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NorCal User Group – January 19, 2010

Using the configuration manager to keep your systems healthy

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Oracle Customer Services Strategy and Innovation

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Please note:

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions.

The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

Our Mission

Customer Success

**Lower Cost of
Ownership**

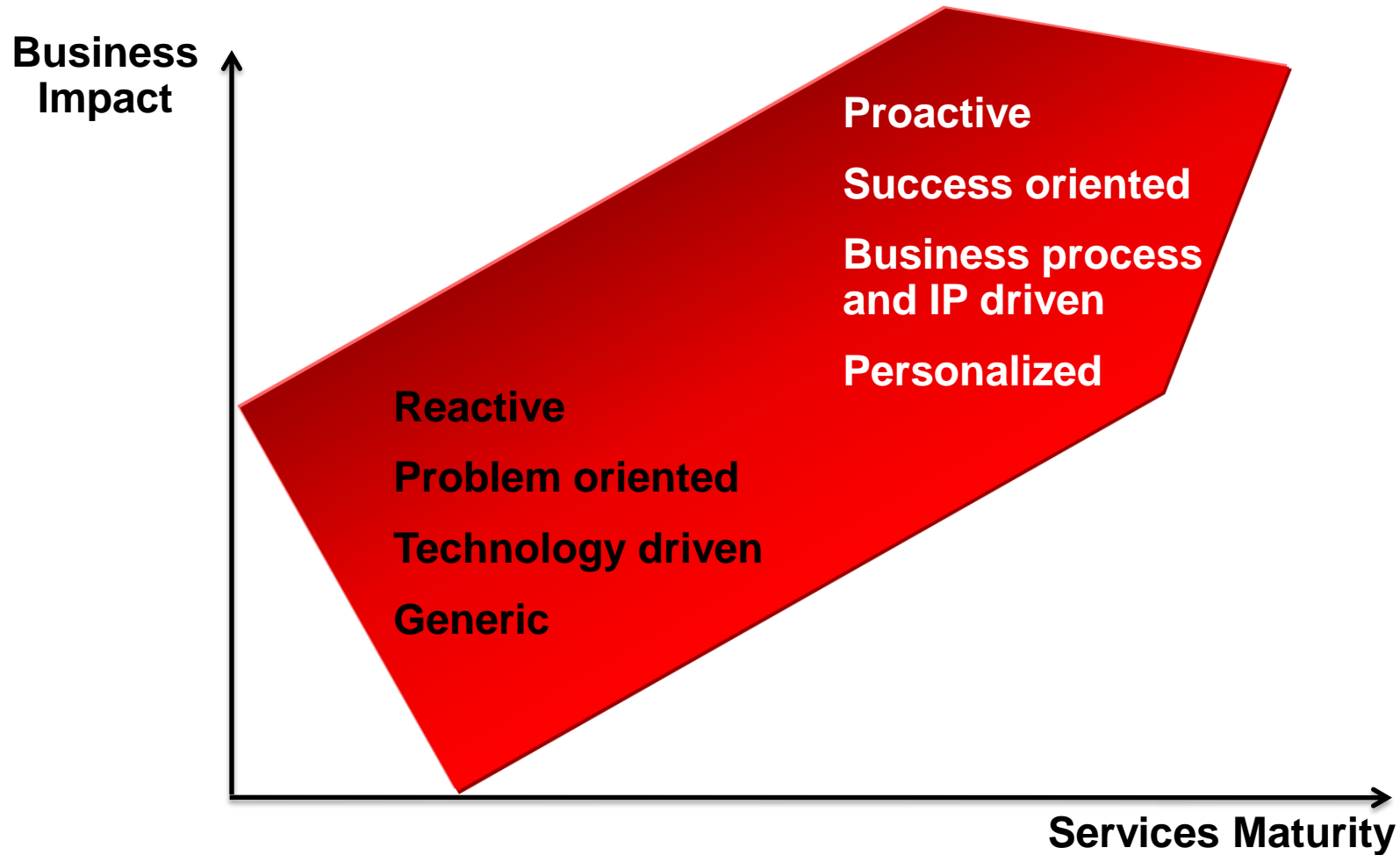


**Lower Business
Risk**



**Higher Business
Value**

How We Drive Customer Success



Oracle Premier Support - Proactive

Next Generation Support Platform Provides Simplified Support

The Challenge



Controlling IT costs and improving productivity



Lowering risk and meeting SLAs



Managing product alerts, patches, and enhancements



Maintaining consistency across Oracle systems

The Opportunity

My Oracle Support



- Personalized
- Proactive
- Collaborative
- Integrated

The Value

- 80% more efficient patch management
- 40% faster service request resolution
- 30% faster service request creation
- 25% problem avoidance
- 25% productivity increase in IT staff
- 97% of problems resolved quicker with targeted knowledge
- 500+ tools on One Integrated Support Platform

Common Challenges

- ☑ What if you were able to quickly and accurately identify which systems needed to be patched and locate the corresponding patches?
- ☑ What if you were able to periodically and automatically assess the configuration of your systems against the recommended security baselines from Oracle?
- ☑ What if you were able to be proactively notified of impending problems with your Oracle IT investment before they started to impact your business?

Capgemini Streamlines Support and Improves Response Times for Oracle Customers



COMPANY OVERVIEW

- Provides consulting, outsourcing, technology, and local professional services to customers in more than 30 countries, including the United Kingdom
- Industry: Professional Services
- Employees: 92,000
- Revenue: US\$12.92 billion

CHALLENGES/OPPORTUNITIES

- Improve service levels and customer support response times for more than 50 customers with Oracle implementations across the United Kingdom
- Enable a team of 180 support staff across five U.K. locations to respond more quickly and efficiently to customers
- Enable support engineers to be more proactive and to foresee and respond to potential problems, thus decreasing the risk of downtime for client applications
- Reduce the overall cost of providing support services



SOLUTIONS

- Oracle Support

CUSTOMER PERSPECTIVE


“In short, My Oracle Support provides value added, proactive support, and faster problem resolution through improved content.”


Geoff Swaffer, Applications Management Oracle Profession Lead

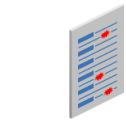
RESULTS

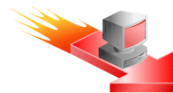
- **Saved up to half-a-day per service request, eliminating the need to request and wait for information from different sources**
- **Automated software configuration management, saving approximately five minutes per service request**
- **Reduced the time needed to review a complex service request by 50%**
- **Improved system stability and reduced risk of downtime**

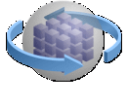
My Oracle Support Platform


Personalized 


 Personalized Dashboard


 Service Request Management


 Priority Handling


 Knowledge Base

Proactive 


 Configuration Management


 Health Checks & Recommendations

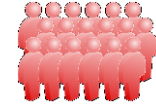
 Patch Advice & Recommendations


 Business Intelligence


Collaborative 

60K+ Members
 Peer Community

 Web 2.0 Capabilities

 Oracle Expert Community

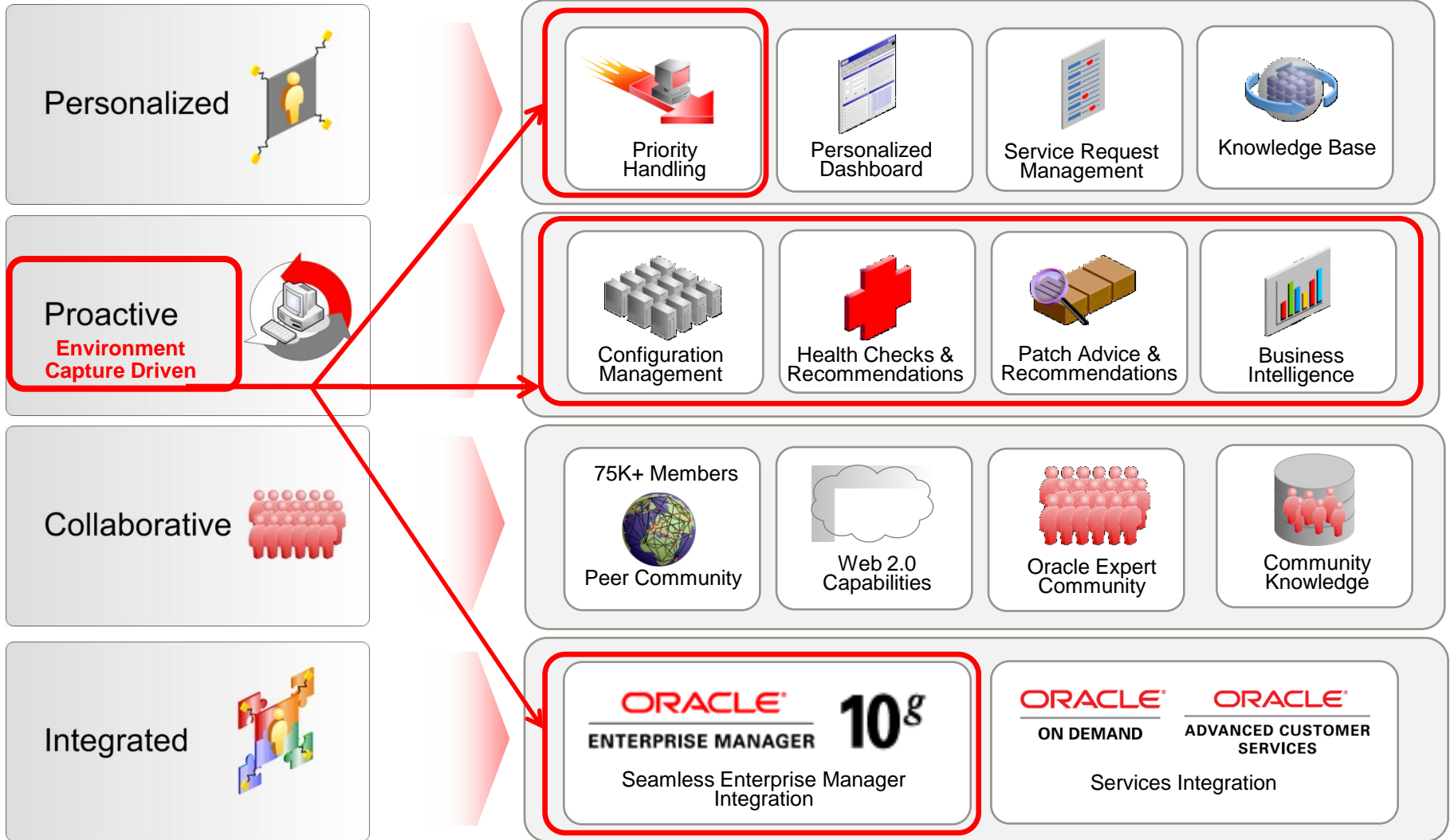
 Community Knowledge

Integrated 

ORACLE
ENTERPRISE MANAGER **10^g**
Seamless Enterprise Manager Integration

ORACLE ON DEMAND **ORACLE** ADVANCED CUSTOMER SERVICES
Services Integration

My Oracle Support Platform



Getting the most out of My Oracle Support

ORACLE MY ORACLE SUPPORT

Welcome, Chris | Contact Us

Dashboard | Knowledge | Service Requests | Patches & Updates | More... | Collector

★ Favorites | Enter an Ad | Last refreshed 4h

Get the most out of My Oracle Support

Install configuration manager

What The configuration manager centralizes configuration information based on your Oracle technology stack. Oracle uses secure access to your configuration information to help you achieve problem avoidance, faster problem resolution, better system stability, and easier management of your Oracle systems.

Why **Faster problem resolution** from integrating your configuration information into the service request flow providing Oracle Support the information they need real-time to resolve your problem quickly and efficiently

Improved systems stability delivered through proactive advice & health checks driven by Oracle best practices and personalized to your system configuration.

Simplified configuration management from a single, comprehensive and personalized dashboard of configurations, projects and inventory

Get Results. Other customers have reported 40% faster issue resolution, a 30% reduction in the time it takes to log a Service Request, and 25% problem avoidance with Alerts and Health Checks.

How Installed on your host, the configuration manager continuously tracks key Oracle and system details, providing essential data to help you manage and service your configurations. Collected data is sent via HTTPS to Oracle Support, which maintains a secure view of each configuration. My Oracle Support then provides system health checks, patch advice, and other valuable information

Watch a video tutorial



Get started now. Download the configuration manager.

Select Platform

Linux x86

Download

What types of information are collected?

Oracle collects only configuration information, including:

- Installed patches
- Deployment dates, versions, and type
- Deployed components and applications
- Configuration files
- Network configurations

[Security Overview](#) [Collections](#)

Configuration manager does NOT collect application data, such as user passwords.

How to Install and Run the Configuration Manager

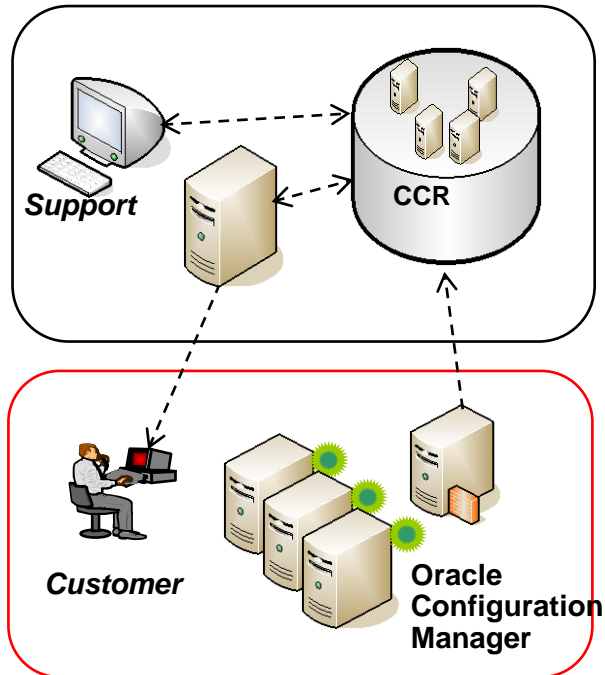
Choose an article or read the [Quick Start Guide](#)

- [Collections](#)
- [Installation and Administration Guide](#)
- [Prerequisites](#)
- [Network Connection Methods and Tests](#)
- [Frequently Asked Questions](#)

Oracle Solution

Understanding your environment

Understanding Your Environment

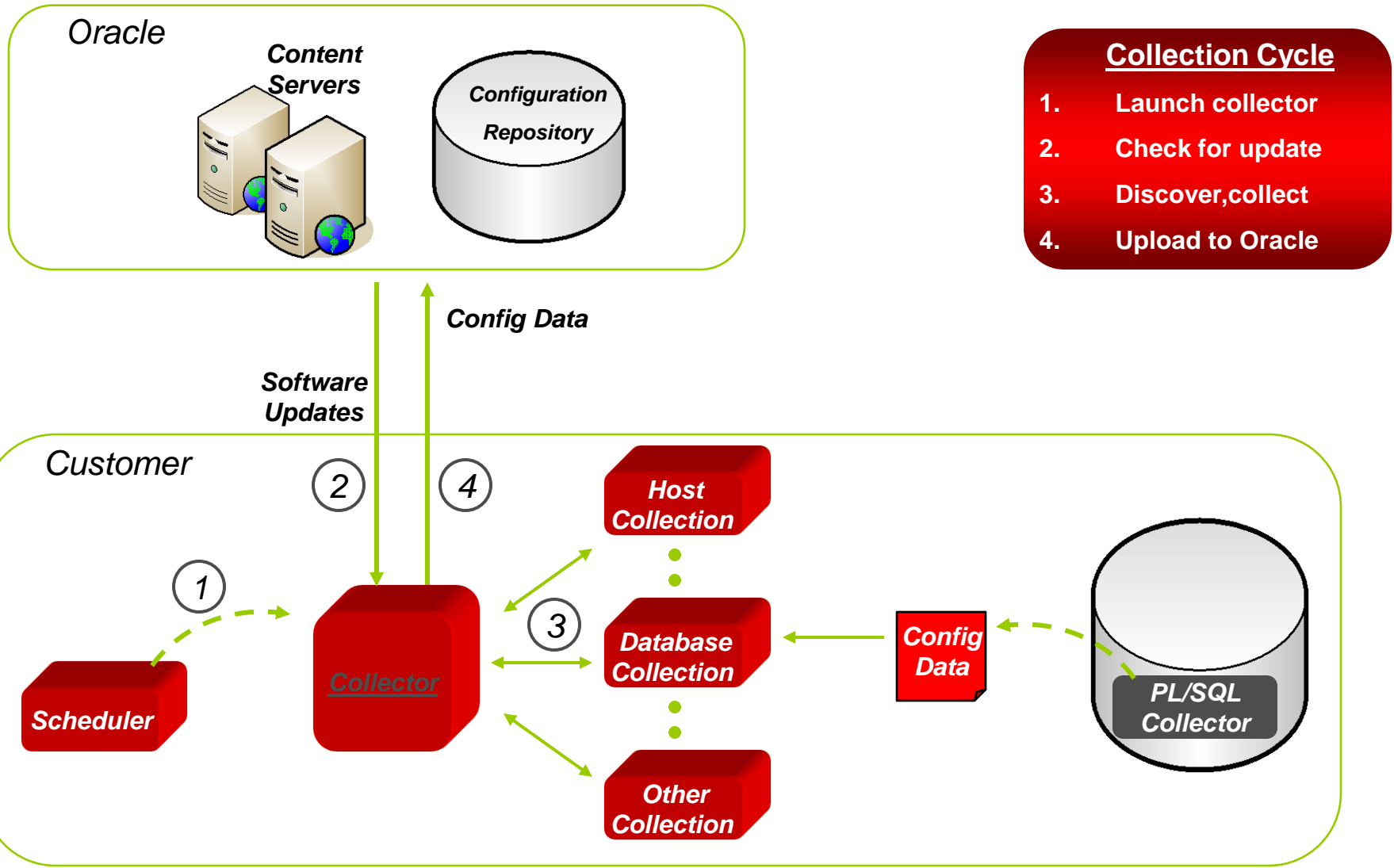


- ✓ Mass Deployment Tool
- ✓ Support HUB
- ✓ EM Harvester

Oracle Configuration Manager

- ✓ Oracle Database
- ✓ Oracle Middleware
- ✓ Oracle Applications
- ✓ Platforms
 - Linux
 - AIX
 - HP-UX
 - Solaris

Client-Side Architecture



My Oracle Support Collector Overview

- The Collector a.k.a. *Oracle Configuration Manager* needs to be enabled in order to feed information to My Oracle Support
- Collector provides for automatically gathering configuration information:
 - Installed patches
 - Deployment platforms, dates, versions, and type
 - Deployed components and applications
 - Content of configuration files
 - Information about network configurations
- Output data is saved under ORACLE_HOME directory
 - Only Oracle home owner has privileges to access data
 - Configuration data is sent as XML file
- Collector will auto-update to latest version

My Oracle Support Security Considerations

- Configuration information:
 - Only configuration-related information is collected
 - Complete list is available on the My Oracle Support web site (under the “Collector” tab)
 - Access to this information is limited on a “need to know basis”. For more information, see <http://www.oracle.com/support/collateral/customer-support-security-practices.pdf>
- Network:
 - Use of “Oracle Support Hub” can prevent exposing systems to the Internet, while allowing Oracle Configuration Manager to work online
 - Data between the Collector and Oracle is encrypted (HTTPS)
- Systems:
 - Account created by Oracle Configuration Manager (on the monitored system) is immediately deactivated upon installation

Helpful Reference Material

Getting Started with Configuration Manager

- Quick Start Guide [ID 728988.1]
- Installation and Administration Guide [ID 728989.1]
- Learn More about My Oracle Support Configuration Manager [ID 250434.1]

Security

- Oracle Configuration Manager [ID 728982.1]
- Support Security Practices
<http://www.oracle.com/support/collateral/customer-support-security-practices.pdf>

How to get latest version of Configuration Manager

- Part of Oracle product install: DB 11g, EM 10.2.0.2+, EBS r12, others
- Bundled with OPatch, some CPUs
- Download from My Oracle Support
- Download as patch 5567658

My Oracle Support

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Dashboard Knowledge Service Requests Patches & Updates Community Certify Reports Collector Favorites Last updated 15 minutes ago Customize Page...

Dashboard

System Health

View by: Health Checks Patch Advice

Total Issues: 46

Critical	5
Warning	16
Informational	25

Service Requests

Filters: Favorites

Problem Summary	Stars	SR Number	Severity	Status	Defe
6670613 POS NOT CANCELLING ON INTERFACE - MUST UNDO CHA...	★	6500370.994	2	Work In Progress 2	
SSI INSERT TO CH_MG2 TABLE RECEIVES UNIQUE CONSTRAINT VI...	★	6716096.891	4	Assigned	-

Inventory (See Full Report)

View by:

■ LINUX
■ Sun SPARC Solaris 64-bit

Systems

Filters: Favorites

Name	1	Stars	Type
Oracle EBS - Financials		★	Oracle E-Business Suite S... Produ
iAS system services		★	Oracle Application Server ... Produ
DB11 Support Services Interface		★	Database Instance Produ

Getting Started

- New Customers Start Here
- News, Events & Training
- Getting Started Guide
- Collector Quick Install Guide
- Frequently Asked Questions
- Support Policies
- Take a Survey
- Training: Pre-recorded
- Training: Upcoming Schedule

Knowledge Articles

Alerts (8)

- *** SCM3.0 UAT: Alert updated 07-Aug-2008 Prod: GL ***Possibility of Double Posting of Journals i...
- *** SCM3.0 UAT: Alert updated 07-Aug-2008 Prod: GL ***Cannot Print FSG Reports After ATG_PF.H Rol...
- *** SCM3.0 UAT: Alert updated 07-Aug-2008 Prod: GL ***Alert: Possible Balance Corruptions caused ...
- *** SCM3.0 UAT: Alert updated 07-Aug-2008 Prod: EM ***EM 10gR1 GRID Control Patch Set Note, 10g R...

News

- MetaLink SR Draft 6739972.889 is due to be deleted
- MetaLink SR Draft 6739988.889 is due to be deleted

Projects

Name	1	Stars	Description	Phase	Organization	Completion ...
Another Test Project		★	asdasd	Not Specified	NBC	Not Specified
FEB 2008 Train		★	February 2008 SSS train implement...	Development	NBC	31 weeks ago
John's Project		★	An awesome new project for John	Implementat...	NBC	In 6 weeks

Dashboard – Enterprise View

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Dashboard Knowledge Service Requests Patches & Updates Community More... Favorites Search Knowledge Base Last refreshed 41 minutes ago Customize Page...

Health Recommendations

Total Issues: 70

Critical 15
Warning 15
Informational 40

[View Suppressed Items](#)

Patch Recommendations

View by Classification Target Type

Other Recommendations 0
Security 3

[All Recommendations](#)

Requires collector version 10.3.2 or newer. [Learn More...](#)

Getting Started

- Welcome to My Oracle Support!
- My Oracle Support Training Central
- My Oracle Support Community
- Start using Configuration Management
- My Oracle Support FAQ
- Tips and Tricks using My Oracle Support

Service 094

Filters: Including Hard Closed, 15367094, Technical SRs Only

Create SR Actions

Problem Summary	SR Number	Product	Sever...	Contact	Status	Last Up...
SR for Demo Purposes - Database	2-5846317	Oracle Server - Enterprise ...	2	Charles Free...	Work in Pro...	Today
Test SR - please close	3-1239327581	Oracle Server - Enterprise ...	3	Thomas Wri...	No fault found	2+ weeks ago
This is a test SR for demo purposes	2-5999976	Oracle Application Object L...	2	Charles Free...	Review Upd...	4+ weeks ago
DUPLICATE SERVICES IN OSR 10.3 INSTALLED WITH	2-5943946	Oracle Service Registry	3	Lance McKain	Resolved wit...	6+ weeks ago
Testing SR	3-1070121571	Siebel CRM	4	Jiri Hromadka	Customer A...	8+ weeks ago
Crash total	3-945230181	JD Edwards EnterpriseOne ...	2	DAVID LET...	No fault found	9+ weeks ago

Systems

Actions

Name	Last Coll...	Type	Oracle Home	Organization
ses80_sdcdf585101.corp.siebel.com_siebel	4+ weeks	Siebel Enterprise Syst...	c:\sba80\gtwysrvr	ORACLE SUPPORT S...
INVSYSDBT (ORCL11g)	6+ weeks	Database Instance	d:\oracle\product\11...	Oracle Support Servi...
ORCL3_gcronin-pc.ie.oracle.com_db	10+ weeks	Database Instance	d:\oracle\product\11...	Oracle Support Servi...
DB2_gcronin-pc.ie.oracle.com_db	10+ weeks	Database Instance	d:\oracle\product\11...	Oracle Support Servi...

Knowledge Articles

Alerts (100) Recently Updated (100)

- P4028 Expiration Date: Issue with #CYR and Processing Option Dates [JD Edwards World Procurement, JD Edwards World Sales Order Management, JD Edwards World Inventory Management, JD Edwards World Product Data Management, JD Edwards World Material Requirements Planning]
- Oracle Demand Planning - Requirements for 11.5.10 - Family Pack J [Oracle Demand Planning]

Last Week

- Find Functionality Is Now Supported in Siebel Fix Pack Version 8.0.0.2 [Siebel Tools]
- To Resolve Incorrect Results With Queries on Address Fields in the ePharma Applications in Siebel 2000 and All Version 7 SIA Applications [Siebel Tools]

[Show Next Documents](#)

Projects
Targets

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Dashboard – System View

The screenshot displays the Oracle My Oracle Support dashboard for a database instance named 'INVSYSDBT (ORCL11g)'. The dashboard is divided into several sections:

- System Health Recommendations:** Shows a total of 4 issues, with 2 Critical, 0 Warning, and 2 Informational.
- System Patch Recommendations:** Shows 0 Other Recommendations and 1 Security recommendation.
- Service Requests:** A table listing technical service requests with columns for Problem Summary, SR Number, Severity, Contact, Status, and Last Updated.
- System Details:** A table showing system details for 'ORCL 11G', including Name, Type (Database Instance), Oracle Home, Host, and Last Collected (6+ weeks).
- Knowledge Articles:** A list of articles related to alerts and patches, including 'New patch required after installing PSU 11.1.0.7.1 to ASM environments' and 'ALERT: Oracle 11g Release 2 (11.2) Support Status and Alerts'.
- System Overview:** A summary of the database instance, including Name, Oracle Home, Description, Support ID, Lifecycle, Last Collected, and Mission Critical status.

Dashboard – Target View

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Dashboard | Knowledge | Service Requests | Patches & Updates | Community | More...

Dashboard > INVSYSDBT (ORCL11g) >

ORCL11G (Database Instance) [Create SR](#) Last refreshed 1 minute ago [Close](#) [Customize](#)

Target Overview

Name: ORCL11G
 Type: Database Instance
 Last Collected: 24 Nov 2009 2:00 pm
 Host: gcronin-pc.ie.oracle.com
 Oracle Home: OraDb11g_home1
 Support ID: 15998742 (Oracle Support Services Demonstration)
 Mission Critical: False

Target Health Total Issues: 4

Critical 2

Warning 0

Informational 2

Target Patch Recommendations

View by Classification Target Type

Other Recommendations 0

Security 1

[All Recommendations](#)

Requires collector version 10.3.2 or newer. [Learn More...](#)

Configuration

Actions

All None Today (11 Jan 2010)

System Global Area

High Availability (General Information)

Users

Session Information

Database Options

Redologs

CPU Usage Statistics

Datafiles

OCM DB Configuration Version

Initialization Parameters

Tablespaces

High Availability (RMAN Configuration)

Control files

Feature Usage

High Water Mark Statistics

Rollback Segments

System Global Area

Name	Size
Buffered Cache (MB)	188
Fixed SGA (KB)	1303
Java Pool (MB)	12
Large Pool (KB)	4096
Maximum SGA (MB)	511
Redo Buffers (KB)	5708

Initialization Parameters

Name	Value	Default
O7_DICTIONARY_ACCESSIBILITY	FALSE	TRUE
_trace_files_public	TRUE	FALSE
active_instance_count		TRUE
aq_tm_processes	0	TRUE
archive_lag_target	0	TRUE
asm_diskgroups		TRUE

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Health Checks

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Dashboard Knowledge Service Requests Patches & Updates Community More... Search Knowledge Base

Dashboard > Health Recommendations Last refreshed 56 minutes ago

Health Recommendations

Critical (15) Warning (15) Informational (40) View Suppressed Items Suppress (1)

Availability (12) Security (3)

Health Check	Target	Type	Oracle Home	Host	1	Detected
Database is not in ARCHIVELOG mode	DB2	Database Instance	d:\oracle\produ...	gcronin-pc.ie.oracle.com	11+	weeks ago
Database is not in ARCHIVELOG mode	ORCL3	Database Instance	d:\oracle\produ...	gcronin-pc.ie.oracle.com	11+	weeks ago
Database is not in ARCHIVELOG mode	WEBCEDB	Database Instance	/segd/oracle/pro...	vserv1216.us.oracle.com	39+	weeks ago
Database is not in ARCHIVELOG mode	FINANCE	Database Instance	/scratch/jsolomi...	stang05.us.oracle.com	1 year	ago
Database is not in ARCHIVELOG mode	DEMO11I	Database Instance	/apps/demo11/d...	gldemo-11i.us.oracle.com	1 year	ago
<input checked="" type="checkbox"/> Database is not in ARCHIVELOG mode	ORCL2	Database Instance	d:\oracle\produ...	gcronin-pc.ie.oracle.com	41+	weeks ago
Incomplete setting of Redo log files	SABCDI	Database Instance	/sabcdi/oracle/p...	vserv1056.us.oracle.com	13+	weeks ago
Incomplete setting of Redo log files	WEBCEDB	Database Instance	/segd/oracle/pro...	vserv1216.us.oracle.com	13+	weeks ago
Incomplete setting of Redo log files	FINANCE	Database Instance	/scratch/jsolomi...	stang05.us.oracle.com	13+	weeks ago
Incomplete setting of Redo log files	DEMO11I	Database Instance	/apps/demo11/d...	gldemo-11i.us.oracle.com	13+	weeks ago
Incomplete setting of Redo log files	ORCL11G	Database Instance	d:\oracle\produ...	gcronin-pc.ie.oracle.com	13+	weeks ago
Incomplete setting of Redo log files	ORCL2	Database Instance	d:\oracle\produ...	gcronin-pc.ie.oracle.com	13+	weeks ago

Database is not in ARCHIVELOG mode

Risk

If the database is not run using ARCHIVELOG mode, the loss of a single database object will require restoration from a full offline backup. Transactions performed since the last complete offline backup cannot be recovered.

Recommendation

Put the database in ARCHIVELOG mode.

Target Setting for ARCHIVE_LOG_MODE NOARCHIVELOG

Recommended Setting for ARCHIVE_LOG_MODE ARCHIVELOG

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Health Check Catalog [ID 868955.1]

My Oracle Support Health Checks Catalog [ID 868955.1]

Modified 12-OCT-2009 Type DIAGNOSTIC TOOLS Status PUBLISHED

Health Recommendations Catalog

Overview

This catalog contains a complete list of all health recommendations available in My Oracle Support.

Table of Contents

The following table presents the health recommendations applicable to each product line. Health recommendations are further broken down by task based category. The purpose of the task based categorization is to present health recommendations in such a way that enables the user to quickly identify issues relevant to the task that user is performing on their Oracle IT asset e.g. installing, configuring, upgrading, securing, tuning.

Knowledge articles are not currently available for all health recommendations, but will be in the future.

<u>Oracle Database</u> <ul style="list-style-type: none">• Availability• Configure• Install• Patching• Performance• Security	<u>Fusion Middleware</u> <ul style="list-style-type: none">• Availability• Configure• Patching• Performance	<u>Enterprise Manager</u> <ul style="list-style-type: none">• Configure• Patching
<u>Oracle E-Business Suite</u> <ul style="list-style-type: none">• Patching• Stability	<u>BEA</u> <ul style="list-style-type: none">• Availability• Performance	<u>PeopleSoft</u> <ul style="list-style-type: none">• Configure• Performance• Scalability

Patch Recommendations

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Patch & Updates

Last refreshed 8 minutes ago

Customize Page...

Patch Recommendations

Filters: Favorites

View by: Classification Target Type

Security	7	<input checked="" type="checkbox"/>
Other Recommendations	6	<input type="checkbox"/>

All Recommendations

Requires collector version 10.3.2 or newer. [Learn More...](#)

Patch Search

Oracle, Siebel and Hyperion | Saved | Recent

Patch ID or Number | Product or Family (Advanced Search)

* Patch ID or Number is

Clear Save Search

The Patch Search region is only for Oracle, Siebel and Hyperion Products. [Learn More...](#)

Patching Quick Links

What are Recommended Patches?

Software and Patch Search Sites

Updates via E-Delivery	PeopleSoft
E-Business Suite	JD Edwards

Oracle E-Business Suite

Latest R12 Packs	Recommended R12 Patches
Latest 11i Packs	Recommended 11i Patches

Advanced "Classic" Patch Search

Oracle Server/Tools

Latest Patchsets

All Quick Links open in a new window

Patch Plans

Patch Plans | Replacement Patch Requests

Name	Status	Deploy	Remove
aTest	Ready for Download	Not Specified	
DemoDays	Needs Validation	Not Specified	
EM Prod	Ready for Download	Not Specified	
Nov Main Window	Review Analysis	Not Specified	
Nov Main Window for CRS	Ready for Download	Not Specified	
November patch cycle	New	Not Specified	
SCAC Demo	Review Analysis	Not Specified	

Patch Related Activity

Downloaded | Viewed | Reviewed | Favorites

Today

- ★ Patch 8645712: REINSTALLED AGENT BLOCKED BY OMS
- ★ Patch 8836308: CPUOCT2009 DATABASE 10.2.0.4
- ★ Patch 8833297: DATABASE PSU 11.1.0.7.1 (INCLUDES CPUOCT2009)
- ★ Patch 6972807: PSE FOR BASE BUG 5520553 ON TOP OF 10.1.2.3.0 FOR LINUX X86(46) (PSE #80030)

Patch Recommendations

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Patch & Updates > Patch Recommendations

Filters: Favorites

View Suppressed Items

Security Choose Filter

Patch ID	Classification	Description	In Plan	Target	Type	Oracle Home	Detected
7379081	Security	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER		1012_MIDTIER.mspdv306.us.oracle.com	Oracle Application Server	/u00/webadmin/product/10...	3+ weeks ago
8806444	Security	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2009 - REPOSI...		1012_MIDTIER.mspdv306.us.oracle.com	Oracle Application Server	/u00/webadmin/product/10...	2+ weeks ago
8836308	Security	CPUOCT2009 DATABASE 10.2.0.4		TST10G	Database Instance	/u01/app/oracle/product/10...	2+ weeks ago
<input checked="" type="checkbox"/> 8836375	Security	CPUOCT2009 DATABASE 11.1.0.7		SI1111	Database Instance	/scratch/aim/11.1.0.7/db	2+ weeks ago
8874278	Security	CPUOCT2009 TRACKING BUG FOR APPLICATION SERVER 10.1...		ocm121_WEB0H_d1_EBS_ocm121_apps_tech_st_10_1_3	Oracle Application Server	/u00/webadmin/product/10...	2+ weeks ago
8874228	Security	CPUOCT2009 TRACKING BUG FOR APPLICATION SERVER 10.1...		pro121_WEB0H_d1_EBS_pro121_apps_tech_st_10_1_3	Oracle Application Server	/d1/EBS/pro121/apps/tech...	2+ weeks ago

Recommended patch details

Patch 8836375: CPUOCT2009 DATABASE 11.1.0.7

Last Updated 20 Oct 2009 (2+ weeks ago)

Product Oracle Database Family

Release 11.1.0.7.0

Patch Target SI111

Support Level General

Classification Security

Bugs Resolved by This Patch

6870937	ORA-600 [729] "UGA SPACE LEAK" ERROR RESULTS IN SESSION OUT
8306933	DB-11.1.0.7-MOLECULE-001-CPUAPR2009
8306934	DB-11.1.0.7-MOLECULE-002-CPUAPR2009
8342506	DB-11.1.0.7-MOLECULE-003-CPUAPR2009
8534338	CPUJUL2009 DATABASE 11.1.0.7
8563941	DB-11.1.0.7-MOLECULE-004-CPUJUL2009
8563942	DB-11.1.0.7-MOLECULE-005-CPUJUL2009
8563943	DB-11.1.0.7-MOLECULE-006-CPUJUL2009
8563944	DB-11.1.0.7-MOLECULE-007-CPUJUL2009
8563945	DB-11.1.0.7-MOLECULE-008-CPUJUL2009

Platform Linux x86

Release 11.1.0.7.0

[View Read Me](#) [Download](#)

1 Files, Total 801.4 KB [Show File Details](#)

Coming Soon! [Write a Review](#)

Read, Write and Rate...

From Patch details will soon include Oracle community feedback. Participate and share your experiences with your peers.

[Comments](#) [Learn More about the Patch Community](#)

Patch Recommendations

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Patch & Updates > Patch Recommendations

Filters: Favorites View Suppressed Items Security Choose Filter

Patch ID	Classification	Description	In Plan	Target	Type	Oracle Home	Detected		
7379081	Security	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER		1012_MIDTIER.mspdv306.us.oracle.com	Oracle Application Server	/u00/webadmin/product/10...	3+ weeks ago		
8806444	Security	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2009 - REPOSI...		1012_MIDTIER.mspdv306.us.oracle.com	Oracle Application Server	/u00/webadmin/product/10...	2+ weeks ago		
8836308	Security	CPUOCT2009 DATABASE 10.2.0.4		TST10G	Database Instance	/u01/app/oracle/product/10...	2+ weeks ago		
<input checked="" type="checkbox"/> 8836375	Security	CPUOCT2009 DATABASE 11.1.0.7		SI111	Database Instance	/scratch/aim/11.1.0.7/db	2+ weeks ago		
8874228	Security	CPUOCT2009 TRACKING BUG 1 Patch selected	Full Screen	Add to Plan	Download	Suppress	Oracle Application Server	/u00/webadmin/product/10...	2+ weeks ago
8874228	Security	CPUOCT2009 TRACKING BUG FOR APPLICATION SERVER 10.1...		pro121	Oracle Application Server	/d1/EBS/ocm121/apps/tech_...	2+ weeks ago		
8874228	Security	CPUOCT2009 TRACKING BUG FOR APPLICATION SERVER 10.1...		pro121	Oracle Application Server	/d1/EBS/pro121/apps/tech_...	2+ weeks ago		

Select patch

Patch 8836375: CPUOCT2009 DATABASE 11.1.0.7

Last Updated 20 Oct 2009 (2+ weeks ago) Size 801.4 KB

Product Oracle Database Family Support Level General

Release 11.1.0.7.0 Classification Security

Patch Target SI111

Bugs Resolved by This Patch

6870937	ORA-600 [729] "UGA SPACE LEAK" ERROR RESULTS IN SESSION OUT
8306933	DB-11.1.0.7-MOLECULE-001-CPUAPR2009
8306934	DB-11.1.0.7-MOLECULE-002-CPUAPR2009
8342506	DB-11.1.0.7-MOLECULE-003-CPUAPR2009
8534338	CPUJUL2009 DATABASE 11.1.0.7
8563941	DB-11.1.0.7-MOLECULE-004-CPUJUL2009
8563942	DB-11.1.0.7-MOLECULE-005-CPUJUL2009
8563943	DB-11.1.0.7-MOLECULE-006-CPUJUL2009
8563944	DB-11.1.0.7-MOLECULE-007-CPUJUL2009
8563945	DB-11.1.0.7-MOLECULE-008-CPUJUL2009

Platform Linux x86 Release 11.1.0.7.0

View Read Me Download 1 Files, Total 801.4 KB Show File Details

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Patch Recommendations

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Patch & Updates > Patch Recommendations

Filters: Favorites View Suppressed Items Security Choose Filter

Patch ID	Classification	Description	In Plan	Target	Type	Oracle Home	Detected
7379081	Security	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER		1012_MIDTIER.mspdv306.us.oracle.com	Oracle Application Server	/u00/webadmin/product/10...	3+ weeks ago
8806444	Security	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2009 - REPOSTI...		1012_MIDTIER.mspdv306.us.oracle.com	Oracle Application Server	/u00/webadmin/product/10...	2+ weeks ago
8836308	Security	CPUOCT2009 DATABASE 10.2.0.4		TST10G	Database Instance	/u01/app/oracle/product/10...	2+ weeks ago
<input checked="" type="checkbox"/> 8836375	Security	CPUOCT2009 DATABASE 11.1.0.7		SI111	Database Instance	/scratch/aime/11.1.0.7/db	2+ weeks ago
8874228	Security	CPUOCT2009 TRACKING BUG	1 Patch selected		Oracle Application Server	/u00/webadmin/product/10...	2+ weeks ago
8874228	Security	CPUOCT2009 TRACKING BUG FOR APPLICATION SERVER 10.1...			Oracle Application Server	/u00/webadmin/product/10...	2+ weeks ago
8874228	Security	CPUOCT2009 TRACKING BUG FOR APPLICATION SERVER 10.1...			Oracle Application Server	/u00/webadmin/product/10...	2+ weeks ago
8874228	Security	CPUOCT2009 TRACKING BUG FOR APPLICATION SERVER 10.1...			Oracle Application Server	/u00/webadmin/product/10...	2+ weeks ago
8874228	Security	CPUOCT2009 TRACKING BUG FOR APPLICATION SERVER 10.1...			Oracle Application Server	/u00/webadmin/product/10...	2+ weeks ago

Patch 8836375: CPUOCT2009 DATABASE 11.1.0.7

Last Updated 20 Oct 2009 (2+ weeks ago) Size 801.4 KB

Product Oracle Database Family Support Level General
Release 11.1.0.7.0 Classification Security
Patch Target SI111

Bugs Resolved by This Patch

- 6870937 ORA-600 [729] "UGA SPACE LEAK" ERROR RESULTS IN SESSION OUT
- 8306933 DB-11.1.0.7-MOLECULE-001-CPUAPR2009
- 8306934 DB-11.1.0.7-MOLECULE-002-CPUAPR2009
- 8342506 DB-11.1.0.7-MOLECULE-003-CPUAPR2009
- 8534338 CPUJUL2009 DATABASE 11.1.0.7
- 8563941 DB-11.1.0.7-MOLECULE-004-CPUJUL2009
- 8563942 DB-11.1.0.7-MOLECULE-005-CPUJUL2009
- 8563943 DB-11.1.0.7-MOLECULE-006-CPUJUL2009
- 8563944 DB-11.1.0.7-MOLECULE-007-CPUJUL2009
- 8563945 DB-11.1.0.7-MOLECULE-008-CPUJUL2009

...and create a patch plan

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Patch Recommendations

The screenshot shows the Oracle My Oracle Support interface for Patch Recommendations. The page title is "Validation". A green callout box with a black border and green border highlights the message: "Validation In Progress". The message text reads: "This will take about 12 seconds. You may choose to move away from this page. Validation results will continue in the background and be saved when done." Above the callout box, there is a "Revalidate" button and the text "Plan last validated Today". Below this, there is a table with columns for "Patch ID", "From", and "Description". The table is currently empty. On the left side, there is a navigation menu with "General Information", "Patches", and "Validation" (all with green checkmarks), and "Review & Download" (with a radio button). At the bottom, there is an "Exit Wizard" button and "Back", "Next", and "Finish" buttons. The footer contains copyright information: "Copyright (c) 2009, Oracle. All rights reserved. Legal Notices and Terms of Use | Privacy Statement | 3rd Party Licenses".

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Patch & Updates > Patch Recommendations >

Create Plan Wizard - SCAC Demo

Validation

Revalidate

Plan last validated Today

Validation In Progress

This will take about 12 seconds.
You may choose to move away from this page. Validation results will continue in the background and be saved when done.

Patch ID	From	Description
----------	------	-------------

Review & Download

* Required Field

Exit Wizard

Back Next Finish

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Patch Recommendations

The screenshot shows the Oracle My Oracle Support interface for a patch recommendation. The page title is "Validation". A green box at the top right contains the text "Success!" and "The patches in this plan do not conflict with the software in your environment. Proceed to the 'Review' screen to download the Patch Plan." A callout bubble points to the table below, stating "No conflicts detected". The table has columns for Patch ID, From, and Description. The first row shows a green checkmark, the path "/scratch/aim/11.1.0.7/db (Oracle Home with 0 Item)", and an empty description. The left sidebar shows a navigation menu with "General Information", "Patches", and "Validation" (all with green checkmarks). At the bottom, there are "Exit Wizard", "Back", "Next", and "Finish" buttons. The footer contains copyright information: "Copyright (c) 2009, Oracle. All rights reserved. Legal Notices and Terms of Use | Privacy Statement | 3rd Party Licenses".

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Patch & Updates > Patch Recommendations > Create Plan Wizard - SCAC Demo

Validation

Revalidate

Plan last validated Today

Success!

The patches in this plan do not conflict with the software in your environment. Proceed to the "Review" screen to download the Patch Plan.

No conflicts detected

Patch ID	From	Description
✓ /scratch/aim/11.1.0.7/db (Oracle Home with 0 Item)		

Review & Download * Required Field

Exit Wizard Back Next Finish

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Patch Recommendations

The screenshot shows the Oracle My Oracle Support interface for patch recommendations. The page title is "Validation" and it indicates "Plan last validated Today". A prominent yellow box with a green border contains the message "Conflicts Detected" and explains that some patches conflict with the software on the machines. A "Request Replacement Patches" button is visible below this message. A callout box points to the message with the text "Conflicts detected".

Validation

Revalidate

Plan last validated Today

Conflicts Detected

Some of the patches contained within this plan conflict with the software on your machines. Most conflicts can be resolved by requesting replacement patches (typically, it takes 3-7 business days for the replacements to become available).

Request Replacement Patches

Patch ID	From	Description
/scratch/aim/11.1.0.7/db (Oracle Home with 2 Items)		
Conflicting Patch Set 1 (2 Items) Request Replacement Patch		
8833297	New Patch	DATABASE PSU 11.1.0.7.1 (INCLUDES CPUOCT2009)
8539923	Existing Patch	NEED MERGE OF MLR BUG 8352309 AND MLR BUG7206858
Message Set 1 (1 Item) These patches were ignored as other patches fix the same issues (and more).		
8836375		CPUOCT2009 DATABASE 11.1.0.7

Review & Download

* Required Field

Exit Wizard

Back Next Finish

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Target Overview

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XINA_appslab25.us.oracle.com_db > Last refreshed 1 minute ago

XINA (Database Instance) Create SR Customize Page...

Target Overview Target Health

Configuration

Actions

All None Today (Aug 09 2009)

System Global Area

Name	Size
Large Pool (KB)	0
Maximum SGA (MB)	555
Redo Buffers (KB)	10380
Shared Pool (MB)	
Total SGA (MB)	
Variable SGA (MB)	

High Availability (General Information)

Dbid	Logging	Database Role	Flashback On
1288792356		PRIMARY	

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Compare System Configurations

The screenshot shows the Oracle My Oracle Support interface for a database instance named 'XINA'. The 'Configuration' section is expanded, and the 'Compare' option is selected, opening a sub-menu with various comparison criteria. A table of configuration items is visible in the background.

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XINA_appslab25.us.oracle.com_db >

XINA (Database Instance) Create SR

Last refreshed 0 minutes ago

Customize Page...

Target Overview | Target Health

Configuration

Actions

- View Details
- Change History
- Compare

High Availability (General)

Users

Session Information

Database Options

Redologs

CPU Usage Statistics

Datafiles

OCM DB Configuration Version

Initialization Parameters

Tablespaces

High Availability (RMAN Configuration)

Control files

Feature Usage

High Water Mark Statistics

Rollback Segments

Statspack Configuration

Instance Information

Today (Aug 09 2009)

Name	Size
	160
	442
	64
	0
	555
	10380

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Change History

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XINA_appslab25.us.oracle.com_db > Last refreshed 5 minutes ago

XINA (Database Instance) Create SR Customize Page...

Target Overview **Target Health**

Configuration

Actions Filter **Only Differences** [View Latest Details](#)

All None

System Global Area

High Availability (General)

Users

Session Information

Database Options

Redologs

CPU Usage Statistics

Datafiles

OCM DB Configuration Version

Initialization Parameters

Tablespaces

High Availability (RMAN Configuration)

Control files

Feature Usage

High Water Mark Statistics

Rollback Segments

Statspack Configuration

Instance Information

Compare 2+ years ago (Jul 13 2007) with 46+ weeks ago (Sep 21 2008)

No collections occurred on Aug 15 2007 or Aug 09 2009. Comparison was performed on the closest collections.

Reference	User Name	User ID	What is Different	Jul 13 2007	Sep 21 2008
Removed	ORACLE_OCM	292	Default Tablespace	SYSTEM	
Removed	ORACLE_OCM	292	Default Temporary Tablesp...	SYSTEM	
Removed	ORACLE_OCM	292	Created	2007-06-29 07:16:04.000000...	
Removed	ORACLE_OCM	292	Profile	DEFAULT	
Removed	ORACLE_OCM	292	Expiry date		
Added	ORACLE_OCM	295	Default Tablespace		SYSTEM

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Snapshot in Time

The screenshot shows the Oracle My Oracle Support interface for a database instance named XINA. The page is titled "Configuration" and displays a list of configuration items for the "System Global Area". A date selection calendar is overlaid on the page, showing the date 08/09/2009 and a calendar for January 2007. The calendar is currently showing the month of January 2007, with the date 08/09/2009 selected. The calendar is a standard grid with days of the week and dates. The "Cancel" button is visible at the bottom of the calendar overlay.

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XINA_appslab25.us.oracle.com_db >

XINA (Database Instance) Create SR

Last refreshed 10 minutes ago

Customize Page...

Target Overview | Target Health

Configuration

Actions View Latest Details

All None Today (Aug 09 2009)

System Global Area

High Availability (General Information)

Users

Session Information

Database Options

Redologs

CPU Usage Statistics

Datafiles

OCM DB Configuration Version

Initialization Parameters

Tablespaces

High Availability (RMAN Configuration)

Control files

Feature Usage

High Water Mark Statistics

Rollback Segments

Statspack Configuration

Instance Information

System Global Area

Name

Size

Buffered Cache (MB)

Fixed SGA (KB)

Java Pool (MB)

Large Pool (KB)

Maximum SGA (MB)

Redo Buffers (KB)

Date: 08/09/2009

To Date: January 2007

1 2 3 4 5 6

7 8 9 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30 31

Cancel

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Inventory Report

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Dashboard > Inventory Report

Table of Contents: Hosts | Databases | Middleware | Applications | Management Software

Hosts | Platform

Platform	Total Items in Inventory	Trend
Linux x86	2319	
Microsoft Windows	305	
Sun Solaris SPARC (64-bit)	257	
HP-UX PA-RISC (64-bit)	226	
IBM AIX on POWER Systems (64-bit)	119	
Linux Intel (64-bit)	111	
HP-UX Itanium	95	
12 Others (show all)	176	

Comparison 7 Trends **6 months** | 1 year | 3 years

Reset Region

Show Details (2000 Hosts)

Databases | Version

Version	Total Items in Inventory	Trend
11.1.0	920	
10.2.0	511	
10.1.0	405	
9.2.0	237	
11.2.0	93	
9.0.1	13	
8.1.7	6	

Comparison 7 Trends **6 months** | 1 year | 3 years

Reset Region

Show Details (2000 Databases)

Middleware

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Interactive Reporting

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Dashboard > Inventory Report

Table of Contents: Hosts | Databases | Middleware | Applications | Management Software

Hosts | Platform

Platform	Total Items in Inventory	Trend
LINUX	1079	<input type="checkbox"/>
Microsoft Windows	153	<input type="checkbox"/>
Sun SPARC Solaris 64-bit	78	<input type="checkbox"/>
Linux Intel 64-bit	48	<input type="checkbox"/>
AIX Based Systems (64-bit) 5L	40	<input type="checkbox"/>
HP 9000 Series HP-UX 64bit	35	<input type="checkbox"/>
HP-UX Itanium	23	<input type="checkbox"/>
IBM Power Based Linux	17	<input type="checkbox"/>
Linux x86-64 (AMD)	17	<input type="checkbox"/>
Linux Intel Itanium	17	<input type="checkbox"/>
MS Windows Server 2003(AMD64 an...	7	<input type="checkbox"/>
Linux for zSeries	5	<input type="checkbox"/>
UNKNOWN	4	<input type="checkbox"/>
DEC Alpha OSF/1 UNIX	3	<input type="checkbox"/>
IBM RS/6000 AIX	2	<input type="checkbox"/>
Intel Windows NT	2	<input type="checkbox"/>

Comparison 0 Trends

6 months | 1 year | 3 years

04/30/08 05/31/08 06/30/08 07/31/08 08/31/08 09/11/08

Show Details (1531 Hosts)

Databases | Version

Version	Total Items in Inventory	Trend

Comparison 7 Trends

6 months | 1 year | 3 years

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Inventory Report Details

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Search Knowledge Base

Last refreshed 1 hour, 21 minutes ago

Inventory Report

Table of Contents: Hosts | Databases | Middleware | Applications | Management Software

Hosts | DEC Alpha OSF/1 UNIX > Vendor

Vendor	Total Items in Inventory	Trend
Compaq Computer Corporation	3	

Comparison 1 Trends 6 months | 1 year | 3 years

Reset Region

▼ Show Details (3 of 1531 Hosts)

Name	Domain	Platform	Platform Version	Vendor	System	Architecture
cpqshow3.us.oracle.com	1	DEC Alpha OSF/1 UNIX	V5.1B	Compaq Computer Corporati...	alpha	alpha
cpqshow4.us.oracle.com	1	DEC Alpha OSF/1 UNIX	V5.1B	Compaq Computer Corporati...	alpha	alpha
hpalpha4.us.oracle.com	1	DEC Alpha OSF/1 UNIX	V5.1B	Compaq Computer Corporati...	alpha	alpha

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- ✓ After enabling the Collector, you will see product specific knowledge alerts to determine if you need to take action.
- ✓ After enabling the Collector, you can use Health Checks to quickly determine whether your configurations meet the specific recommendations made by Oracle for your systems.
- ✓ After enabling the Collector, you can use My Oracle Support to identify which systems need to be patched and produce a patch plan for these systems.

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