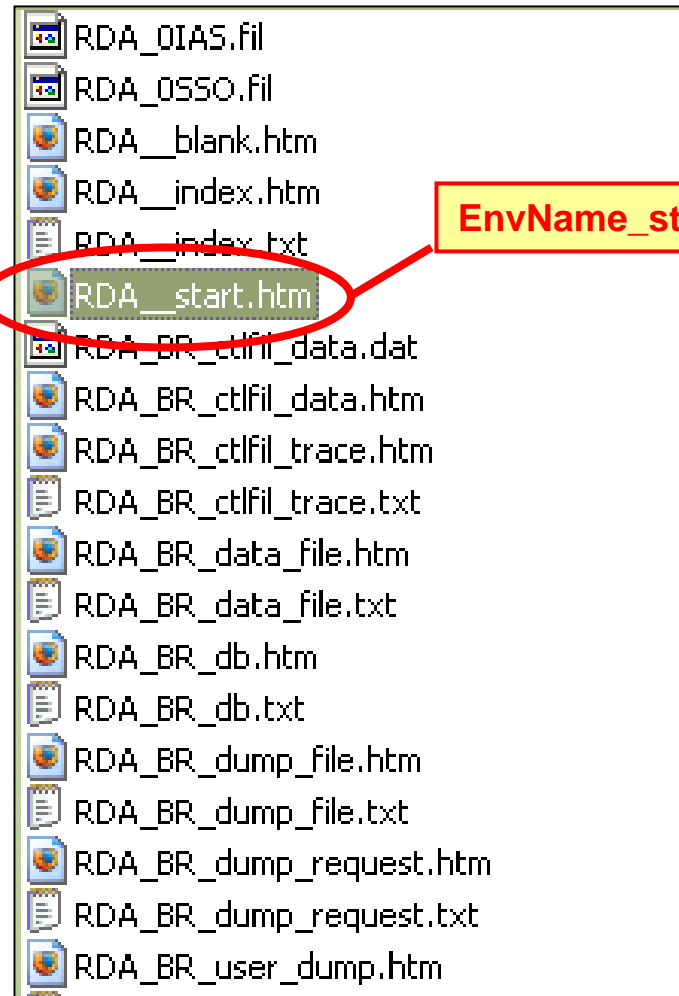
Remote Diagnostic Agent

DB/Server Diagnostics

Remote Diagnostic Agent - Note: 314422.1

- RDA is a set of scripts used to gather detailed information from an Oracle environment.
- The scripts are focused to collect information, that will aid in problem diagnosis.
- RDA is essential for the following types of tars:
 - Database performance issues
 - Installation/configuration issues
 - ORA-600, ORA-7445, and ORA-3113 errors
 - Upgrade, migration, and linking issues
 - Corrective issues

Remote Diagnostic Agent



Remote Diagnostic Agent

RDA 4.5 Main Index

- [Overview](#)
- [Operating System Setup](#)
- [User Profile](#)
- [Performance](#)
- [Network](#)
- [Oracle Installation](#)
- [RDBMS](#)
- [RDBMS Log/Trace Files](#)
- [Backup and Recovery](#)
- [Oracle AS 10g \(10.1.2\)](#)
 - [DCM](#)
 - [DMS](#)
 - [HTTP Server](#)
 - [LDAP](#)
 - [ODL Diagnostics](#)

Performance

- [Overview](#)
- [Top SQL](#)
- [ADDM Report](#)
- [AWR Report](#)

Oracle Remote Diagnostic Agent (RDA)

Written by: Oracle Global Product Support

Version: 4.5

Report created on: 13-Sep-2006 01:30:10 AM UTC

[System Settings](#)

[Oracle Product Settings](#)

[Data Collection Overview](#)

[SQL Request Overview](#)

[Operating System Command Execution Overview](#)

System Settings

Machine and version	Linux global-ops.oraclecorp.com 2.4.21-27.EL-gcash-custom #4 SMP Mon Apr 11 07:04:00 EDT 2005 i686
F	s.oraclecorp.com
Platform	32-bit Red Hat Linux
O/S Version	2.4.21
Logged in as	port10g
Last run as	uid=506(port10g) gid=100(users) groups=100(users),502(dba),507(dba5)
Executed as Oracle home owner?	Yes
Output file prefix	RDA
Output file directory	output
RDA install directory	/apps/port10g/rda
Perform network pings?	Yes

Select an Index item

Remote Diagnostic Agent

RDA 4.5 Main Index

- Overview
- Operating System Setup
- User Profile
- Performance**
- Network
- Oracle Installation
- RDBMS
- RDBMS Log/Trace Files
- Backup and Recovery
- Oracle AS 10g (10.1.2)
 - DCM
 - DMS
 - HTTP Server
 - LDAP
 - DDL Diagnostics
 - OPMN
 - SYSTEM

Performance

- Overview
- Top SQL
- ADDM Report
- AWR Report

Performance Overview

- Uptime
- Process Overview
- Running Databases
- Who is Logged On?
- Current CPU Hogs / Top 15 by CPU Time
- Root CPU Hogs / Top 5 by CPU Time
- File System Free Space in KB
- Disks Throughput
- Virtual Memory Statistics
- Paging Activities
- Swap Activities
- CPU per-Processor Statistics
- CPU Statistics
- Top Report Usage
- Memory Statistics

Uptime

21:26:15 up 29 days, 11:13, 11 users, load average: 1.53
[Back to top](#)

Process Overview

Oracle Processes	182
Listeners Processes	11
Background Processes	0

Choose a Subtopic

Opens a menu of detailed reports

Remote Diagnostic Agent

The screenshot shows the RDA 4.5 Main Index on the left and the RDBMS Log/Trace Files on the right. The Main Index has a tree view with 'RDBMS Log/Trace Files' selected. The Log/Trace Files section shows a list of files, with 'demooid_ora_17728.trc' selected. The main content area displays the contents of this trace file, showing error messages related to log group 1, 2, and 3. Annotations include a red box around 'RDBMS Log/Trace Files' in the index, a red box around 'demooid_ora_17728.trc' in the file list, and a yellow box with a red border containing the instruction: 'Paste an Oracle trace file portion containing error codes and search the database for possible matches'. Red arrows point from the yellow box to the error messages in the trace file content.

RDA 4.5 Main Index

- Overview
- Operating System Setup
- User Profile
- Performance
- Network
- Oracle Installation
- RDBMS
- RDBMS Log/Trace Files**
- Backup and Recovery
- Oracle AS 10g (10.1.2)
 - DCM
 - DMS
 - HTTP Server
 - LDAP

RDBMS Log/Trace Files

- Alert.log
- Last Errors
 - apps/port10g/admin/demooid/udump
 - demooid_ora_17728.trc**
- Trace/Log Directory Listings

Node name: global-ops.oraclecorp.com
Release: 2.4.21-27.EL-gcash-custom
Version: #4 SMP Mon Apr 11 07:34:06 EDT 2005

Redo thread mounted by this instance: 1
Oracle process number: 12
Unix process pid: 17728, image: oracle@global-ops.oracle

*** SERVICE NAME:() 2006-09-01 11:08:51.925
*** SESSION ID:(393.1) 2006-09-01 11:08:51.925
Prior to RESETLOGS processing...
ALTER SYSTEM ARCHIVE LOG ALL USING BACKUP CONTROLFILE st
Database is not in archivelog mode
ALTER SYSTEM ARCHIVE LOG ALL USING BACKUP CONTROLFILE complete
*** 2006-09-01 11:08:51.927

ORA-00313: open failed for members of log group 1 of thread 1
ORA-00312: online log 1 thread 1: '/apps/port10g/oradata/demooid/redo01.log'
ORA-27037: unable to obtain file status
Linux Error: 2: No such file or directory
Additional information: 3

ORA-00313: open failed for members of log group 2 of thread 1
ORA-00312: online log 2 thread 1: '/apps/port10g/oradata/demooid/redo02.log'
ORA-27037: unable to obtain file status
Linux Error: 2: No such file or directory
Additional information: 3

ORA-00313: open failed for members of log group 3 of thread 1
ORA-00312: online log 3 thread 1: '/apps/port10g/oradata/demooid/redo03.log'
to obtain file status
o such file or directory

Paste an Oracle trace file portion containing error codes and search the database for possible matches

Last Error Trace File

DB/Server Diagnostics

Ora-600 Error Lookup by Argument

- ORA-600 errors are raised from the kernel code of the Oracle RDBMS software when an internal inconsistency is detected or an unexpected condition is met.
- The ora-600 tool was developed to help users address these errors
- Look up the definition based on the first argument of the ORA-600 error and have the option to search the database for possible matches.
- Upload an Oracle trace file containing an ORA-600 or an ORA-7445 error and have the option to look up the definition or search the database for possible matches

Ora-600 Error Lookup by Argument

The screenshot displays the Oracle Knowledge Browser interface. At the top, there are navigation tabs: 'Knowledge Browser', 'Advanced Search', 'Bug Search', and 'Secure Enterprise Search'. A search bar contains 'Knowledge Base' and a 'Go' button. Below the search bar, the page title is 'Knowledge Browser' with a dropdown menu set to '- Select Category -'. On the left side, there is a 'Support Categories' list with 'Database' selected. Below this is a 'Support Tools' section with 'Diagnostic Tools' listed. The main content area shows the breadcrumb 'Home > Support Categories: Database' and a 'Database' section with a list of links: 'Critical Patch Updates', 'Oracle Database 10g Online Training', and 'ORA-600 Error Lookup by Argument'. Below this are sections for 'Application Development' (with links for OCI, XML, PL/SQL) and 'Backup and Recovery' (with links for Generic Backup and Oracle Secure). Three red boxes with numbers 1, 2, and 3 highlight specific elements: box 1 points to the search bar, box 2 points to the 'Database' category in the left sidebar, and box 3 points to the 'ORA-600 Error Lookup by Argument' link in the main content area.

1

2

3

Ora-600 Error Lookup by Argument

The screenshot shows the Oracle Metalink search interface. At the top, the Oracle logo and 'METALINK' are visible. Navigation tabs include 'Headlines', 'Knowledge', 'Service Request', 'Configuration Support Manager', 'Patches & Updates', 'Forums', and 'Certify'. Below these, search options are listed: 'Knowledge Browser', 'Advanced Search', 'Bug Search', and 'Secure Enterprise Search'. A 'Quick Find' section contains a search box with 'ora-600' entered and a dropdown menu set to 'Knowledge Base'. A 'Go' button and links for 'Secure Enterprise Search', 'Advanced', and 'Saved Searches' are also present. A 'Recommended links' section highlights a link: 'Would you like to use the [ORA-600 Argument Lookup Tool?](#)'. Below this, search filters are shown: 'Restrict your search to one of the following folders or products', with 'Folders: [ST.Server.Internals.ORA600](#)' and 'Products: [Oracle Server - Enterprise Edition](#)'. A 'Save Search' button is located below the filters. The search results are displayed in a table with columns: 'Subject', 'Doc ID', 'Modified Date', 'Product', and 'Platform Type'.

<u>Subject</u>	<u>Doc ID</u>	<u>Modified Date</u>	<u>Product</u>	<u>Platform Type</u>
1. ORA-600 [6121] Note: For additional ORA-600 related information please read Note 146580.1	99299.1	27-SEP-2006	Oracle Server - Enterprise Edition	Generic REFERENCE
2. ORA-600 [kcbbiop not write] (Internal Only)	290562.1	08-JUN-2006	Oracle Server - Enterprise Edition	Generic REFERENCE

Ora-600 Error Lookup by Argument

ORA-600/ORA-7445 Troubleshooter

Lookup By Code

Error Code: ORA-600

ORA-600 First Argument: KSSRMP1

Database Version (optional): Choose...

Buttons: Lookup Error, Reset Form

Search Call Stack

Buttons: Search Call Stack, Reset Form

Help and Documentation

- [\[Note:146580.1\]](#) Additional ORA-600 related information.
- [\[Note:211800.1\]](#) Additional ORA-7445 information.
- [How to use the "Search Call Stack" feature?](#)
- [Which call stacks are supported?](#)

Enter ORA-600 argument

Insert Call Stack Trace info pulled from RDA

DB/Server Diagnostics

Oracle Support Services Diagnostic Tools

Diagnostic tools gather and validate information from your system. These tools will assist you in verifying your setup and data or when you are experiencing a technical issue. Tool results identify potential errors and suggest appropriate actions to take. If a Service Request is necessary to resolve an issue, Oracle Support Services will require the information contained in the tool output.

Note: The tools provided do not alter any data or system setup settings.

E-Business Suite

- [Release 11.5](#)
- [Release 11.0](#)
- [Release 10.7](#)

Application Server

- [Health Check/Validation Engine Rule Sets](#)

Database Technologies

- [Remote Diagnostic Agent \(RDA\) for Unix, Windows NT/2000/XP](#)
- [Remote Diagnostic Agent \(RDA\) for OpenVMS](#)
- [Remote Diagnostic Agent \(RDA\) for Rdb on OpenVMS](#)
- [Database Scripts: All Releases](#)
- [Health Check/Validation Engine Rule Sets](#)

DB Scripts

Additional Information

DB/Server Diagnostics

Database Scripts

Database Scripts				Help
				<i>Last updated on January 10, 2006</i>
AdvancedQueueing	ContentMgmt.Spatial	ContentMgmt.Text	ContentMgmt.interMedia	
DBA.Admin	DBA.Architecture	DBA.Database_Create_Config	DBA.Monitoring	
DBA.SQL	DBA.Security	DBA.Storage	DBA.UpgradeandMigration	
Distributed.MaterialView	Distributed.Replication	Distributed.Streams	Globalization	
HA.DataGuard	HA.OPS	HA.RAC	Install.Installer	
Install.UnixGeneric	Internals.Corruption	Internals.ORA600	Performance.Database	
Performance.Locking	Performance.ParallelExecution	Performance.Partitioning	Performance.SqlTuning	
Recovery	Recovery.RMAN	Utilities.ExportImport	Utilities.SqlLoader	

Database Scripts

DBA.Storage - Space Management and Object Storage

- [Database Report - Space Usage](#) (Note:121632.1)
- [Script to Calculate Blocks Needed by a Table](#) (Note:1019585.6)
- [Script to Detect Tablespace Fragmentation](#) (Note:1020182.6)
- [Script to Determine Objects Per Tablespace](#) (Note:1047952.6)
- [Script to Generate CREATE TABLESPACE](#) (Note:1020180.6)
- [Script to List Percentage Utilization of Index Tablespace](#) (Note:1039284.6)
- [Script to List the Details of Database Growth per Month](#) (Note:135294.1)
- [Script to Print Block Map of Entire Database](#) (Note:1019710.6)
- [Script to Report Extents and Contiguous Free Space](#) (Note:162994.1)
- [Script to Report Segment Storage Parameters](#) (Note:1019918.6)
- [Script to Report Segments in a Given Datafile](#) (Note:1019720.6)
-  [Script to Report Space Distribution and utilization](#) (Note:135677.1)
- [Script to Report Space Used in a Tablespace](#) (Note:1019524.6)
- [Script to Report Table Extents & Storage Parameters](#) (Note:1019505.6)
- [Script to Report Table Fragmentation](#) (Note:1019716.6)
- [Script to Report Tables Approaching MAXEXTENTS](#) (Note:1019721.6)
- [Script to Report Tablespace Free and Fragmentation](#) (Note:1019709.6)
- [Script to Report Tablespace Use by Segment Type and User](#) (Note:1019711.6)
- [Script to Report on Segment Extents](#) (Note:1019915.6)
- [Script to Report on Space in Tablespaces](#) (Note:1020090.6)
- [Script to Report on Tablespace Storage Parameters](#) (Note:1019506.6)
- [Script to Show Which Tables Cannot Extend](#) (Note:1019553.6)
- [Script to Sort the Physical Rows of a Table](#) (Note:1019924.6)
- [Script to capture INDEX_STAT Information](#) (Note:35492.1)

DB/Server Diagnostics

Oracle Support Services Diagnostic Tools

Diagnostic tools gather and validate information from your system. These tools will assist you in verifying your setup and data or when you are experiencing a technical issue. Tool results identify potential errors and suggest appropriate actions to take. If a Service Request is necessary to resolve an issue, Oracle Support Services will require the information contained in the tool output.

Note: The tools provided do not alter any data or system setup settings.

E-Business Suite

- [Release 11.5](#)
- [Release 11.0](#)
- [Release 10.7](#)

Application Server

- [Health Check/Validation Engine Rule Sets](#)

Database Technologies

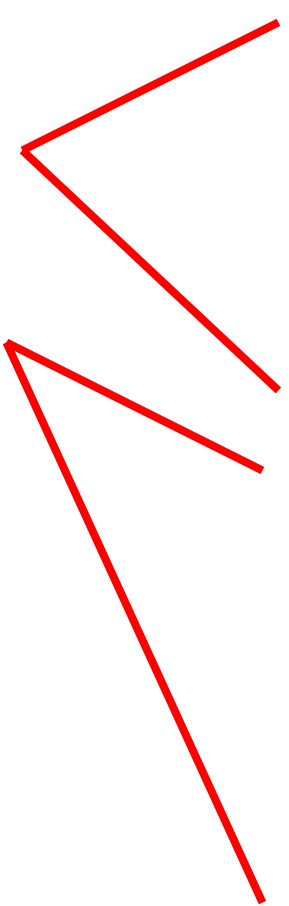
- [Remote Diagnostic Agent \(RDA\) for Unix, Windows NT/2000/XP](#)
- [Remote Diagnostic Agent \(RDA\) for OpenVMS](#)
- [Remote Diagnostic Agent \(RDA\) for Rdb on OpenVMS](#)
- [Database Scripts: All Releases](#)
- [Health Check/Validation Engine Rule Sets](#)

Additional Information

**DB / Server Health Checks
Now included in RDA**

DB/Server Diagnostics

Application
Server
&
DB
Health
Checks



- Oracle 9iAS Portal
 - Pre-Installation Checks
 - Post-Installation Checks
- Pre Install checks for the Oracle Application Server 10g (9.0.4)
 - AIX Platforms
 - HPUX Platforms
 - Linux Platforms
 - Solaris Platforms
- Pre Install checks for the Oracle Application Server 10g (10.1.2)
 - HPUX Platforms
 - Linux Platforms
 - Solaris Platforms
- Pre-Install checks for 10g RDBMS (10.1.x)
 - AIX Platforms
 - Apple MAC OS X Platforms
 - HPUX Itanium Platforms
 - HPUX Platforms
 - Linux Platforms
 - Linux Itanium 64 Platforms
 - Linux AMD64/EM64T Platforms
 - SUN Solaris Platforms
 - Tru64 Platforms
- Pre-Install checks for 10g RDBMS (10.2.x)
 - AIX Platforms
 - HPUX Platforms
 - Solaris Platforms

Application Server

Healthchecks

- Processor type
- Processor speed
- Network
- Memory
- Memory for MDR + IM
- Memory for IM only
- Memory for MDR only
- Memory for J2EE
- Memory for Portal
- Memory for BI&Forms
- Disk Space
- Space for Infra
- Space for J2EE
- Space for Portal
- Space for BI&Forms
- Space for Dev Kit
- Space in tmp
- Swap space
- Monitor colors
- Operating system
- Errata for RH 2.1
- Kernel version
- glibc version
- gcc
- pdksh
- openmotif
- sysstat
- compat-glibc
- libstdc++
- setarch
- gnome-libs
- compat-gcc
- compat-libstdc++
- compat-libstdc++-devel
- compat-gcc-c++
- gcc_old
- gcc and gcc++ links
- hugemem kernel
- Patch 3006854
- perl link
- fuser link
- orarun package
- Patch 3167528
- semmsl
- semmns
- semopm
- semmni
- shmall
- shmmax
- shmmni
- msgmax
- msgmnb
- msgmni
- file-max
- ip_local_port_range
- limit processes
- limit descriptors
- Port 1521
- Environment Variables
- Domain name
- IP address
- DNS Lookup
- /etc/hosts format
- Oracle Home length

Support Diagnostics for Applications

- Support Diagnostics aid in
 - Problem Avoidance
 - Self Service Resolution
 - Reduction in Resolution Time
- 3 Test Types
 - Setup
 - Activity
 - Collection
- No updates, inserts, or deletes
- Sensitive customer information is not collected or displayed
- Security model restricts access to information based on responsibility (like Oracle Applications)
- All published tests have successfully passed Oracle security review

Support Diagnostics for Applications

Delivery Methods

- Primary Delivery Method is through java tests included in the Support Diagnostics patch that runs in the Oracle Diagnostics (OD) framework
 - Downloadable from MetaLink, Patches & Updates
 - Installation / execution instructions - Note 167000.1
- By exception, some standalone tests still run in SQL*Plus or UNIX shell environment
- Support Diagnostics patch is released every other month
 - Contains ALL new and previously published Support Diagnostic tests
 - Current patch number available in the note 167000.1
 - The Support Diagnostics patch always contains OD
 - If previously installed, OD installation steps will be automatically skipped

Support Diagnostics for Applications

For More Info

- Find installation instructions, test catalog, FAQ's, and more in MetaLink
 - Knowledge > Knowledge Browser > Support Tools > Diagnostic Tools
- Review MetaLink Note 167000.1
- Post Support Diagnostics related questions on the "Support Diagnostics Project" MetaLink forum
- Attend a Support Diagnostics Global Web Seminar
 - <http://www.oracle.com/support/seminars.html>
 - Schedule also found on MetaLink, under Headlines, in News & Notes section
- Support Diagnostics are supported the same way as any other Oracle product
 - In case of any installation / execution issue, log a Service Request: Product = Support Diagnostics Project

Sample Applications Diagnostics Report

The screenshot displays a diagnostics report with two main sections: 'Open Calendar Periods - AR' and 'Open Calendar Periods - GL'. Each section contains a list of bullet points and a warning message. A yellow box labeled 'Potential Issues' has red arrows pointing to the warning messages in both sections. Another yellow box labeled 'How to fix it' has red arrows pointing to the 'ACTION' text in both sections.

Potential Issues

Open Calendar Periods - AR

- Set of books Vision Operations (USA) for application Oracle Receivables has 93 periods defined, and 37 periods open
- Latest open period is Sep-02 with a start date of 01-Sep-2002 and an end date of 30-Sep-

WARNING - Current date 02-Oct-2002 is not in an open period
ACTION - Please consider opening the current period

Open Calendar Periods - GL

- Set of books Vision Operations (USA) for application Oracle General Ledger has 93 periods defined, and 61 periods open
- Latest open period is Sep-02 with a start date of 01-Sep-2002 and an end date of 30-Sep-

WARNING - Current date 02-Oct-2002 is not in an open period
ACTION - Please consider opening the current period

Accounting Flexfield

- Organization 'Vision Operations' is using Accounting flexfield 'Operations Accounting F.

Sample Applications Diagnostics Report

WARNING - 35 security rule(s) are not assigned to this responsibility

ACTION - If security rules need to be implemented for this responsibility, assign security rules to this responsibility in the Assign Security

Summary Templates

- Number of summary templates setup and enabled = 8

Units of Measure

- Number of statistical units of measure defined = 2

Accounting Calendar [\[Top\]](#)

- Name = Weekly
- Period type = 21
- Number of periods defined = 197
- Number of periods open = 44
- Latest open period = DEC-06 (Start date = 01-Dec-2006, End date = 31-Dec-2006)
- Current date 02-May-2005 is in the open period MAY-05 (Start date = 01-May-2005 and End date = 31-May-2005)
- Number of defined future periods = 4

Period Close Problem

How to fix it

ERROR - Overlapping periods or gaps between periods have been detected

ACTION - Please fix the problems identified in the table

Accounting Calendar Name	Period Type	Period Name	End Date	Next Period Name	Start Date	Prob
Weekly	Week	MAY-W1-99	1999-05-08 00:00:00.0	MAY-W2-99	1999-05-10 00:00:00.0	GAP

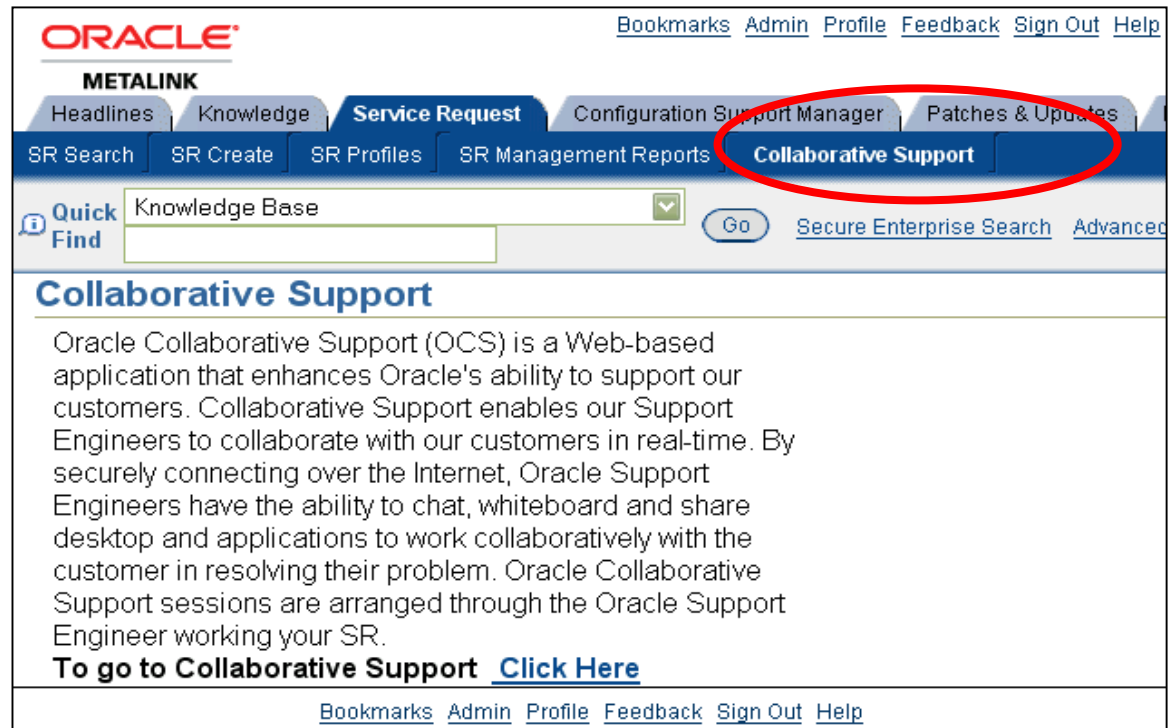
1 row retrieved

Oracle Web Conferencing For Collaborative Support



Oracle Collaborative Support

- Accessible through Oracle MetaLink
- Collaborate directly with an Oracle Support Engineer
- A secure encrypted



The screenshot shows the Oracle MetaLink interface. At the top, the Oracle logo is on the left, and navigation links for Bookmarks, Admin, Profile, Feedback, Sign Out, and Help are on the right. Below the logo is the METALINK header with tabs for Headlines, Knowledge, Service Request, Configuration Support Manager, and Patches & Updates. Under the Service Request tab, there are sub-tabs for SR Search, SR Create, SR Profiles, SR Management Reports, and Collaborative Support. The Collaborative Support tab is circled in red. Below the tabs is a Quick Find search bar with a dropdown menu set to Knowledge Base and a Go button. To the right of the search bar are links for Secure Enterprise Search and Advanced Search. Below the search bar is the Collaborative Support section, which contains a paragraph of text describing the service and a link to 'Click Here' to go to Collaborative Support. At the bottom of the page, there are more navigation links: Bookmarks, Admin, Profile, Feedback, Sign Out, and Help.

connection between Oracle Support and your system

- Available from MetaLink for resolving open SR's
- Coordinate use with the Support Rep working your SR
- Chat / Desktop Sharing / File Transfer

Oracle Collaborative Support

ORACLE Collaboration Suite [Login](#) [Contact Us](#) [Help](#)

Web Conferencing - Oracle Collaborative Support [Welcome](#) [Archive](#)

[Public Conferences](#) [New User](#)

Welcome to Oracle Web Conferencing

Oracle Web Conferencing provides a real-time collaboration environment for your conferences.

[New User](#) Click the New User button to check your system compatibility, download the Oracle Web Conferencing client, and confirm that Oracle Web Conferencing is ready to use.

[Login](#)

Upcoming Public Conferences

Conferences published and available to all users, including nonregistered users. [Full List](#)

Conference Title	Host Name	Date and Time	Time Zone	Conference Status	Join or Enroll for Conference
4141245.994	LE HERVE RICHARD,LAURENCE	02-Mar-2005 9:00 AM	(-08:00) US Pacific Time	In progress	i
15049202.6	Munsey,Christopher	02-Mar-2005 9:07 AM	(-08:00) US Pacific Time	In progress	i
4324957.999	Nemavarkar,Sarang	02-Mar-2005 9:08 AM	(-08:00) US Pacific Time	Not Started	i
4175245.994	Jones,Karen	02-Mar-2005 9:10 AM	(-08:00) US Pacific Time	Not Started	i
4325475.995	Lee,Walter	02-Mar-2005 9:10 AM	(-08:00) US Pacific Time	Not Started	i

Join Conference

- * Indicates required field
- * Conference ID:
- Conference Key:
- * Your Name:

[Join Conference](#)

Quicklinks

- ▶ [Quick Tutorial](#)
- ▶ [Contact Us](#)
- ▶ [Troubleshooting Guide](#)
- ▶ [FAQ](#)
- ▶ [Security Overview](#)

Oracle Collaborative Support

- For your security: your Support Identifier (CSI) is used as the meeting Password or Conference Key
- Once your name, email address & Company are provided, you may join the conference

Join Conference

ORACLE Collaboration Suite
Web Conferencing- Oracle Collaborative Support

Public Conferences | New User

Conference Details: 3694302.994

Enter the conference key and click View Conference Details.
* Indicates required field

* Conference Key	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Email Address	<input type="text"/>
Company Name	<input type="text"/>
Conference ID	10138241
Conference Title	3694302.994
Start Time	27-Apr-2004 3
Time Zone	(+01:00) Paris
Duration	60 Minutes
Host	CHARPENTIE
Conference Type	Public

Escalations

Bringing Management Attention to Your Service Requests



Raising Severity vs. Escalations

- Customers believe that Severity 1 issues or Increases in Severity are Escalations – this is not true.
- Escalating an issue means bringing management attention to your Service Request, and when appropriate, more resources.
- This direct, 2-way dialogue with a Manager in Support is where the next action plan will come from.
- Severity increases will be discussed during this dialogue.

Escalation Process

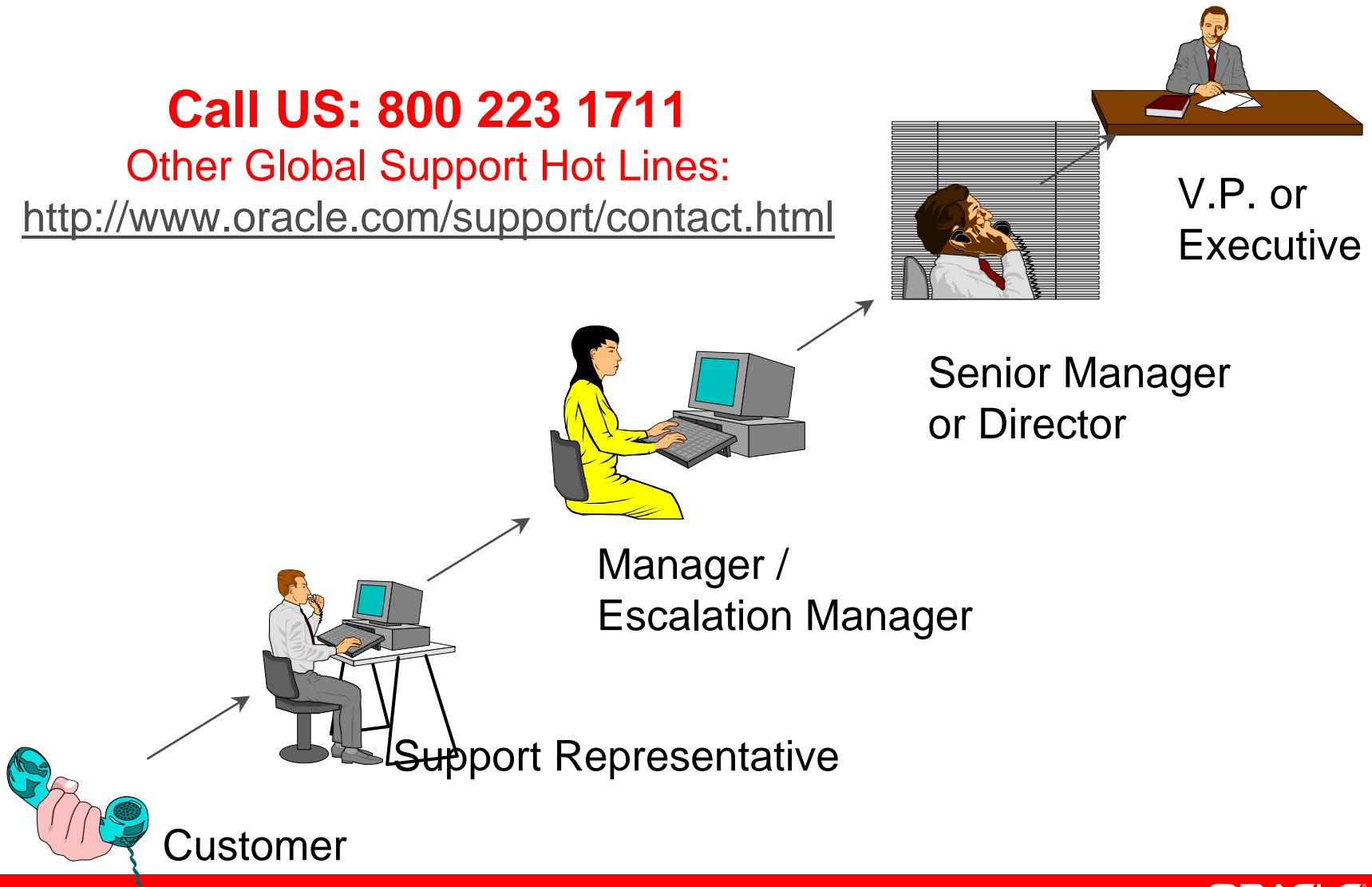
- When to escalate?
 - Encounter critical roadblocks
 - Communicate business issues to managers within Oracle Support
 - Dissatisfied with resolution or response
- Escalate issues in a timely manner
- Quality of escalation criteria is key:
 - Project deadlines?
 - Lost Revenue?
 - Government reporting?
 - Users at your door

Escalation Process

Call US: 800 223 1711

Other Global Support Hot Lines:

<http://www.oracle.com/support/contact.html>



Escalation Process

ORACLE [Bookmarks](#) [Adm](#)

METALINK

Headlines Knowledge **Service Request** Configuration Support Manager Patche

SR Search SR Create SR Profiles SR Management Reports Collaborative Support

Quick Find Knowledge Base [Secure Enterprise](#)

SR Search - You may either view SRs by Support ID or by SR number.
(* denotes required fields for each type of SR search.)

[How to Request an SR Escalation](#)

Select a Support Identifier. To choose more options, Select [Search with Options](#).

*Support Identifier (CSI etc.):

- 14566888 (UNITED STATES)
- 14574167 (UNITED STATES)
- 2593926 (UNITED STATES)

Note 199389.1

Escalation Process

Excerpt from Note 199389.1

If you do choose to request escalation via MetaLink please complete and insert the template below – including all ” ** -lines** ”. This will ensure correct visibility and content.

***** Escalation Request *****

Reason for escalation, including business impact of the problem that requires escalation

Business or implementation milestone, critical date(s) (milestone date or resolve by date), along with the type of business or implementation milestone

Name of the person requesting the escalation, contact information: phone number, pager, email address

Customer manager escalation contact and contact information: phone number, pager, email address

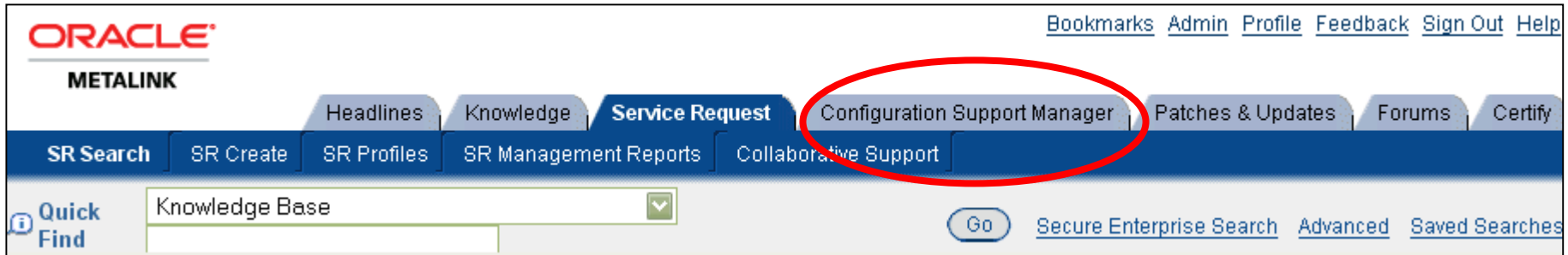
***** Escalation Request *****

New MetaLink Functionality

Configuration Support Manager



Configuration Support Manager



Features:

- A powerful tool that automates the information exchange between Oracle and your enterprise.
- Provides a dramatically simpler way to manage your Oracle environment.

Configuration Support Manager

ORACLE[®] Bookmarks Admin Profile Feedback Sign Out Help

METALINK

Headlines Knowledge Service Request **Configuration Support Manager** Patches & Updates Forums Certify

My Favorites All Configurations All Projects All Computers Download Collector

Quick Find Knowledge Base Secure Enterprise Search Advanced Saved Searches

My Favorite Configurations

Configuration Support Manager

TIP Configuration Support Manager allows you to define computer configurations that describe your Oracle environment, and milestones for projects involving Oracle products. Providing this information will allow you to log SRFs with less data entry, track issues more effectively, and will allow Oracle to proactively suggest solutions and resolve issues faster. [Learn more.](#)

Value:

- Higher system availability
- Simplified configuration management
- Proactive issue notification
- Optimized system performance
- 30% reduction Service Request log time
- 20% faster response time to Service Requests
- 40% faster Issue Resolution
- 25% problem avoidance with Alerts and HealthChecks

Configuration Support Manager

“Configs”

- Ability to catalog all your configurations
 - Detailed description of business-critical environments
 - Configurations are named collections of hardware, operating systems, and software running on a machine
 - Both manual and automated configuration description creation and maintenance
 - Projects can also be associated to configurations
 - Third-party software impact

Configuration Support Manager

- ✓ Oracle Configuration Mgr Installed on each server
- ✓ Uploads every 24hrs; low system impact
- ✓ View detail of configuration information
- ✓ Secure Encrypted Upload
- ✓ Stored in MetaLink Configuration Repository

ORACLE MetaLink [Return to Configuration Support Manager](#)

Configuration Support Manager > [VISLA01_apps_db_celalnx4.us.oracle.com_ebs: All Targets](#) >

E-Business Suite : VISLA01_apps_db

[Return to All Targets](#)

Details Health Checks Alerts

General

Application System Name **visla01** Oracle Home [/amer/oracle/visla01/visla01ora/9.2.0](#)
Multi-Currency **Y** Collection Agent [Oracle Configuration Manager](#)
Multi-Lingual **Y** E-Business Suite Version **11.5.9**
Multi-Org **Y** Collection Timestamp **Sun, 15 Oct 2006 23:00:04 GMT-07:00**

Metrics

Jump to
Show All
▶ [Data Groups](#)
▶ [NLS Languages](#)
▶ [Application Patch Levels](#)
▶ [Profile Options](#)
▶ [Registered Oracle Users](#)
▶ [Component Versions](#)

Data Groups

Creation Date	Data Group Name	Enabled
November 8, 1997	Multiple Reporting Currencies	N
April 28, 1992	Standard	Y

NLS Languages

NLS Language	Language Code	Installed Flag
AMERICAN	US	B

▶ [Application Patch Levels](#)
▶ [Profile Options](#)
▶ [Registered Oracle Users](#)

Details Health Checks Alerts

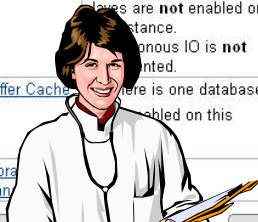
[Return to All Targets](#)

[Return to Configuration Support Manager](#) | [Feedback](#) | [Bookmarks](#)

Configuration Support Manager

Health Check Reports for Critical Areas

- ✓ Checks against current knowledge base
- ✓ Presents Findings, Risks & Recommendations: Warnings and Cautions!
- ✓ Key Issues: Availability, Integrity, & Performance
- ✓ Summary Reports give a comprehensive view of systems
- ✓ Fix problem areas before problems occur!



ORACLE MetaLink [Return to Configuration Support Manager](#) [Feedback](#) [Bookmarks](#)

[Configuration Support Manager](#) > [All Targets](#) >
Health Checks: VISLA01
[Return to All Targets](#)

[Details](#) [Health Checks](#)

Automatic Health Checks

Health Check	Finding	Risk	Recommendation
Certification Check	! Installed Oracle version does not have the most recent patchset applied.	The database may be effected by known issues which could be prevented by the application of the latest patchset.	Apply the latest patchset available for the installed Oracle versions.
Instance	✓ No Issues		
Logging and Archiving	✗ There is only a single member to each group for this instance.	To prevent a single point of failure, there should be multiple members to each log group. Each member should be on separate disks.	There should be multiple members to each redo log group. Members of a group should be on separate disks.
Logging and Archiving	✗ Archive log start is not enabled.	The database will eventually hang if the database is in archivelog mode, and no redo logs have been manually archived. Loss of unarchived online logs will also limit recovery options.	Set <code>archive_log_start</code> to TRUE
Logging and Archiving	✗ The Archive logs are vulnerable	If primary destination gets damaged, archive logs could be lost before they can be backed up to tape or shipped to a remote site, thus limiting media recovery options. If no alternate location is provided, the database may hang if the primary archive log destination becomes full or goes offline. This risk is mitigated if disk mirroring and system monitoring is used.	Configure Oracle to have a primary and alternate local destination to avoid hangs. Then supply a third destination that is either a remote standby database or local mandatory location so that loss of one destination does not result in lost archive logs that may eventually be needed for media recovery
Logging and Archiving	✗ The database is not in archivelog mode.	Loss of a single database object will require restoration from a full offline backup. You will not be able to recover transactions performed since your last complete offline backup	Put the database in Archivelog mode.
Buffer Cache	! Database writer IO slaves are not enabled on this instance. Asynchronous IO is not enabled.	If the database application is write intensive IO throughput may be affected, since there is also only a single DBWR process enabled.	Where asynchronous IO is not available, it may be beneficial to use Database writer IO slaves if the application is write intensive. First ensure that the IO subsystem is tuned.
Buffer Cache	! There is one database instance with asynchronous IO not enabled on this instance.	Performance may be affected for write intensive applications.	If the database application is write intensive, then set <code>db_writer_processes</code> equal to the number of LRU latches (<code>db_lru_latches</code>). Do not exceed the number of CPUs on the system.
Storage Management			

Configuration Support Manager

“Projects”

- Ability to manage your configurations by project
 - View your system configurations the way you manage your business
 - Identify Project Contacts & Project Roles
 - Identify milestones and critical dates
 - Project Dependencies

Maintenance Wizard For Upgrade Assistance



The Maintenance Wizard

Oracle Support provides a self-service tool that guides customers in a methodical and repeatable way through the upgrade process.

It is provided FREE for Oracle Applications customers who have a standard Product Services contract with Oracle.

The Maintenance Wizard

Benefits:

- Guides you through the maintenance and upgrade processes
- Identifies prerequisite tasks, preventing any “out of order” possibilities
- Critical patch identification to prevent accidental omission
- Automatically installs many required patches
- Presents maintenance and upgrades as step by step processes
 - Steps can be automated
 - Steps are customizable based on Customer Instance or criteria
 - Steps can be copied from one project to another
 - Validates and tracks completion of each step
 - Maintains a log and status
- Provides a user responsibility model with assignment of tasks
- Confirmation and documentation of your successful upgrade

The Maintenance Wizard

Features:

- Oracle Application Upgrade
 - 11i to 11.5.10
 - 10.7, 11.0.3 to 11.5.10
- Multi-Tier-Platform capability
 - Sun Solaris, HP, AIX, Linux, TRU-64
- Secured Remote Access - Remote Shell (RSH), Secured Shell (SSH)
- Define roles, assign tasks – Sysadmin, Project Admin, Engineer, etc.
- Live Progress Reports, Historical Data, Timing Reports, Downtime requirement Reports
- Patch analysis; live updates from MetaLink; refresh an instance from another instance

The Maintenance Wizard

ORACLE [Bookmarks](#) [Admin](#) [Profile](#) [Feedback](#) [Sign Out](#) [Help](#)

METALINK

[Headlines](#) [Knowledge](#) [Service Request](#) [Configuration Support Manager](#) [Patches & Updates](#) [Forums](#) [Certify](#)

[Headlines](#) [Oracle News & Events](#) **E-Business 11i**

Quick Find Knowledge Base [Secure Enterprise Search](#) [Advanced](#) [Saved Searches](#)

TIP: Click [help](#) for a detailed explanation of this page. [Bookmark](#) [Go to End](#)

Oracle E-Business Suite Release 11i Info Center

Documentation

Latest Release Information	Securing Oracle E-Business Suite	Release Notes
Electronic Technical Reference Manuals (eTRM)	Documentation	Alerts
Release Content Documents, 'About' Documents, and Features Matrix Documents	Oracle Support: Upgrade Assistance	Knowledge Browser Main Index
Globalizations & Consulting Localizations		

More info and links to download the Maintenance Wizard Tool

The Maintenance Wizard

Reference:

- To download the latest version of the Maintenance Wizard from MetaLink, see Master Reference List
 - **MetaLink Note 215527.1**
- Frequently Asked Questions: **Note 251253.1**
- Installation: **Note 292981.1**
- Users Guide: **Note 293004.1**

Summary

- Personalize MetaLink, use My Headlines to keep up to date
- Quick Search & Advanced Search, both with additional filters
- New Secure Enterprise Search, for Oracle content not available in MetaLink
- Use the Knowledge Browser, and Search within product
- Run Diagnostic Tests for DB, Server, and Applications both proactively & reactively
- Use Oracle Web Conferencing
- Implement the Escalation Process when necessary
- Begin utilizing the new features in Configuration Support Manager
- Take advantage of the Maintenance Wizard tool for Applications upgrades
- Provide feedback to help us keep improving MetaLink

CSM Outbound Team

Delivery Options

- One-on-One Customer meetings and Webcasts
- Support Webcasts – targeting a core Customer audience
- Regularly scheduled free Internet Seminars
- Regional Support Education Workshops
- User Groups, SIGs, RUGs, etc.

Value to you

Following attendance at one of our presentations, Customers have experienced, on average:

- Up to a 40% reduction in volume of new Service Requests
- As much as a 70% reduction in issues requiring further escalation
- A 10% increase in overall Customer Satisfaction

CSM Outbound Team

Contact us via the email addresses below, or contact a member of the CSM Outbound Team directly

- External email:
 - North America:
 - support-training_us@oracle.com
 - Latin America
 - support-training_br@oracle.com
- Internal email:
 - gps_west_csm_ww@oracle.com

Oracle Advisor Webcasts

Now Available Through MetaLink

- A new way to receive information about your Oracle E-Business Suite solutions
- This program began with PeopleSoft and has now been expanded to include Oracle EBS and ST customers
- Go to MetaLink Note [398877.1](#) - *Welcome to the Oracle Advisor Webcast Program!*
 - Includes links to the Advisor Webcast page
 - Instructions for registering and viewing both live and archived webcasts
 - The current menu of scheduled webcasts to choose from

Partner SMART


- **Partner-specific training path**
- **Many recorded training sessions already available**
- **A new topic covered each month**
 - **Example sessions include:**
 - **Apps Diagnostics, Maintenance Wizard, RDA, Change Assistant, Performance Monitor, etc.**
- **For more information:**
 - **Log into [OPN](http://oraclepartnernetwork.oracle.com)**
(<http://oraclepartnernetwork.oracle.com>)
 - **Click on [SUPPORT](#) (Left hand column)**
 - **Look under [Get Trained](#)**

Quick Reference

- MetaLink: <http://metalink.oracle.com/>
 - [WEWS User Guide](#) – Doc ID: **166650.1**
 - [RDA Info](#) – Doc ID: **314422.1**
 - [Diagnostic Tests Catalog](#) - **232116.1**
 - [Escalation Process](#) – Doc ID: **199389.1**
- Severity Definitions and Support Policies:
<http://www.oracle.com/support/policies.html>
- OWC Website: conference.oracle.com
 - [Quick Tutorial](#) – located in the Quicklinks box on the right

Oracle Support Services

oracle.com/support

ORACLE.COM TECHNOLOGY NETWORK PARTNERS STORE SUPPORT Welcome Jack (Sign Out | Account)


PRODUCTS

SOLUTIONS

CUSTOMER SUCCESSES

SERVICES

EVALUATE

- Support Home 
- Premier Support
- Awards
- Resource Library


IMPLEMENT

- Advanced Customer Services
- Oracle On Demand
- Purchase or Renew

USE

- Oracle Support Resources
- PeopleSoft Support Resources
- Acquired Product Support
- Contact Support
- Support Policies

Oracle Premier Support - The Next Generation of Oracle Support



As an information-driven enterprise, your applications and technology drive your business success. They must always be available, up to date and driving competitive advantage. There is simply no other way. Enter Oracle's new Premier Support—the next generation of Oracle Support and a harmonization of best practices from PeopleSoft and Oracle.

Oracle Premier Support, the foundation of Oracle's Support Services, allows you to drive more value from your Oracle technology and applications. Leverage our expertise with access to our technical support experts, future upgrades to major releases for all product lines for the duration of the product license, and our Lifetime Support Policy. These are all reasons why Oracle's award-winning support has been recognized by industry experts as offering a premier level of support.

Unlocking more value from your Oracle solutions

Oracle Premier Support lets you take full advantage of your Oracle solutions by helping you optimize your system availability and performance. We'll help you run at peak performance with the latest product enhancements and system upgrades.

Proactively lowering your total cost of ownership

Reduce the time, effort and cost associated with operating your Oracle systems—ongoing enhancements to our support services let you do just that. Our real-time capabilities in support, diagnosis and monitoring identify system problems and performance issues before they become critical.

Providing you with a superior ownership experience

Oracle's commitment to product innovation and support ensure your technology future by providing you

Quick Links

- ▶ [Metalink Login](#)
- ▶ [PeopleSoft Customer Connection Login](#)
- ▶ [Acquired Products Support](#)
- ▶ [NEW Lifetime Support Policy](#)
- ▶ [Critical Patch Updates and Security Alerts](#)
- ▶ [Contact Support](#)
- ▶ [Resource Library](#)
- ▶ [Internet Seminars](#)

Buy

- ▶ [Purchase or Renew Premier Support](#)
- ▶ [Technical Risks of Third-Party Support](#)
- ▶ [Oracle Pricing and Licensing](#)

Q&A



ORACLE®