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MetaLink

Configuration Support Manager (CSM)

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

Agenda

- What is Configuration Support Manager?
- Review the benefits
- Review of key features and functionality
- Customer Testimonials
- Configuration Support Manager and Oracle Enterprise Manager

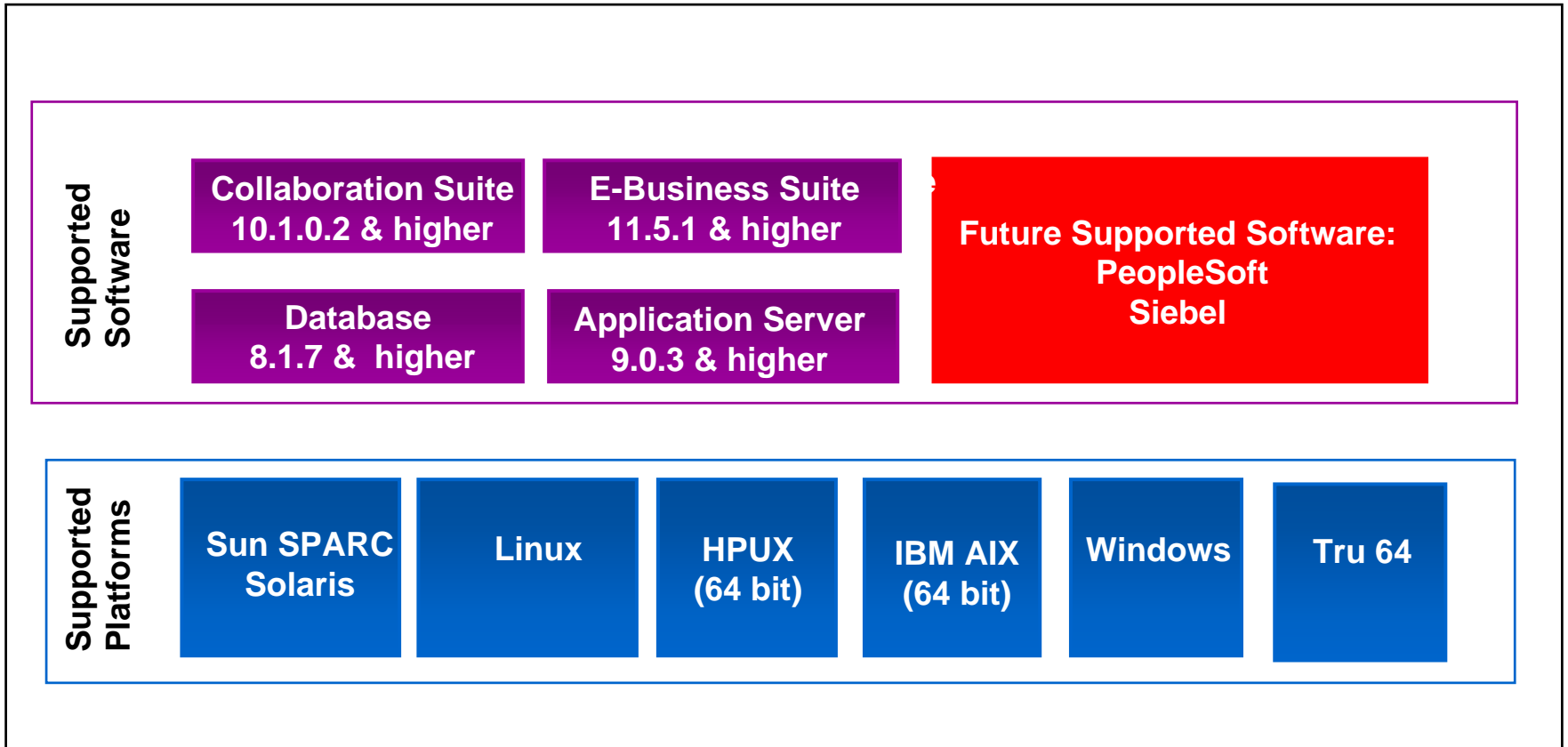
Configuration Support Manager

What is it?

A MetaLink capability that automates configuration information exchange between Oracle and our customers enabling faster resolution and proactive detection of customer issues. Configuration Support Manager utilizes core configuration management capabilities available from Oracle Enterprise Manager and provides:

- The ability to define configurations and organize projects
- A view of Configuration details and changes
- Improved Service Request tracking and submission
- Proactive problem avoidance with HealthChecks
- Proactive Product and Security Alerts

Covering the Oracle Technology Stack



Configuration Support Manager

How will you Benefit?

You will benefit through:

- Proactive avoidance of problems
- Simplified Service Request submission
- “One-Click” tracking of Service Requests
- Detailed configuration and settings view with history
- Streamlined problem resolution
- Improved communication of your business needs

Configurations

Security and Privacy Concerns



- Customers see the same data as Oracle
- Primary access is by Oracle Product Support
- Data is used by Product Support to improve the customer level of service
- Data collected is hardware, system software, and Oracle product information
- Data does not include business transactions, passwords, or control sensitive information

Configuration Support Manager

Feature Summary

- Configurations
- Projects
- Service Request Submission and Tracking
- Configuration View, HealthChecks and Product Alerts
- Restricting Access to Configuration Support Manager
- For More Information...

What is a Configuration?

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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 SRs with less data entry, track issues more effectively, and will allow Oracle to proactively suggest solutions and resolve issues faster. [Learn more](#).

My Favorite Projects

TIP To add projects to your favorites list, click "All Projects" above. The "Permission" column lists those Projects in which you have a role. [Create New Project](#)

row(s) 1 - 1 of 1

Project Name	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
MFG Upgrade.Fam.Pack.E	Development upgrade for Manufacturing applications	Development	FRED STAHL MARKET RESEARCH	05-MAY-2006	Own		

row(s) 1 - 1 of 1

[Create New Project](#)

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row(s) 1 - 4 of 4

Configuration Name	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
PRDJP10_apps_db_celalmx32.us.oracle.com_ebs	E-Business Suite	Production	FRED STAHL MARKET RESEARCH				
PRDJP10_celalmx32.us.oracle.com_db	Database	Production	FRED STAHL MARKET RESEARCH				
RDA_PRDJP10_celalmx32.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				
RMSSC_CONFIG	RMSSC CONFIG DESCRIPTION	Test	FRED STAHL MARKET RESEARCH				

row(s) 1 - 4 of 4

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- Configurations are named collections of hardware, software, and operating system running on a machine.

Configuration Support Manager Configurations

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PRDJP10_celalm32.us.oracle.com_db	Database	Production	FRED STAHL MARKET RESEARCH				
RDA_PRDJP10_celalm32.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				
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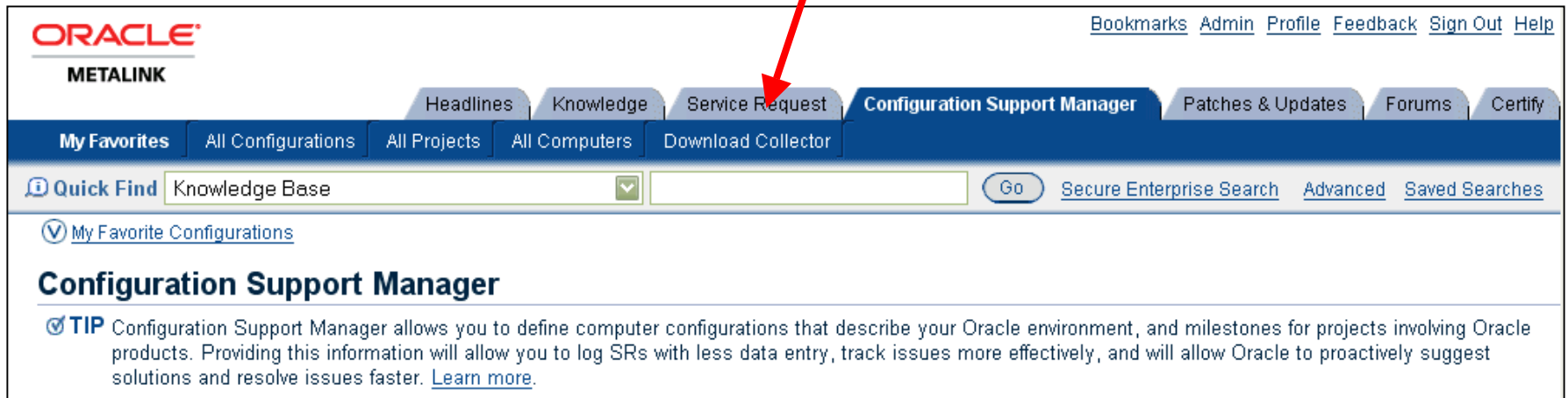
row(s) 1 - 4 of 4

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Configuration Support Manager

Oracle Configuration Manager - Installation



The screenshot shows the Oracle Metalink Configuration Support Manager interface. At the top left is the Oracle logo and 'METALINK'. On the right, there are links for 'Bookmarks', 'Admin', 'Profile', 'Feedback', 'Sign Out', and 'Help'. Below this is a navigation bar with tabs for 'Headlines', 'Knowledge', 'Service Request', 'Configuration Support Manager', 'Patches & Updates', 'Forums', and 'Certify'. Underneath, there are sub-tabs for 'My Favorites', 'All Configurations', 'All Projects', 'All Computers', and 'Download Collector'. A search bar labeled 'Quick Find' contains 'Knowledge Base' and a 'Go' button. Below the search bar, there is a section for 'My Favorite Configurations' and a heading for 'Configuration Support Manager'. A tip icon is followed by text explaining the tool's purpose and a 'Learn more' link.

- Go to MetaLink <http://metalink.oracle.com> and log in.
- Go to menu Configuration Support Manager main page
- Click on 'Download Collector'

Configuration Support Manager

RDA Generated Configurations

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PRDJP10_celalm02.us.oracle.com_db	Database	Production	FRED STAHL MARKET RESEARCH				
RDA_PRDJP10_celalm32.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				
RMSSC_CONFIG	RMSSC CONFIG DESCRIPTION	Test	FRED STAHL MARKET RESEARCH				

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RMSSC CONFIG	RMSSC CONFIG DESCRIPTION	Test	FRED STAHL MARKET RESEARCH				

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Services by Configuration Type

Service/Feature	Auto Configuration/ Oracle Configuration Manager	RDA Generated Configuration	Manual Configuration
<i>Service Request Submission</i>	X	X	X
<i>Service Request Tracking</i>	X	X	X
<i>Configuration View</i>	X	X	
<i>Detailed Configuration View</i>	X		
<i>Product Alerts</i>	X	X	
<i>Health Checks</i>	X		

Configuration Support Manager Projects

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RMSSC CONFIG	RMSSC CONFIG DESCRIPTION	Test	FRED STAHL MARKET RESEARCH				

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Configuration Support Manager Projects

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Create Project

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TIP Please select an Organization first, other selections are dependent on this information. Cancel Apply

- Indicates a required field.

▪ Project Name (Example: 10G Upgrade)

▪ Project Description

Project Phase

▪ Organization

Implementation Date

Add To My Favorite Projects List

▪ **Associated People**

TIP A Project must have at least one Owner.
 Only People with the "Configuration Support Manager Create, Update, Delete" privilege can be an Owner (see "User Profile" section to view your privileges).
 The "Own" permission allows you to update all fields.
 The "Update" permission allows you to update all fields except permission and Project Name.
 The "View" permission only allows you to view the project.

▪ Name	Permission	▪ Role	Phone	E-Mail Address	Remove
John Smith (Oracle Employee) <input type="button" value="Pencil"/>	<input type="text" value="Own"/>	<input type="text" value="Interested Party"/>	719-757-2843	andy.oppenheim@oracle.com	<input type="button" value="Trash"/>
-Select a Person- <input type="button" value="Pencil"/>	<input type="text" value="View"/>	<input type="text" value="Project Manager"/>			<input type="button" value="Trash"/>

Milestones

TIP (Optional) Milestones are used to identify key project dates.

Milestones	Owner	Name	Due Date (DD-MON-YYYY)	Remove
<input type="button" value="Add Another Row"/>				

Configurations

TIP (Optional) Configurations are used to relate existing configurations to this project.

Configurations	Remove
<input type="button" value="Add Another Row"/>	<input type="button" value="Add/Remove Multiple Rows"/>

Support Identifiers

TIP (Optional) Only users who have the selected support identifiers in their profile will be able to view this project. If no support identifier is chosen all users in the selected organization can view the project.

Support Identifiers	Remove
<input type="button" value="Add Another Row"/>	<input type="button" value="Add/Remove Multiple Rows"/>

Cancel Apply

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row(s) 1 - 1 of 1

Project Name ▲	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
MFG Upgrade Fam Pack E	Development upgrade for Manufacturing applications	Development	FRED STAHL MARKET RESEARCH	05-MAY-2006	Own		

row(s) 1 - 1 of 1

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PRDJP10_apps_db_celalmx32.us.oracle.com_ebs	E-Business Suite	Production	FRED STAHL MARKET RESEARCH				
PRDJP10_celalmx32.us.oracle.com_db	Database	Production	FRED STAHL MARKET RESEARCH				
RDA_PRDJP10_celalmx32.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				
RMSSC CONFIG	RMSSC CONFIG DESCRIPTION	Test	FRED STAHL MARKET RESEARCH				

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All Configurations

TIP To add or remove configurations to your favorites list, check "Favorites" boxes then click "Save Favorites". The "Permission" column lists those Configurations in which you have a role. [Getting Started information for new users](#)

Create New Configuration Reset Favorites **Save Favorites**

Select All | Select None previous row(s) 276 - 300 of 441 next

Favorites	Configuration Name	Description	Type	Organization	Permission	SRs	Create SR
<input type="checkbox"/>	PR Config 5 March 2	test 5	Development	FRED STAHL MARKET RESEARCH			
<input type="checkbox"/>	PR Config 6 March 2	test 6	Development	FRED STAHL MARKET RESEARCH			
<input type="checkbox"/>	PR Config 7 March 2	test 7	Production	FRED STAHL MARKET RESEARCH			
<input type="checkbox"/>	PR Config 8 March 2	test 8	Development	FRED STAHL MARKET RESEARCH			
<input type="checkbox"/>	PR Config Dec 11	config created dec 11 at 2:15 pm PT	Staging	FRED STAHL MARKET RESEARCH			
<input type="checkbox"/>	PR test 3	test	Development	FRED STAHL MARKET RESEARCH			
<input type="checkbox"/>	pr-config1-Sept30	Configuration created Sept 30 and updated on October 7 to have a very long descr	Development	FRED STAHL MARKET RESEARCH			
<input checked="" type="checkbox"/>	PRDJP10_apps_db_celalnx32.us.oracle.com_ebs	E-Business Suite	Production	FRED STAHL MARKET RESEARCH			
<input type="checkbox"/>	PRDJP10_celalnx32.us.oracle.com_db	Database	Production	FRED STAHL MARKET RESEARCH			
<input type="checkbox"/>	prodip10_celalnx32.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH			
<input type="checkbox"/>	PRELAY3B_db-nda03.rmi-europe.com_DB	Database	Production	FRED STAHL MARKET RESEARCH			
<input type="checkbox"/>	prodconfigtest	tset	Development	FRED STAHL MARKET RESEARCH			
<input type="checkbox"/>	prodtest_sza3.wor.tvp.com.pl_DB	Database	Production	FRED STAHL MARKET RESEARCH			
<input type="checkbox"/>	PRODTs4	Ebusiness Suite 11.5.10	Test	FRED STAHL MARKET RESEARCH			
<input type="checkbox"/>	Production	production	Production	FRED STAHL MARKET RESEARCH			

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row(s) 1 - 2 of 2

Project Name ▲	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
11.5.10 CU2 upgrade	Upgrade to 11.5.10 CU 2 on test instance	Test	FRED STAHL MARKET RESEARCH	31-JUL-2006			
MFG Upgrade Fam Pack E	Development upgrade for Manufacturing applications	Development	FRED STAHL MARKET RESEARCH	05-MAY-2006	Own		

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PRDJP10_apps_db_celalnx32.us.oracle.com_ebs	E-Business Suite	Production	FRED STAHL MARKET RESEARCH				
RDA_PRDJP10_celalnx32.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				
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Configuration Support Manager Projects

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row(s) 1 - 4 of 4

Configuration Name ▲	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
PRDJP10_apps_db_celalmx32.us.oracle.com_ebs	E-Business Suite	Production	FRED STAHL MARKET RESEARCH				
PRDJP10_celalmx32.us.oracle.com_db	Database	Production	FRED STAHL MARKET RESEARCH				
RDA_PRDJP10_celalmx32.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				
RMSSC CONFIG	RMSSC CONFIG DESCRIPTION	Test	FRED STAHL MARKET RESEARCH				

row(s) 1 - 4 of 4

[Create New Configuration](#)

Bookmarks Admin Profile Feedback Sign Out Help

Configuration Support Manager

ORACLE Bookmarks Admin Profile Feedback Sign Out Help

MESSAGING 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 [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 SRs with less data entry, track issues more effectively, and will allow Oracle to proactively suggest solutions and resolve issues faster. [Learn more](#)

My Favorite Projects

TIP To add projects to your favorites list, click "All Projects" above. The "Permission" column lists those Projects in which you have a role. [Create New Project](#)

row(s) 1 - 1 of 1

Project Name ▲	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
MFG Upgrade Fam Pack E	Development upgrade for Manufacturing applications	Development	FRED STAHL MARKET RESEARCH	05-MAY-2006	Own		

row(s) 1 - 1 of 1

[Create New Project](#)

My Favorite Configurations

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row(s) 1 - 4 of 4

Configuration Name ▲	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
PRDJP10_apps_db_celalmx32.us.oracle.com_ebs	E-Business Suite	Production	FRED STAHL MARKET RESEARCH				
PRDJP10_celalmx32.us.oracle.com_db	Database	Production	FRED STAHL MARKET RESEARCH				
RDA_PRDJP10_celalmx32.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				
RMSSC CONFIG	RMSSC CONFIG DESCRIPTION	Test	FRED STAHL MARKET RESEARCH				

row(s) 1 - 4 of 4

[Create New Configuration](#)

Bookmarks Admin Profile Feedback Sign Out Help

Configuration Support Manager Simplified Service Request Submission

ORACLE METALINK Bookmarks Admin Profile Feedback Sign Out Help

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 [Advanced](#) [Saved Searches](#)

[My Favorite Configurations](#)

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row(s) 1 - 1 of 1

Project Name	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
MFG Upgrade.Fam.Pack.E	Development upgrade for Manufacturing applications	Development	FRED STAHL MARKET RESEARCH	05-MAY-2006	Own		

row(s) 1 - 1 of 1

My Favorite Configurations

TIP To add configurations to your favorites list, click the "All Configurations" tab. The associated column lists those Configurations in which you have a role. [New users click here](#)

[Top](#)

Configuration Name	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
PRDJP10_apps_db_celalmx32.us.oracle.com_ebs	E-Business Suite	Production	FRED STAHL MARKET RESEARCH				
PRDJP10_celalmx32.us.oracle.com_db	Database	Production	FRED STAHL MARKET RESEARCH				
RDA_PRDJP10_celalmx32.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				
RMSSC_CONFIG	RMSSC CONFIG DESCRIPTION	Test	FRED STAHL MARKET RESEARCH				

row(s) 1 - 4 of 4

Bookmarks Admin Profile Feedback Sign Out Help

Configuration Support Manager Simplified Service Request Submission

The screenshot shows the Oracle Configuration Support Manager interface. At the top, there is a navigation bar with the Oracle logo and the word 'METALINK'. To the right of the logo are links for 'Bookmarks', 'Admin', 'Profile', 'Feedback', 'Sign Out', and 'Help'. Below this is a secondary navigation bar with tabs for 'Headlines', 'Knowledge', 'Service Request' (which is active), 'Configuration Support Manager', 'Patches & Updates', 'Forums', and 'Certify'. A search bar is located below the navigation tabs, with a 'Quick Find' button, a dropdown menu set to 'Knowledge Base', a 'Go' button, and links for 'Advanced' and 'Saved Searches'. The main content area is titled 'Create SR'. Below the title, there is a tip: 'TIP Requesting a product update? Go to Patches & Updates to download licensed products.' and a note: '*indicates a required field'. The 'SR Profiles' section shows a dropdown menu for 'Saved SR Profiles' set to 'None'. The 'Profile Information' section contains several required fields: '*Support Identifier' (2593927 (UNITED STATES)), '*Contact me via' (MetaLink), '*Configuration' (PRDJP10_apps_db_celalnx32.us.oracle.com_ebs), '*Computer' (celalnx32.us.oracle.com), '*Software' (Oracle Operations Intelligence (v 11.5.0)), and '*Project' (Mfg Upgrade Family Pack E). Each field has a 'Create' and 'Update' button. A tip for the software field reads: 'Tip: Don't see your software, select a different computer'. On the right side of the 'Profile Information' section, there is a box titled 'New for MetaLink SRs' containing two sections: 'Configurations' and 'Projects'. The 'Configurations' section explains that a configuration is a snapshot of the system including all computers and software, used to help Oracle analysts. The 'Projects' section explains that a project is a construct used to keep track of deliverables and other tasks associated with the configuration.

ORACLE
METALINK

Bookmarks Admin Profile Feedback Sign Out Help

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

SR Search **SR Create** SR Profiles SR Management Reports Collaborative Support

Quick Find Knowledge Base Go Advanced Saved Searches

Create SR

TIP Requesting a product update? Go to **Patches & Updates** to download licensed products.

*indicates a required field

SR Profiles

Saved SR Profiles: None

Profile Information

*Support Identifier: 2593927 (UNITED STATES)

*Contact me via: MetaLink

*Configuration: PRDJP10_apps_db_celalnx32.us.oracle.com_ebs

*Computer: celalnx32.us.oracle.com

*Software: Oracle Operations Intelligence (v 11.5.0) Tip: Don't see your software, select a different computer

*Project: Mfg Upgrade Family Pack E

New for MetaLink SRs

Configurations

A configuration is a snapshot of your system including all computers and software associated with that system. This will be used to help Oracle analysts working your SR to be kept up to date on the state of your system.

Projects

A project is a construct used to keep track of deliverables and other tasks associated with your configuration.

Configuration Support Manager Service Request Tracking

ORACLE METALINK

Bookmarks Admin Profile Feedback Sign Out Help

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 Go Advanced Saved Searches

My Favorite Configurations

Configuration Support Manager

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My Favorite Projects

TIP To add projects to your favorites list, click "All Projects" above. The "Permission" column lists those Projects in which you have a role. [Create New Project](#)

row(s) 1 - 2 of 2

Project Name	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
11.5.10 CU2 upgrade	Upgrade to 11.5.10 CU 2 on test instance	Test	FRED STAHL MARKET RESEARCH	31-JUL-2006			
MFG Upgrade Fam Pack E	Development upgrade for Manufacturing applications	Development	FRED STAHL MARKET RESEARCH	05-MAY-2006	Own		

row(s) 1 - 2 of 2

[Create New Project](#)

My Favorite Configurations

TIP To add configurations to your favorites list, click the "All Configurations" tab. The associated column lists those Configurations in which you have a role. [New users click here](#) [Create New Configuration](#)

row(s) 1 - 4 of 4

Configuration Name	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
IGOLD_apps03.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				
PRDJP10_apps_db_celalnx32.us.oracle.com_ebs	E-Business Suite	Production	FRED STAHL MARKET RESEARCH				
RDA_PRDJP10_celalnx32.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				
RMSSC_CONFIG	RMSSC CONFIG DESCRIPTION	Test	FRED STAHL MARKET RESEARCH				

row(s) 1 - 4 of 4

[Create New Configuration](#)

Configuration Support Manager Service Request Tracking

The screenshot shows the Oracle Configuration Support Manager interface. At the top left is the Oracle logo and 'METALINK'. On the right are links for 'Bookmarks', 'Admin', 'Profile', 'Feedback', 'Sign Out', and 'Help'. Below this is a navigation bar with tabs for 'Headlines', 'Knowledge', 'Service Request', 'Configuration Support Manager', 'Patches & Updates', 'Forums', and 'Certify'. Underneath is another navigation bar with 'SR Search', 'SR Create', 'SR Profiles', 'SR Management Reports', and 'Collaborative Support'. A search bar contains 'Quick Find Knowledge Base' and a 'Go' button. Below the search bar are sorting options: 'Sort by : Platform Product Name Support Identifier Last Update Status Severity GO', with 'Last Update' selected. A section for 'UNITED STATES' has a button 'Show OPEN SRs for this configuration'. Below this, a table displays a service request:

4422721.999 Severity: 4	test - please close , OS: 5.8 Oracle Server - Enterprise Edition, version 9.2.0.3.0	25-MAY-05 CSI: 2593926	Kurt Engele Hard Close
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At the bottom, there are links for 'Bookmarks', 'Admin', 'Profile', 'Feedback', 'Sign Out', and 'Help'. The footer contains 'Copyright © 2005, Oracle. All rights reserved.' and 'Legal Notices and Terms of Use | Privacy Statement'.

Configuration Support Manager Service Request Tracking

ORACLE METALINK

Bookmarks Admin Profile Feedback Sign Out Help

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 Go Advanced Saved Searches

My Favorite Configurations

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Project Name	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
11.5.10 CU2 upgrade	Upgrade to 11.5.10 CU 2 on test instance	Test	FRED STAHL MARKET RESEARCH	31-JUL-2006			
MFG Upgrade Fam Pack E	Development upgrade for Manufacturing applications	Development	FRED STAHL MARKET RESEARCH	05-MAY-2006	Own		

row(s) 1 - 2 of 2

row(s) 1 - 2 of 2

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Configuration Name	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
IGOLD_apps03.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				
PRDJP10_apps_db_celalnx32.us.oracle.com_ebs	E-Business Suite	Production	FRED STAHL MARKET RESEARCH				
RDA_PRDJP10_celalnx32.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				
RMSSC_CONFIG	RMSSC CONFIG DESCRIPTION	Test	FRED STAHL MARKET RESEARCH				

row(s) 1 - 4 of 4

row(s) 1 - 4 of 4

[Create New Configuration](#)

Configuration Support Manager Service Request Tracking

The screenshot shows the Oracle Configuration Support Manager interface. At the top, there is the Oracle logo and the METALINK logo. The navigation bar includes links for Bookmarks, Admin, Profile, Feedback, Sign Out, and Help. Below this, there are tabs for Headlines, Knowledge, Service Request (which is active), Configuration Support Manager, Patches & Updates, Forums, and Certify. A secondary navigation bar contains links for SR Search, SR Create, SR Profiles, SR Management Reports, and Collaborative Support. A search bar is present with a 'Quick Find' button, a dropdown menu set to 'Knowledge Base', a search input field, and a 'Go' button. Below the search bar, there are sorting options: 'Sort by:' followed by radio buttons for Platform, Product, Name, Support Identifier, Last Update (which is selected), Status, and Severity, and a 'GO' button. A filter section shows 'UNITED STATES' and a button 'Show OPEN SRs for this project'. The main content area displays a single service request entry with the following details:

5264037.992 Severity: 4	MC&P DEMO TEST SR HP 9000 Series HP-UX CMW (Secure), OS: 12 Oracle General Ledger, version 11.5.10	24-MAR-06 CSI: 2593926	Wilbert Poe Hard Close
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At the bottom of the page, there are links for Bookmarks, Admin, Profile, Feedback, Sign Out, and Help, along with a copyright notice: 'Copyright © 2005, Oracle. All rights reserved.' and a link for 'Legal Notices and Terms of Use | Privacy Statement'.

Oracle Configuration Manager

Configuration View, Health Checks, Product Alerts

ORACLE METALINK

Bookmarks Admin Profile Feedback Sign Out Help

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 Go Secure Enterprise Search Advanced Saved Searches

My Favorite Configurations

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My Favorite Projects

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row(s) 1 - 1 of 1

Project Name ^	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
11.5.10 CU2 upgrade	Upgrade to 11.5.10 CU 2 on test instance	Test	FRED STAHL MARKET RESEARCH	31-JUL-2006	Admin		

row(s) 1 - 1 of 1 [Create New Project](#)

My Favorite Configurations

TIP To add configurations to your favorites list, click the "All Configurations" tab. The associated column lists those Configurations in which you have a role. [New users click here](#) [Create New Configuration](#)

row(s) 1 - 5 of 5

Configuration Name ^	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
AIT_ait.nl.oracle.com_db	Database	Production	FRED STAHL MARKET RESEARCH	Admin			
CCR_ait.nl.oracle.com_db	Database	Production	FRED STAHL MARKET RESEARCH	Admin			
PRDJP10_apps_db_celalnx32.us.oracle.com_ebs	E-Business Suite	Production	FRED STAHL MARKET RESEARCH	Admin			
RDA_PRDJP10_celalnx32.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH	Admin			
VISLA01_apps_db_celalnx4.us.oracle.com_ebs	E-Business Suite	Production	FRED STAHL MARKET RESEARCH	Admin			

row(s) 1 - 5 of 5 [Create New Configuration](#)

Bookmarks Admin Profile Feedback Sign Out Help

Oracle Configuration Manager

Configuration View, Health Checks, Product Alerts

ORACLE 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

Configuration Support Manager

My Favorite Projects

Project Name	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
11.5.10 CU2 upgrade	Upgrade to 11.5.10 CU 2 on test instance	Test	FRED STAHL MARKET RESEARCH	31-JUL-2006	Admin		

My Favorite Configurations

Configuration Name	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
AIT_ait.nl.oracle.com_db	Database	Production	FRED STAHL MARKET RESEARCH	Admin			
CCR_ait.nl.oracle.com_db	Database	Production	FRED STAHL MARKET RESEARCH	Admin			
PRDJP10_apps_db_celalm32.us.oracle.com_ebs	E-Business Suite	Production	FRED STAHL MARKET RESEARCH	Admin			
RDA_PRDJP10_celalm32.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH	Admin			
VISLA01_apps_db_celalm4.us.oracle.com_ebs	E-Business Suite	Production	FRED STAHL MARKET RESEARCH	Admin			

To view the detailed configuration, Health Checks and Product Alerts click on the configuration name in My Favorites or All Configurations

Oracle Configuration Manager

Configuration View, Health Checks, Product Alerts

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

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

Application System Name **visla01** Multi-Org **Y**
 Multi-Currency **Y** E-Business Suite Version **11.5.9**
 Multi-Lingual Collection Timestamp **Mon Oct 16 06:00:04 GMT 2006**

Logical View [Switch to Physical View](#)

[Expand All](#) | [Collapse All](#)

Focus	Name	Type	Version	Host	Health	Alerts	Last Updated
	▼ VISLA01_apps_db_celalnx4.us.oracle.com_ebs	Configuration					
	▼ Databases						
	VISLA01	Instance	9.2.0.4.0	celalnx4.us.oracle.com	2 ✓	3 ! 4 ✗	21 Oct 16, 2006
	▼ Applications						
	VISLA01_apps_db	E-Business Suite	11.5.9	celalnx4.us.oracle.com	1 ✓	0 ! 0 ✗	3 Oct 16, 2006

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

Oracle Configuration Manager

Configuration View, Health Checks, Product Alerts

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

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

Application System Name **visla01** Multi-Org **Y**
 Multi-Currency **Y** E-Business Suite Version **11.5.9**
 Multi-Lingual Collection Timestamp **Mon Oct 16 06:00:04 GMT 2006**

Physical View [Switch to Logical View](#)

[Expand All](#) | [Collapse All](#)

Focus	Name	Type	Version	Health	Alerts	Last Updated
▼	VISLA01_apps_db_celalnx4.us.oracle.com_ebs	Configuration				
⊕	▼ celalnx4.us.oracle.com	Host				
⊕	▼ VISLA01_apps_db	E-Business Suite	11.5.9	1 ✓ 0 ! 0 ✗	3	Oct 16, 2006
	▼ VISLA01	Database	9.2.0.4.0	2 ✓ 3 ! 4 ✗	21	Oct 16, 2006

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

Oracle Configuration Manager

Configuration View, Health Checks, Product Alerts

The screenshot displays the Oracle Configuration Manager interface for the target 'visla01'. The page is titled 'E-Business Suite : VISLA01_apps_db' and includes navigation tabs for 'Details', 'Health Checks', and 'Alerts'. The 'Details' tab is active, showing a 'General' section with application system name, multi-currency, multi-lingual, and multi-org settings. It also displays Oracle Home, Collection Agent, E-Business Suite Version (11.5.9), and Collection Timestamp. A 'Metrics' section is visible, with a dropdown menu open for 'Jump to' showing options like 'System Forms', 'Component Versions', 'Data Groups', 'Localization Modules', 'NLS Languages', 'Application Patch Levels', 'Profile Options', and 'Registered Oracle Users'. The 'Data Groups' section is expanded, showing a table with columns 'Creation Date', 'Data Group Name', and 'Enabled'. The 'NLS Languages' section is also expanded, showing a table with columns 'NLS Language', 'Language Code', and 'Installed Flag'. The 'Registered Oracle Users' section is collapsed. The interface includes a 'Return to All Targets' link and a 'Return to Configuration Support Manager | Feedback | Bookmarks' footer.

General

Application System Name: visla01
Multi-Currency: Y
Multi-Lingual: Y
Multi-Org: Y

Oracle Home: /amer/oracle/visla01/visla01ora/9.2.0
Collection Agent: Oracle Configuration Manager
E-Business Suite Version: 11.5.9
Collection Timestamp: Sun, 15 Oct 2006 23:00:04 GMT-07:00

Metrics

Jump to: **Select Metric**

- Select Metric
- System Forms
- Component Versions
- Data Groups
- Localization Modules
- NLS Languages
- Application Patch Levels
- Profile Options
- Registered Oracle Users

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

Oracle Configuration Manager

Configuration View, Health Checks, Product Alerts

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

[Configuration Support Manager](#) >

VISLA01_apps_db_celalnx4.us.oracle.com_ebs: All Targets

Application System Name **visla01** Multi-Org **Y**
 Multi-Currency **Y** E-Business Suite Version **11.5.9**
 Multi-Lingual Collection Timestamp **Mon Oct 16 06:00:04 GMT 2006**

Physical View [Switch to Logical View](#)

[Expand All](#) | [Collapse All](#)

Focus Name	Type	Version	Health	Alerts	Last Updated
▼ VISLA01_apps_db_celalnx4.us.oracle.com_ebs	Configuration				
⊕ ▼ celalnx4.us.oracle.com	Host				
⊕ ▼ VISLA01_apps_db	E-Business Suite	11.5.9	1 ✓ 0 ! 0 ✗	3	Oct 16, 2006
▼ VISLA01	Database	9.2.0.4.0.2	2 ✓ 3 ! 4 ✗	21	Oct 16, 2006

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

Oracle Configuration Manager

Configuration View, Health Checks, Product Alerts

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

[Configuration Support Manager](#) > [VISLA01_apps_db_celainx4.us.oracle.com_ebs: All Targets](#) >

Alerts: VISLA01_apps_db

[Return to All Targets](#)

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

[General Alerts](#) [Security Alerts](#)

Product Alerts

The table below displays all alerts applicable to this configuration. Oracle Support appreciates your feedback on the applicability of the product alerts to this configuration. Please provide your feedback by selecting 'yes' or 'no' in the table below next to the alert you have viewed.

Product Alerts for VISLA01_apps_db

General Alerts [Return to Top](#)

Select and Previous 1-3 of 3 Next

[Select All](#) | [Select None](#)

Select Document ID / Description	Last Revision Date	Was this article applicable to your configuration?
<input type="checkbox"/> 361109.1 - Memory Leak in 11.5.9 Line Type Functional Companion for Oracle Configurator	Mar 21, 2006	Yes <input type="button" value="v"/>
<input type="checkbox"/> 364366.1 - Microsoft Internet Explorer ActiveX Update 912945 and Oracle Applications	Apr 13, 2006	Yes <input type="button" value="v"/>
<input type="checkbox"/> 369311.1 - Developer 6i (Forms) Patch 18 Causes Problems with Oracle Process Manufacturing	May 12, 2006	Yes <input type="button" value="v"/>

Security Alerts [Return to Top](#)

Select Document ID / Description	Last Revision Date	Was this article applicable to your configuration?
No Alerts found for this instance		

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

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

[Return to All Targets](#)

Oracle Configuration Manager

Configuration View, Health Checks, Product Alerts

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

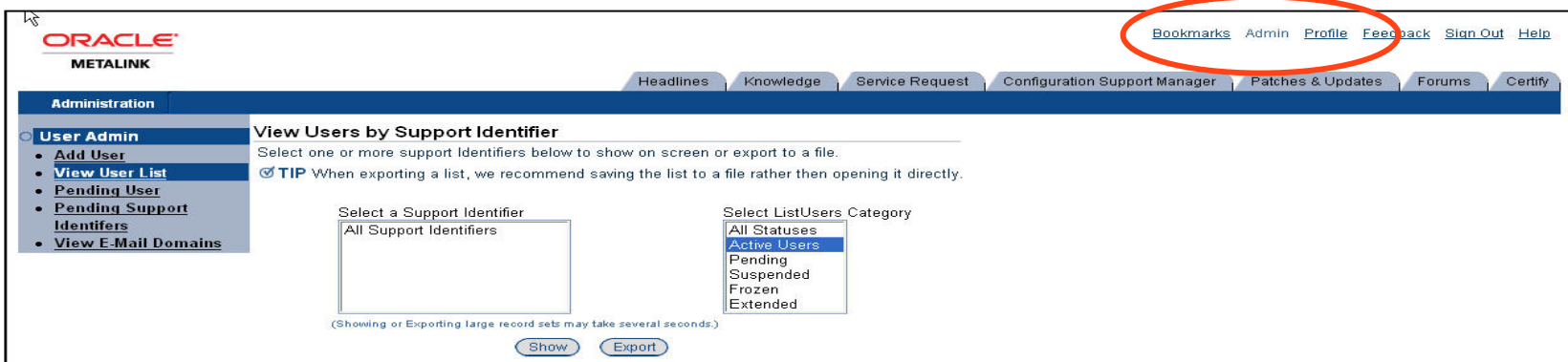
Health Check	Finding	Risk	Recommendation
Certification Check	! Installed Oracle version does not have the most recent patchset applied.	The database may be effected by known issues which could be prevented by the application of the latest patchset.	Apply the latest patchset available for the installed 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 implemented.	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 writer 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	✓ No Issues		

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

Configuration Support Manager

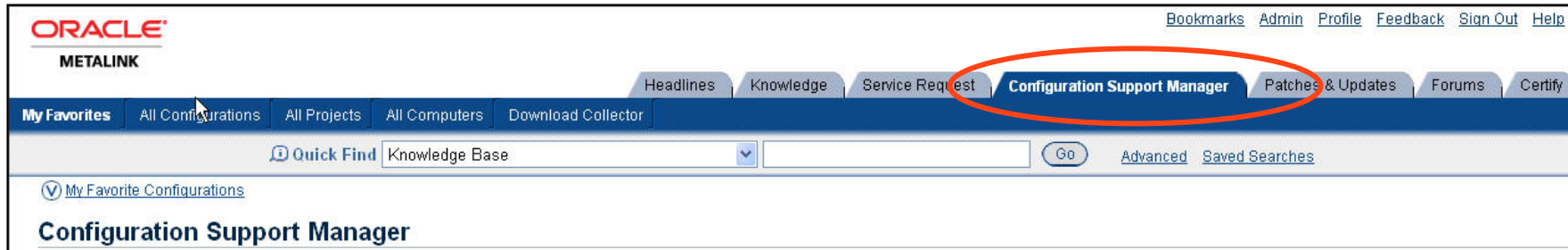
Restricting Access

- Customers control users in their organization who may view or create and edit configurations and projects.
- The MetaLink User Administrator gives access to their organization's users by CSI through the MetaLink Administrator Management feature.
 - Give create/edit privileges to a user in their organization
 - Limit a user to view only
 - Restrict view by CSI entirely



The screenshot displays the Oracle MetaLink Configuration Support Manager interface. The top navigation bar includes links for [Bookmarks](#), [Admin](#), [Profile](#), [Feedback](#), [Sign Out](#), and [Help](#). The main navigation menu is divided into sections: Administration, Headlines, Knowledge, Service Request, Configuration Support Manager, Patches & Updates, Forums, and Certify. The Administration section is expanded to show 'User Admin' options: Add User, View User List, Pending User, Pending Support Identifiers, and View E-Mail Domains. The 'View Users by Support Identifier' page is active, featuring a tip: 'Select one or more support Identifiers below to show on screen or export to a file. TIP When exporting a list, we recommend saving the list to a file rather than opening it directly.' Below this, there are two selection areas: 'Select a Support Identifier' with a dropdown menu showing 'All Support Identifiers', and 'Select ListUsers Category' with a dropdown menu showing 'All Statuses', 'Active Users', 'Pending', 'Suspended', 'Frozen', and 'Extended'. At the bottom, there are 'Show' and 'Export' buttons. A note at the bottom of the page states: '(Showing or Exporting large record sets may take several seconds.)'

Summary Review



- MetaLink Configuration Support Manager
- Projects
- Configurations
- My Favorites
- Service Request submission, tracking and reporting
- Detailed Configuration View
- HealthChecks
- Product Alerts

For More Information....

You can find additional information on the applicable screens in Configuration Support Manager by clicking on “Learn More” or “Help”

The screenshot shows the Oracle Metalink Configuration Support Manager interface. At the top right, there are links for [Bookmarks](#), [Admin](#), [Profile](#), [Feedback](#), [Sign Out](#), and [Help](#). The [Help](#) link is circled in red. Below this is a navigation bar with tabs for [Headlines](#), [Knowledge](#), [Service Request](#), [Configuration Support Manager](#) (selected), [Patches & Updates](#), [Forums](#), and [Certify](#). Under the [Configuration Support Manager](#) tab, there are links for [My Favorites](#), [All Configurations](#), [All Projects](#), [All Computers](#), and [Download Collector](#). The [Download Collector](#) link is circled in red. Below the navigation bar is a search bar with the text "Quick Find Knowledge Base" and a "Go" button. Below the search bar is a section titled "My Favorite Configurations" and a section titled "Configuration Support Manager". Under "Configuration Support Manager", there is a tip that says "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 SRs with less data entry, track issues more effectively, and will allow Oracle to proactively suggest solutions and resolve issues faster. [Learn more](#)." The [Learn more](#) link is circled in red.

COMPANY OVERVIEW

- A leading diversified industrial company (in transportation, manufacturing, food retailing, construction, and agriculture), with annual revenue of \$10.5B.

CHALLENGES/OPPORTUNITIES

- Unite all business sectors on a single instance of Oracle.

SOLUTIONS

- Oracle Premier Support
- Oracle Database Enterprise Edition
- Oracle Application Server
- Oracle Middleware
- Oracle Advanced Supply Chain Planning
- Oracle Financials
- Oracle Flow Manufacturing
- Oracle Manufacturing
- Oracle Order Management

CUSTOMER PERSPECTIVE

"We are in the process of converting multiple legacy systems to an Oracle platform. Oracle Premier Support, specifically Configuration Support Manager, helps to eliminate several arduous tasks—allowing us to focus on transforming our business processes as well as our business systems. "

Mike Macrie, Director of Back Office Technology , Ingersoll Rand

RESULTS

- A simpler way to manage its environments
- 40% reduction in time it takes to create and manage service requests
- 25% reduction in service requests due to Security Alerts and General Alerts
- 99% availability through HealthChecks

Southern Utah University



OVERVIEW

- A public, regional university with 108-year history offering graduate, baccalaureate, associate and technical programs; with more than 7,000 students and over 200 full-time faculty.

CHALLENGES/OPPORTUNITIES

- Migrating the 30 systems supporting the university administration processes to Linux.

SOLUTIONS

- Oracle Premier Support
- Oracle Database Enterprise Edition
- Oracle Application Server
- Oracle Middleware

CUSTOMER PERSPECTIVE

"Tracking of Service Requests was a manual process. Searching through many SRs would take up to an hour per Service Request. Tracking is now available with a single click, with Configuration Support Manager. Significant time savings ."

*Jeanette Ormond, Director Administrative Services,
Southern Utah University*

RESULTS

- A simpler way to log and track Service Requests
- 30% or more savings in time to submit a Service Request
- 80% reduction in new hire training time using Projects
- 100% Oracle instances under active control using Automatic Configuration Collection and updating

OVERVIEW

- Talk America is a leading competitive communications provider that offers phone services and high speed internet access to both residential and business customers.

CHALLENGES/OPPORTUNITIES

- Managing a RAC HPUX environment and 14 TB Data Base

SOLUTIONS

- Oracle Premier Support
- Oracle Enterprise Manager
- Oracle Database Server Enterprise Edition
- Oracle Application Server
- Oracle Middleware
- Oracle Project Collaboration

CUSTOMER PERSPECTIVE

"Configuration Support Manager, from Oracle Premier Support, is a great support capability for large environments where many database administrators and support analysts submit service requests. My team really likes the one-click access to Service Request status for a specific configuration or project. "

Vishal Anand, Director of Database Systems, Talk America

RESULTS

- A simpler way to support a large RAC environment
- 40% reduction in time it takes to submit a service request for RAC instances
- 100% visibility to key project milestones and owners across IT project portfolio
- 2 hours research time saved with every HealthCheck/Product Alert run

Configuration Support Manager

Oracle Configuration Manager and Oracle Enterprise Manager

- You do not need to install Enterprise Manager (EM) in order to use the Oracle Configuration Manager.
- If EM Agent is already installed, you may also install the Oracle Configuration Manager
- EM and Oracle Configuration Manager send data to different repositories: Enterprise Manager sends to EM Repository, Oracle Configuration Manager sends to Customer Configuration Repository at Oracle Support.
- To manage your Oracle system with EM and also send Configuration data back to Configuration Support Manager in MetaLink, each must be installed on the system.

Configuration Support Manager

If you need Support - how to create a SR for CSM/OCM

- Select Product 'OSS Support Tools'

The screenshot shows the Oracle Configuration Support Manager interface. At the top left is the Oracle logo and 'METALINK'. Navigation tabs include 'Headlines', 'Knowledge', and 'Service R'. Below these are buttons for 'SR Search', 'SR Create', 'SR Profiles', 'SR Management Reports', and 'Collaborativ'. A search bar contains 'Knowledge Base'. The main content area is titled 'Create a SR - Step 1' and includes instructions: '* Denotes a required field. Click on the 'Help' button at any time for more de' and 'TIP Requesting a product update? Go to Patches & Updates to download lic'. There are fields for 'Use one of my saved SR Profiles: (select a profile and click 'Go')' and 'OR fill in the required fields below:'. A '*Contact me via:' field is present. The '*Product:' dropdown menu is open, showing a list of products: OAP Provisioning, OCS Internal Deployment, OE Online - ILC, OFONTS, OMS Delivery Services, OPMCDT, OPN Partner Contact Management System (PCMS), OPN Partner Map, OPN Partner Profiler, OPN Partner Tracker, OPN Solutions Catalog, ORAJTST, OSS Support Tools (highlighted), Object Type Translator (OTT), Obsolescence (Internal System/Application), Odesta Livelink, On Demand Problem Resolution, On Demand Work Requests, On Demand EOD-PeopleSoft, and OnDemand Service Architecture Application. Below the list is a '- SELECT A PRODUCT -' option.

Configuration Support Manager

If you need Support - how to create a SR for CSM/OCM

- Select Type of Problem “Configuration Support Manager”

Create a SR - Brief Description

TIP Requesting a product update? Go to [Patches & Updates](#) to download licensed products.

*Type of problem:

TIP Choosing "Other technical issues with this product" will slow SR resolution.

Error Message (if applicable):

*Brief subject statement (80 characters), in English, summarizing your problem/request:

*I will enter the text of this SR in English:
Note: Working(SRs) in a language other than English requires translation and can introduce delays.

Make this language preference the default for all my SRs:

Select One

- Select One
- Database HealthCheck Issue
- Net Advisor Issue
- ORA-600 Issues
- Performance Tuning Assistant Issue
- Portal HealthCheck Issue
- Recovery Advisor Issue
- Remote Diagnostic Agent (RDA) Issue
- iAS HealthCheck Issue
- Configuration Support Manager**
- Contract Management (non-product related)
- Product Enhancement Request
- Request an Existing Patch or Patchset
- Version Update Request
- Other technical issues with this product

Configuration Support Manager MetaLink Forum for CSM

- Use CSM Forum for
 - General Questions regarding CSM
 - Hints & Tips
 - Before logging a Service Request



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