



## Support Tools

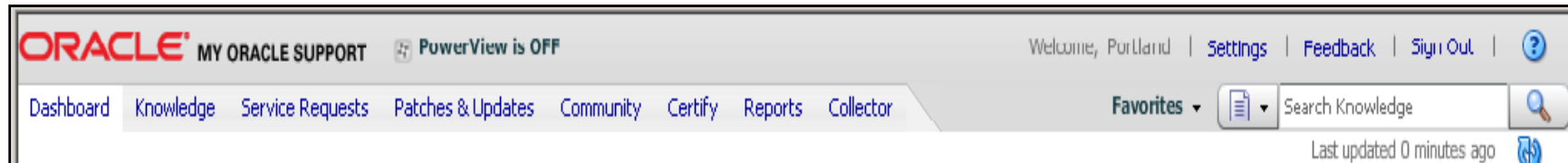
**Damir Pleško, Critical Accounts**



# Agenda

- Configuration Manager
- Upgrade Advisor

## What is it?



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

- The ability to define configurations and organize projects
- A view of System details and changes
- Create, track, and status Service Requests
- Advanced Knowledge Management capabilities
- Proactive problem avoidance with HealthChecks
- Proactive Product and Security Alerts
- Service Request Priority Handling

# Configuration Manager

## The Four C's

- Configuration Collector (at Customer)
  - Collector deployed into each Oracle Home
  - Allows configuration information to be collected and uploaded directly from the customer site
  - Collector can be set to auto-update, minimizing customer maintenance
  - Uploads initiated by collector over a secure pipe
- Centralized repository (at Oracle)
  - Contains the customer configuration information
  - Can be leveraged to provide:
    - Health checks
    - Patch advice
    - Inventory and usage
- Content Server (at Oracle)
  - Acts as publisher of revised configuration collector content for download by the collector.
- Connection with My Oracle Support (at Oracle)
  - Allow customers to log SRs referencing the uploads configurations
  - Allow customers to view their configuration details
  - GC: enables proactive health & patch recommendations
  - GC: inventory reports

# How do we ensure Security?

- **All** connections go through https/ssl 128 bit with public/private key exchange
- **All** connections go to <https://ccr.oracle.com:443>
- You can instruct OCM to **use a proxy** if you are not connected to the internet directly
- You can create firewall rules to allow **outgoing** traffic to CCR Host
- More information:  
[http://download.oracle.com/docs/html/E12881\\_01/security.htm](http://download.oracle.com/docs/html/E12881_01/security.htm)  
[http://download.oracle.com/docs/html/E12882\\_01/connectivity.htm](http://download.oracle.com/docs/html/E12882_01/connectivity.htm)

# What is a System?

The screenshot shows the Oracle My Oracle Support dashboard. The 'Systems' widget is highlighted with a red circle. It contains a table of systems with the following data:

Name	Last C...	Type	Oracle Home	Organization
EnterpriseManager0.ssibils-desktop_ssibils-desktop_ias	Today	Oracle Application ...	/u02/app/oms2/om...	USinternetworking...
MOS.dscdap04.us.oracle.com_dscdap04.us.oracle.com_ias	Today	Oracle Application ...	/scratch/oracle/pr...	Oracle Sales
MOS.dscdap03.us.oracle.com_dscdap03.us.oracle.com_ias	Today	Oracle Application ...	/scratch/oracle/pr...	Oracle Sales
prod_jpdcl1200.jpdel1200.jp.oracle.com_jpdcl1200.jp.oracle.com_...	Today	Oracle Application ...	/u01/oracle/prod/a...	Oracle Support Se...
PROD_apps_db_jpdcl1200.jp.oracle.com_ebs	Yesterday	Oracle E-Business ...	/u01/oracle/prod/...	Oracle Support Se...

Below the systems table, there are sections for 'Targets', 'Task: Associate Collectors', 'Service Requests' (with a table of 5 items), 'Projects', and 'News'. The 'Service Requests' table has columns for Problem Summary, SR Number, Severity, Contact, Status, and Last Updated.

**Systems are named collections of hardware, software, and operating system running on a machine**

# Main Dashboard

ORACLE MY ORACLE SUPPORT PowerView is OFF Welcome, Charles | Contact Us | Sign Out | Help

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | More... | Favorites | Search Knowledge Base | Advanced | Last refreshed 11 minutes ago | Customize Page...

Dashboard

**Getting Started**

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

**Inventory (See Report)**

View by: Hosts

**Health Recommendations**

Total Issues: 3081

- Critical: 303
- Warning: 1464
- Informational: 1314

[View Suppressed Items](#)

**Service Requests**

Filters: Techn... | Create SR

- Certifications
- Systems
- On Demand
- CRM On Demand
- Collector
- Reports
- Advanced Customer Services
- Settings

Needs	SR Number	Seve...	Contact	Status	Last Updated
	3-1750114551	2	Vaibhav Ch...	New	Today
	Filesystem Space Available (%):auohsiol18:Filesystem /	2	React W/W	New	Today
	/git/host/sys/msg:adc07bkp01:adc07bkp01 lid[11481]:	2	React W/W	Work in Pro...	Today
	Database crashed	1	Rosylene Da...	Customer...	Today
	We are getting frequent event latch: undo global data ir	1	Deepak Dug...	Review Upd...	Today
	RCA: Virtual Host wd0367 was hung	2	Anthony Ma...	New	Today

**Systems**

Actions | Search System Name

Name	Last Colle...	Type	Oracle Home	Organization
1014Federation.ukp12701.uk.oracle.com_ukp12701.uk.o...	25+ w...	Oracle Applicatio...	/oracle/software/...	Oracle Support ...
AMT10_crs_AMT101_aulnx11.au.oracle.com_db	20+ w...	Database Instance	/u01/oracle/prod...	Oracle Support ...
AMT10_crs_AMT101_aulnx11_db	25+ w...	Database Instance	/u01/oracle/prod...	Oracle Support ...
AMT10_crs_AMT102_aulnx12.au.oracle.com_db	25+ w...	Database Instance	/u01/oracle/prod...	Oracle Support ...
AMT10_crs_AMT102_aulnx12_db	20+ w...	Database Instance	/u01/oracle/prod...	Oracle Support ...

**Projects**

**News**

- Welcome Sun Customers and Partners - Start Here
- Premier Support Extended for Oracle Fusion Middleware 10gR2
- Critical Patch Update - April 2010
- My Oracle Support - Release Notes Update
- Welcome Primavera Customers - Start Here

**Knowledge Articles**

Alerts (100) | Recently Updated (100)

- CRITICAL: Vendor (Supplier) Merge And Purge Not Supported For Oracle Projects [207229.1] [Oracle Grants Accounting, Oracle Project Costing, Oracle Payables, Oracle Projects]
- ALERT: ORA-600 [kgph:ds] After Applying 9.2.0.6 [310939.1] [Oracle Server - Enterprise Edition]
- JD Edwards EnterpriseOne Tools Release 8.98 Update 3 Data Browser Issue (EPD downloads ONLY)

[Show all documents](#)

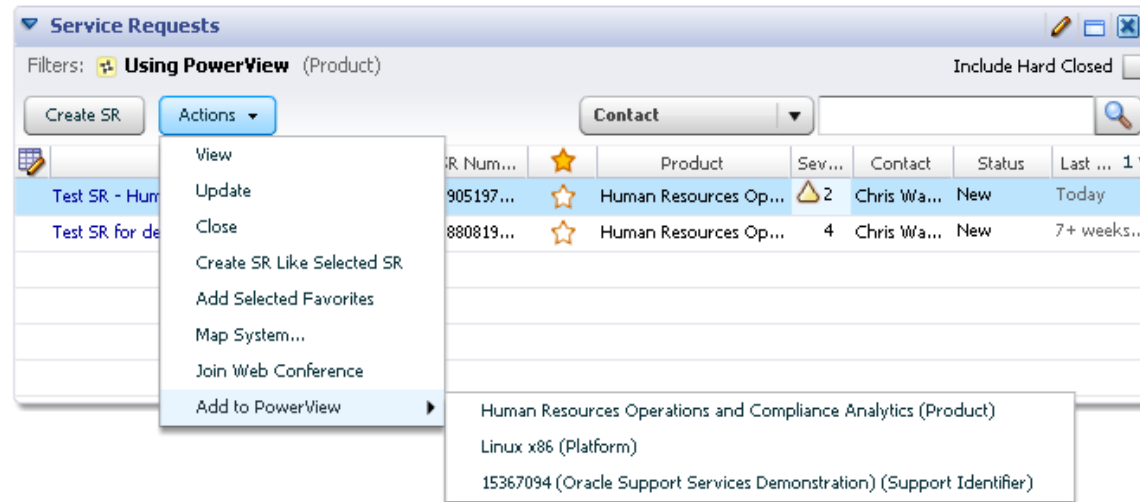
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# PowerView



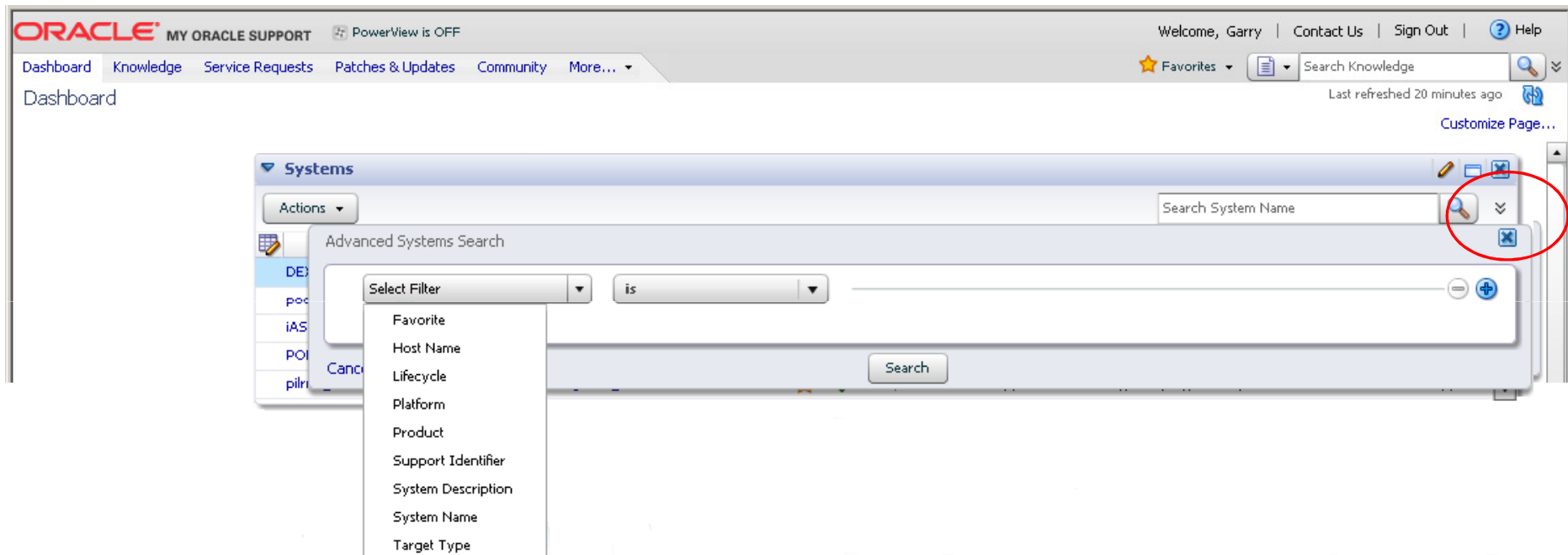
Resulting in exactly what you want to see

You can now create/modify PowerView filters directly from the content attributes of a specific region via the Action menu.





# Systems Region – Advanced Search



The screenshot shows the Oracle My Oracle Support interface. At the top, there is a navigation bar with "ORACLE MY ORACLE SUPPORT" and "PowerView is OFF". The user is logged in as "Garry". The main content area is titled "Systems" and includes a search bar for "Search System Name". A red circle highlights the search icon in this bar. Below the search bar is an "Advanced Systems Search" dialog box. This dialog has a "Select Filter" dropdown menu currently set to "is". A list of filter options is displayed below the dropdown, including: Favorite, Host Name, Lifecycle, Platform, Product, Support Identifier, System Description, System Name, and Target Type. A "Search" button is located at the bottom of the dialog box.

# Detailed System

ORACLE MY ORACLE SUPPORT PowerView is OFF Welcome, Charles | Contact Us | Sign Out | Help

Dashboard Knowledge Service Requests Patches & Updates Community More... Search Knowledge Base Last refreshed 2 minutes ago

RACASM1\_crs\_aulnx11\_rac (Oracle Cluster Database System) Create SR

### System Health Recommendations

Total Issues: 35

- Critical 5
- Warning 15
- Informational 15

### System Patch Recommendations

View by Classification Target Type

- Security 2
- Other Recommendations 4

All Recommendations

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

### System Overview

**Overview**

Name: RACASM1\_crs\_aulnx11\_rac

Oracle Home: /u01/oracle/product/10.2.0/db\_1

Description:

Support ID: 15292666 (Oracle Support Services)

Lifecycle: Not Specified

Last Collected: Nov 11 2009 3:08 pm

**Associated People (1)**

**Associated Projects (0)**

**User-Defined Products (0)**

**Discovered Products**

### Service Requests

Filters: Technical SRs Only

Create SR Actions

Contact

Problem Summary	SR Number	Severity	Contact	Status	Last Updated
No information returned					

### System Details

Actions

View by Logical

4+ weeks ago (Oct 12 2009)

No collection occurred on Nov 11 2009. The closest collection is shown.

Type	Name	Oracle Home	Host	Last Collected
RACASM1_crs_aulnx11(Oracle Cluster Database System)				
Cluster Database	RACASM1_crs	/u01/oracle/product/10.2.0/db_1	aulnx11	Today
Database Instance	RACASM1_crs_RACASM11	/u01/oracle/product/10.2.0/db_1	aulnx11	Today
Database Instance	RACASM1_crs_RACASM12	/u01/oracle/product/10.2.0/db_1	aulnx12	Yesterday

### Knowledge Articles

Alerts (7) Recently Updated (100)

- ALERT: OpenVMS 10gR2 CRS/RAC Instances can crash due to DST time changes [Oracle Server - Enterprise Edition]
- Older Than 3 Weeks
- Selecting column with a user defined type fails to return data after upgrade to pre-11.2 version [Oracle Server - Personal Edition, Oracle Server - Standard Edition, Oracle Server - Enterprise Edition]
- Oracle Database Server Component Invalid After Upgrade To 10.2.0.4, 11.1.0.6 Or 11.1.0.7 [Oracle Server - Personal Edition, Oracle Server - Standard Edition, Oracle Server - Enterprise Edition]
- ASM ROLLING UPGRADE FAILS WITH SIGSEGV IN KSXPINI() [Oracle Server - Enterprise Edition]
- Core dump - Access Violation in Client Applications After Upgrade to 9.2.0.8, 10.1.0.5, 10.2.0.x 11.1 and the client or server is still a prior version [JDBC, Precompilers, Oracle Server - Enterprise Edition]
- IOT Corruptions After Upgrade from COMPATIBLE
- ALERT: Oracle 11g Release 2 (11.2) Support Status and Alerts [Oracle Server - Enterprise Edition]

# Individual Target View

ORACLE MY ORACLE SUPPORT

Welcome, Charles | Contact Us | Sign Out | Help

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

Dashboard > RACASM1\_crs\_aulnx11\_rac >

RACASM1\_crs\_RACASM11 (Database Instance) Create SR

Last refreshed 29 minutes ago

Customize Page...

**Target Overview**

Name: RACASM1\_crs\_RACASM11  
 Type: Database Instance  
 Last Collected: Nov 11 2009 4:00 am  
 Host: aulnx11  
 Oracle Home: OraDb10g\_home1  
 Support ID: 15292666 (Oracle Support Services)

**Target Health** Total Issues: 7

Critical 1  
 Warning 3  
 Informational 3

**Target Patch Recommendations**

View by: Classification (selected) Target Type

Security 1  
 Other Recommendations 1

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

**Configuration**

Actions

All None Today (Nov 11 2009)

System Global Area

Name	Size
Buffered Cache (MB)	68
Fixed SGA (KB)	2034
Java Pool (MB)	4
Large Pool (KB)	4096
Maximum SGA (MB)	224
Redo Buffers (KB)	6156

Tablespaces

Tables...	Contents	Status	Extent Ma...	Allocation...	Logging	Size	Initial Extent	Next Extent	Increment	Maximum ...	Used Size	Segment ...	Block Size	Minimum ...	Minimum ...	Big File
SYSAUX	PERMANENT	ONLINE	LOCAL	SYSTEM	LOGGING	65536				2147483645		AUTO	8192	1	65536	NO
SYSTEM	PERMANENT	ONLINE	LOCAL	SYSTEM	LOGGING	65536				2147483645		MANUAL	8192	1	65536	NO
TEMP	TEMPORARY	ONLINE	LOCAL	UNIFORM	NOLOGGI...	1048576	1048576	0				MANUAL	8192	1	1048576	NO
UNDOTBS1	UNDO	ONLINE	LOCAL	SYSTEM	LOGGING	65536				2147483645		MANUAL	8192	1	65536	NO
UNDOTBS2	UNDO	ONLINE	LOCAL	SYSTEM	LOGGING	65536				2147483645		MANUAL	8192	1	65536	NO
UNDOTBS3	UNDO	ONLINE	LOCAL	SYSTEM	LOGGING	65536				2147483645		MANUAL	8192	1	65536	NO

# Snapshot and Compare Configurations

The screenshot shows the Oracle Configuration tool interface. The 'Actions' menu is open, and the 'Compare' option is selected. A sub-menu is displayed with the following items:

- Latest (22 Jan 2009)
- 27+ weeks ago (21 Jan 2009)
- 27+ weeks ago (20 Jan 2009)
- 28+ weeks ago (19 Jan 2009)
- 28+ weeks ago (18 Jan 2009)
- 28+ weeks ago (17 Jan 2009)
- 28+ weeks ago (16 Jan 2009)
- 28+ weeks ago (15 Jan 2009)
- Other Date...

The 'Other Date...' option is selected, opening a date selection dialog. The dialog shows the date '04/08/2009' and a calendar for July 2009. The date '14' is highlighted in the calendar.

The screenshot shows the Oracle Configuration tool interface. The 'Actions' menu is open, and the 'Compare' option is selected. A sub-menu is displayed with the following items:

- Latest with Another Date...
- Between Two Dates...

The 'Between Two Dates...' option is selected, opening a date range selection dialog. The dialog shows the 'From Date' as '25/08/2008' and the 'To Date' as '04/08/2009'. Two calendars are displayed: one for August 2008 with the date '25' highlighted, and one for August 2009 with the date '4' highlighted. The 'Apply Dates' button is visible at the bottom right of the dialog.

# System Dashboard View of the Host

The screenshot shows the Oracle My Oracle Support System Dashboard for the host 'aulnx11'. The interface includes a navigation menu at the top with options like 'Dashboard', 'Knowledge', 'Service Requests', 'Patches & Updates', and 'Community'. The main content area is divided into several sections:

- Target Overview:** A table showing host details. A red circle highlights the 'Name', 'Type', 'Last Collected', 'Host', 'Oracle Home', and 'Support ID' fields.
- Target Health:** A summary of issues. Total Issues: 1. The table shows 0 Critical, 0 Warning, and 1 Informational issues.
- Target Patch Recommendations:** A section for patch recommendations. It shows 0 Other Recommendations and 0 Security recommendations. A note states 'No recommendations to report. Learn Why...'. A footer note says 'Requires collector version 10.3.2 or newer. Learn More...'
- Configuration:** A section for system configuration. It includes a sidebar menu with categories like 'Hardware', 'Operating System', 'Network Information Configuration', 'IO Devices', 'Operating System Modules', 'Operating System ULIMITs', 'Operating System Properties', 'Operating System Components', 'File Systems', 'Operating System Registered Software', and 'Host User Defined Products'. The main area shows a table of hardware details for the host 'aulnx11.a...'.

Host ...	Domain	Vendor N...	System C...	Machine ...	Clock Fr...	Memory ...	Local Dis...	CPU Count	CPU Boa...	I/O Card...	Fan Count	Power S...	Boot Disk...	System B...	System S...	Available ...	Available ...
aulnx11.a...	au.oracle...	Intel Base...	x86_64	GenuineIn...	100	3383	0	2	1	15							

# System Health – Health Checks

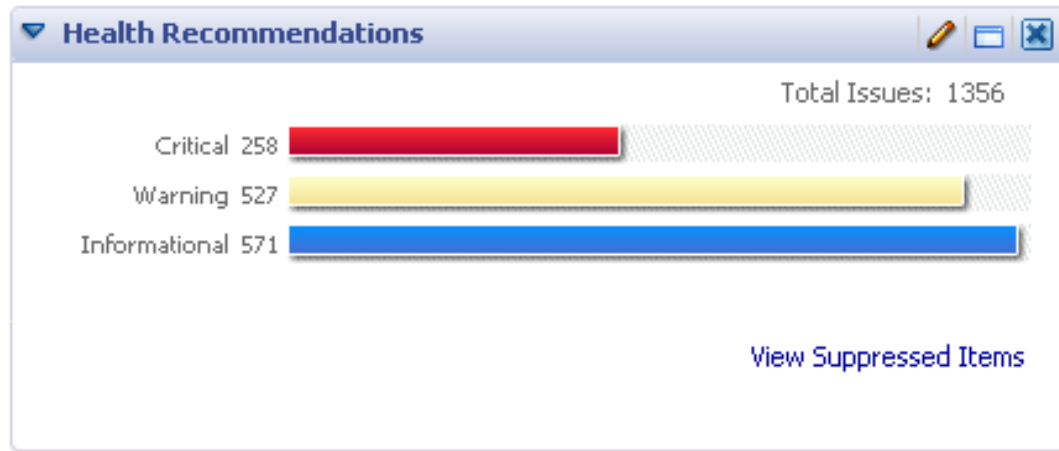
ORACLE MY ORACLE SUPPORT PowerView is OFF Welcome, Chris | Contact Us | Sign Out | Help

Dashboard Knowledge Service Requests Patches & Updates Community More..

Search Knowledge Base

Dashboard Last refreshed 2 minutes ago

Customize Page...



# System Health Dashboard

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Dashboard Knowledge Service Requests Patches & Updates Community More... Favorites Search Knowledge Base Last refreshed 0 minutes ago

### Health Recommendations

Critical (258) Warning (527) Informational (571) View Suppressed Items Suppress (1)

Configure (3) Performance (12) Availability (230) Configuration (4) Install (1) Security (8)

Health Check	Target	Type	Oracle Home	Host	Detected
<input checked="" type="checkbox"/> Database trace files are readable by users	COREMFG	Database Instance	/oracle/db/tech_st/10.2.0	coremfg-ro.oracle.com	4 days ago
Database trace files are readable by users	VR12	Database Instance	/d02/VR12/db/tech_st/10.2.0	pink.us.oracle.com	1 year ago
Database trace files are readable by users	P1204	Database Instance	/d02/P1204/db/tech_st/10.2.0	icmor11.us.oracle.com	1 year ago
Database trace files are readable by users	VISLA01	Database Instance	/amer/oracle/visla01/visla01db/9.2.0	celalnx4.us.oracle.com	1 year ago
Database trace files are readable by users	C1204	Database Instance	/d02/C1204/db/tech_st/10.2.0	icmor12.us.oracle.com	1 year ago
Database trace files are readable by users	DEMO11I	Database Instance	/apps/demo11i/demo11idb/9.2.0	gldemo-11i.us.oracle.com	1 year ago
Incorrect privileges for SYSMAN on some UTL packages	EMREP1_emrep	OMS and Repository	/scratch/oracle/db10g	emqa1-vm7.cn.oracle.com	5+ weeks ago
Incorrect privileges for SYSMAN on some UTL packages	EMREP_emrep	OMS and Repository	/usr/app/oracle/OracleHomes/db10g	probu-pc.ro.oracle.com	5+ weeks ago

#### Database trace files are readable by users

Risk

The `_TRACE_FILES_PUBLIC` parameter indicates whether or not debugging trace files generated by Oracle in the directory specified by the `USER_DUMP_DEST` parameter are readable to everyone. Access to these debugging trace files should be restricted in order to prevent exposing sensitive information regarding the database as well as the applications running on it.

Recommendation

Set `_TRACE_FILES_PUBLIC` to FALSE.

Name	<code>_trace_files_public</code>
Value	TRUE

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# System Health Dashboard

The screenshot shows the Oracle My Oracle Support System Health Dashboard. The page title is "ORACLE MY ORACLE SUPPORT" and the user is logged in as "Charles". The dashboard displays "Health Recommendations" with a total of 258 critical items. A table lists several health checks, with the first one, "Database trace files are readable by users", selected. A context menu is open over this row, offering options like "Suppress Issue", "Suppress All Health Checks", and "Settings...". Below the table, the details for the selected health check are shown, including a risk level and a recommendation to set the parameter `_TRACE_FILES_PUBLIC` to FALSE.

Health Check	Target	Type	Oracle Home	Host	Detected
<input checked="" type="checkbox"/> Database trace files are readable by users	COREMFG	Database Instance	/oracle/db/tech_st/10.2.0	coremfg-ro.oracle.com	4 days ago
Database trace files are readable by users	VR12				year ago
Database trace files are readable by users	P1204				year ago
Database trace files are readable by users	VISLA01				year ago
Database trace files are readable by users	C1204				year ago
Database trace files are readable by users	DEMO11I				year ago
Incorrect privileges for SYSMAN on some UTL packages	EMREP1_emrep				weeks ago
Incorrect privileges for SYSMAN on some UTL packages	EMREP_emrep				weeks ago

**Database trace files are readable by users**

Risk

The `_TRACE_FILES_PUBLIC` parameter indicates whether or not debugging trace files generated by Oracle in the directory specified by the `USER_DUMP_DEST` parameter are readable to everyone. Access to these debugging trace files should be restricted in order to protect information regarding the database as well as the applications running on it.

Recommendation

Set `_TRACE_FILES_PUBLIC` to FALSE.

Name `_trace_files_public`

Value TRUE



# Targets Region

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

Dashboard Last refreshed 27 minutes ago Restore Dashboard

### Targets

Actions Search Target Name

Name	Type	Oracle Home	Host	Last Collected	Items
Agent					8 Items
Automatic Storage Management					6 Items
+ASM1_rmsclnxclu1.ntbde2003-pc.com	Automatic Storage Management	c:\oracle\product\... rmsclnxclu1.ntbde200		Today	
+ASM2_racak1.idc.oracle.com	Automatic Storage Management	/home/oracle/oracl... racak1.idc.oracle.com		9+ weeks	
+ASM2_rmsclnxclu2.ntbde2003-pc.com	Automatic Storage Management	c:\oracle\product\... rmsclnxclu2.ntbde200		14+ weeks	
+ASM2_ro-rac2.ro.oracle.com	Automatic Storage Management	/u01/app/oracle/pr... ro-rac2.ro.oracle.com		Today	
+ASM_probu-lap.ro.oracle.com	Automatic Storage Management	d:\oracle\product\... probu-lap.ro.oracle.c		40+ weeks	
+ASM_yaca.idc.oracle.com	Automatic Storage Management	/u01/app/oracle raca.idc.oracle.com		13+ weeks	
BEA Install					3 Items
Cluster					17 Items
Cluster Database					17 Items
Database Instance					160 Items
Host					136 Items
JServ					2 Items
Listener					98 Items
OC4J					63 Items
OMS and Repository					4 Items
Oracle Application Server					51 Items
Oracle Application Server System					51 Items
Oracle BI Presentation Server					1 Item
Oracle BI Web Plugin					1 Item
Oracle Cluster Database System					17 Items
Oracle Concurrent Manager					5 Items
Oracle Configuration Manager					142 Items
Oracle Discovery					2 Items

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# Inventory and Usage Region

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Dashboard Knowledge Service Requests Patches & Updates Community More... Favorites Search Knowledge Base There are no Site Alerts Hide Message Customize Page...

**Inventory (See Report)**

View by: **Hosts**

- Linux x86
- Microsoft Windows
- Linux x86-64
- UNKNOWN
- PROXIED\_OS
- Sun Solaris SPARC (64-bit)
- IBM AIX on POWER Systems (64-bit)
- Other

**Inventory (See Report)**

View by: **Databases**

- 10.2.0
- 11.1.0
- 10.1.0
- 9.2.0
- 11.2.0
- 9.0.1

**Inventory (See Report)**

View by: **Management Software**

- Grid Control 10.2.0.5.0

**Inventory (See Report)**

View by: **Middleware**

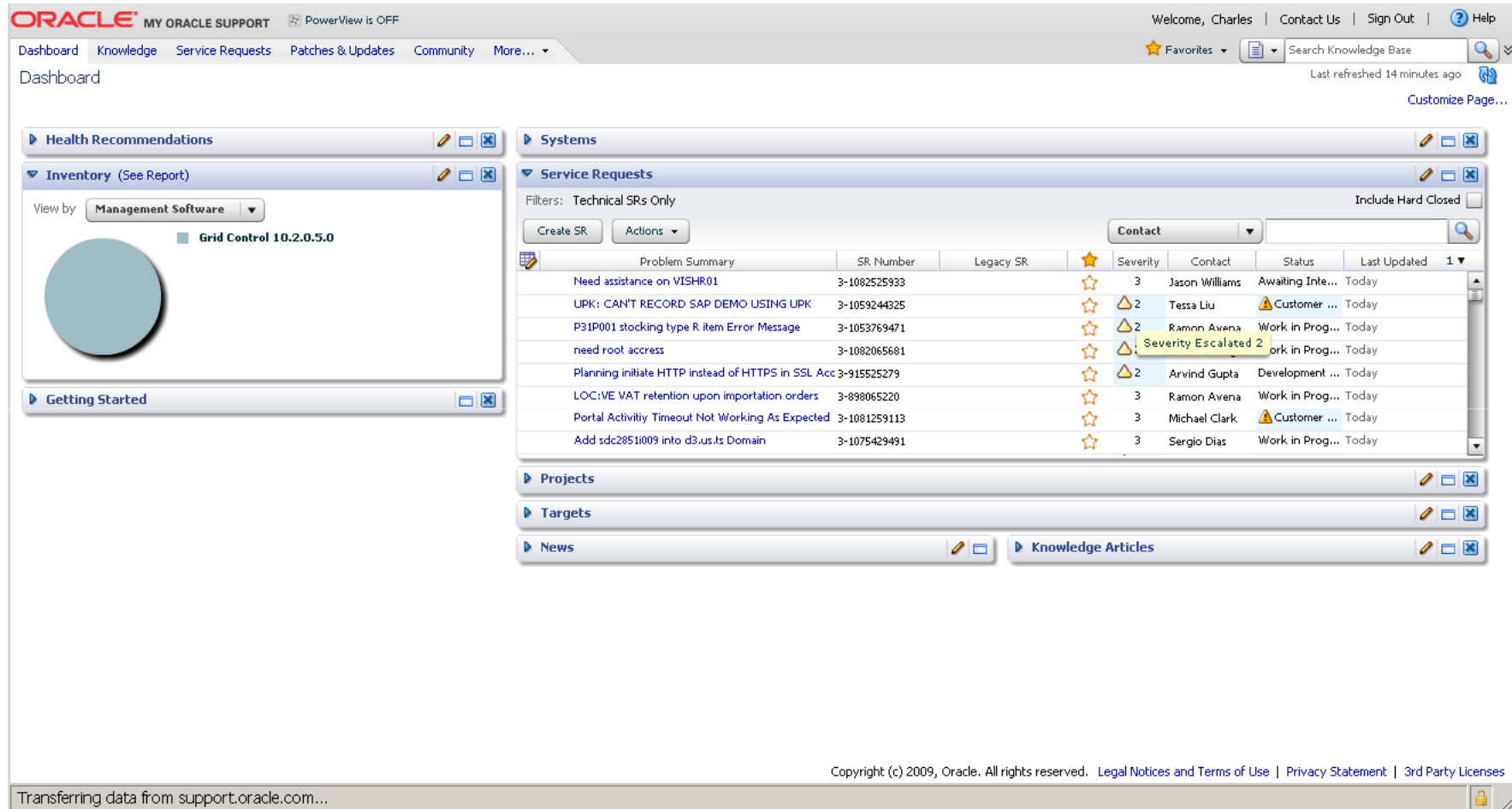
- Oracle Application Server 10.1.2.3.0
- Oracle Application Server 10.1.2.0.2
- Oracle Application Server 10.1.3.0.0
- Oracle Application Server 10.1.3.1.0
- Oracle Application Server 1.0.2.2
- Oracle Application Server 10.1.3.2.0
- Oracle Application Server 10.1.4.3.0
- Other

**Inventory (See Report)**

View by: **Applications**

- Oracle E-Business Suite 12.0.4
- Oracle E-Business Suite 11.5.10.2
- Oracle E-Business Suite 12.0.0
- Oracle E-Business Suite 12.0.6

# Service Request Region



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

Dashboard

Last refreshed 14 minutes ago

Customize Page...

Health Recommendations

Inventory (See Report)

View by: Management Software

Grid Control 10.2.0.5.0

Getting Started

Systems

Service Requests

Filters: Technical SRs Only

Create SR Actions

Contact

Problem Summary	SR Number	Legacy SR	Severity	Contact	Status	Last Updated
Need assistance on VISHR01	3-1082525933		3	Jason Williams	Awaiting Inte...	Today
UPK: CANT RECORD SAP DEMO USING UPK	3-1059244325		2	Tessa Liu	Customer ...	Today
P31P001 stocking type R item Error Message	3-1053769471		2	Ramon Avena	Work in Prog...	Today
need root access	3-1082065681		2	Severity Escalated 2	ork in Prog...	Today
Planning initiate HTTP instead of HTTPS in SSL Acc	3-915525279		2	Arvind Gupta	Development ...	Today
LOC:VE VAT retention upon importation orders	3-898065220		3	Ramon Avena	Work in Prog...	Today
Portal Activity Timeout Not Working As Expected	3-1081259113		3	Michael Clark	Customer ...	Today
Add sdc28511009 into d3.us.ts Domain	3-1075429491		3	Sergio Dias	Work in Prog...	Today

Projects

Targets

News

Knowledge Articles

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# Viewing a Service Request

**ORACLE** MY ORACLE SUPPORT

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

Dashboard >

★ SR 2-5846317: SR for Demo Purposes - Database

**Description**

**Product:** Oracle Server - Enterprise Edition

**Last Update:** (17+ weeks ago) Email Update button has been pressed; Sending email to charlie.freeman@oracle.com.

Edit your Service Request

**History**

Sort by: New to Old

**December 31, 2008 10:00:02 AM GMT-07:00**

This SR was saved as a draft on: 31-DEC-2008 08:59:37

**Project:**  
[https://metalink2.oracle.com/metalink/plsql/f?p=117:13:::::P1\\_PROJ\\_ID:4442.994](https://metalink2.oracle.com/metalink/plsql/f?p=117:13:::::P1_PROJ_ID:4442.994)  
\*\*\*

**Configuration:**  
[https://metalink2.oracle.com/metalink/plsql/f?p=117:9:::::P1\\_CONF\\_ID:372899.992](https://metalink2.oracle.com/metalink/plsql/f?p=117:9:::::P1_CONF_ID:372899.992)  
\*\*\*

**Computer:** gldemo-11i.us.oracle.com  
\*\*\*

**Problem Description:**  
This is a test SR for Demo purposes

### Describe the sequence of events leading to the current situation/error: ###

**Information**

Status	Review Update
Severity	2
Escalation Status	Escalated
Request Number	2-5846317
Legacy SR Number	7270484.993
Organization Name	Oracle Support Services Demonstration
Contact	Charles Freeman
Support ID	15367094
Opened	31/12/2008 10:00 am
Last Updated	15/07/2009 3:38 am
System	DEMO11I_gldemo-11i.us.oracle.com_db
Host	gldemo-11i.us.oracle.com
Product	Oracle Server - Enterprise Edition
Product Version	9.2.0.8.0
Platform	Linux x86
Project	Charlie's Project
Project Milestone	
Bug Reference	7359366
Attachments	Upload... View Files
Related Articles	No Related Articles
Collaboration	Join Web Conference

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Done

# Projects Region

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

Dashboard Last refreshed 31 minutes ago Customize Page...

Health Recommendations Inventory (See Report) Getting Started

Systems Service Requests Bug Summary

Projects

Create New Project Actions Search Project Name

Name	1	Description	Phase	Organization	Completion Date
Charlie's Upgrade	★	Demonstration of the Project functionality	Other	Oracle Support Se...	1 year ago
DCB	☆	dcb	Production	Oracle Support Se...	Not Specified
DRI Demo Systems	★	Demonstration configuration monitor project	Production	Oracle Support Se...	2+ years ago
DRI Demo's	☆	Demo systems in DRIOps	Production	Oracle Support Se...	2+ years ago
Demo - PNC Test	☆	PNC test Demo Proj	Production	Oracle Support Se...	6+ weeks ago
Demo Honeywell	☆	Demo Honeywell (production)	Production	Oracle Support Se...	Not Specified
Demo Honeywell	☆	Demo Honeywell (production)	Production	Oracle Support Se...	Not Specified
Demo Project	☆	Demo BG	Implementation	Oracle Support Se...	In 2 weeks
Demo Project	☆	Demo Project	Implementation	Oracle Support Se...	In 5 days
Demo Test	☆	New dev project	Development	Oracle Support Se...	37+ weeks ago

Targets News Knowledge Articles

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# Project Dashboard

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★ Charlie's Upgrade (Project) Create SR

### Project Health

Total Issues: 8

Critical	3
Warning	3
Informational	2

[View Suppressed Items](#)

### Service Requests

Filters: Technical SRs Only Include Hard Closed

Create SR Actions Contact

Problem Summary	SR Number	Severity	Contact	Status	Last Updated
This is a test SR for demo purposes	2-5999976	★ ⚠️ 2	Charles Freeman	Review Update	20+ weeks ago

### Project Overview

Edit Project

Name: Charlie's Upgrade  
Description: Demonstration of the Project functionality  
Organization:  
Phase:  
Completion Date: 30/12/2007

- Associated People (1)
- Milestones (0)
- Support Identifiers (1)

### Systems

Actions Search System Name

Name	Last Collected	Type	Oracle Home	Organization
DEMO11I_gldemo-11i.us.oracle.com_db	★ ✖️ 33+ weeks	Database Instance	/apps/demo11i/demo11i...	ORACLE SUPPORT SER...

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# Patches and Update – Patch Recommendations

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

Patch & Updates Last refreshed 28 minutes ago Customize Page...

**Patching Quick Links**

**Patch Recommendations**

View by  Classification  Target Type

Security 12  
Other Recommendations 15

All Recommendations View Suppressed Items

Requires collector version 10.3.2 or newer. Learn More...

**Patch Search**

Search Saved Recent

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

Patch ID or Number is

Clear Save Search

For Oracle Database, Middleware, E-Business Suite, Siebel and Hyperion Products. Learn More...

**Patch Related Activity**

Downloaded Viewed Reviewed Favorites

Tuesday

- ★ Patch E824F349B34118A13F477C0EB48E7B8 3: MERGE LABEL REQUEST ON TOP OF 11.1.0.7 FOR BUGS 6059178 6840740.... Review this

Monday

- ★ Patch 8868555: MERGE LABEL REQUEST ON TOP OF 10.2.0.4.0 GC FOR BUGS 8625956 7534008 Review this
- ★ Patch 8875095: MERGE LABEL Review this

**Patch Plans**

Patch Plans Replacement Patch Requests

Name	Status	Planned Deployment Date	Remove
EBS Prod Mpack to 11.5.10.2 Review	New	Not Specified	⌘
EN Upgrade	Needs Validation	Not Specified	⌘
My Nov Main Window	Needs Validation	Not Specified	⌘
My Nov Patch Rollout	Analysis Failed	In 4 weeks	⌘
Nov Main Window for prod DB	Ready for Download	Not Specified	⌘
Nov Main Window for Prod DBs	Ready for Download	Not Specified	⌘
Nov Prod DB Patch	New	Not Specified	⌘

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# Patch Recommendations

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Dashboard | Knowledge | Service Requests | Patches & Updates | Community | More... | Favorites | Search Knowledge Base | Last refreshed 0 minutes ago

Patch & Updates > Patch Recommendations

Patch Recommendations

View Suppressed Items All Classifications Choose Filter

Patch ID	Classification	Description	In Plan	Target	Type	Oracle Home	Host	Detected		
4899479	Other Recom...	UNDO/REDO CORRUPTION WITH STORED P...	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago		
4899479	Other Recom...	UNDO/REDO CORRUPTION WITH STORED P...	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago		
5363584	Other Recom...	ARRAY INSERT INTO PARTITIONED TABLE C...	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago		
<input checked="" type="checkbox"/>	5363584	Other Recom...	ARRAY INSERT INTO PARTITIONED TABLE C...	ORCL	Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago		
5364143	Other Recom...	UUNPREDICTABLE CHANGE II	1 Patch selected	Full Screen	Add to Plan	Download	Suppress	Ju...	aperez-cl.cl.oracle.com	18+ weeks ago
5364143	Other Recom...	UUNPREDICTABLE CHANGE IN QUERY OPTIM...	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago		
5514109	Other Recom...	ORA-600 [KQL-HASH-COLLISION] AND ORA-...	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago		
5514109	Other Recom...	ORA-600 [KQL-HASH-COLLISION] AND ORA-...	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago		
5577046	Other Recom...	ADD OR DROP ATTRIBUTE BREAKS UNION Q...	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago		
5577046	Other Recom...	ADD OR DROP ATTRIBUTE BREAKS UNION Q...	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago		
5605370	Other Recom...	APPLIED BDL 6 AND 4966417 - HITTING ORA-...	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago		
5605370	Other Recom...	APPLIED BDL 6 AND 4966417 - HITTING ORA-...	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago		
5728380	Other Recom...	STMAIL 2 PROCESSES SPIN ON INSERT STA...	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago		
5728380	Other Recom...	STMAIL 2 PROCESSES SPIN ON INSERT STA...	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago		
5892355	Other Recom...	ASSERT IN KOPEPIC THROWING 22635 INTE...	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago		
5892355	Other Recom...	ASSERT IN KOPEPIC THROWING 22635 INTE...	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago		
5896963	Other Recom...	PERF REGRESS LGWR KSLPSTEVENT	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago		
5896963	Other Recom...	PERF REGRESS LGWR KSLPSTEVENT	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago		
5907779	Other Recom...	CURSOR PIN S WAIT ON X RUNNING DBMS...	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago		

★ Patch 5363584: ARRAY INSERT INTO PARTITIONED TABLE CAN CORRUPT REDO

Last Updated Feb 27 2007 (2+ years ago) Size 79.9 KB

Product RDBMS Server Support Level General

Release 10.2.0.3 Classification Other Recommendations

Patch Target ORCL

Bugs Resolved by This Patch

5363584 ARRAY INSERT INTO TABLES CAN CORRUPT REDO

Related Knowledge to this Patch

Platform Linux x86-64

Release 10.2.0.3

View Read Me Download

1 Files, Total 79.9 KB Show File Details

Downloads 310 View Trends



# Patch Details – Full Screen View

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Patch & Updates > Patch Recommendations >

☆ Patch 8705958: TRACKING BUG FOR 10.2.0.4.2 PSU FOR CRS

Last refreshed 1 hour, 20 minutes ago

<b>Product</b>	Oracle Database Family	<b>Support Level</b>	General
<b>Release</b>	10.2.0.4	<b>Classification</b>	Other Recommendations
<b>Patch Target</b>	RAC10G_crs		

**Bugs Resolved by This Patch**

8705958	TRACKING BUG FOR 10.2.0.4.2 PSU FOR CRS
---------	---

**Related Knowledge to this Patch**

8705958.8	Bug <b>8705958</b> - 10.2.0.4.2 CRS Patch Set Update	Modified 10/19/2009
967472.1	Critical Patch Update January 2010 Patch Availability Document for Oracle Products	Modified 02/08/2010
555579.1	10.2.0.4 Patch Set - Availability and Known Issues	Modified 01/11/2010
756671.1	Oracle Recommended Patches -- Oracle Database	Modified 01/11/2010
793600.1	SOLARIS: "opatch lsinventory" is failing with error code 73 on Remote Node in 10.2.0.4 RAC environme	Modified 11/08/2009
405820.1	10.2.0.X CRS Bundle Patch Information	Modified 01/27/2010
8436582.8	Bug 8436582 - 10.2.0.4 CRS Recommended Patch Bundle #4	Modified 10/19/2009

**Platform** Linux x86

**Release** 10.2.0.4

View Read Me Download

1 Files, Total 44 MB Show File Details

**Downloads** 314 View Trends

**Community Reviews** Write a Review

User57312

**NOT working - solved**  
8+ weeks ago

Works on internal disks so the storage was the problem...

EricaH - Moderator

**Re: Not working**  
9+ weeks ago

Hi,  
Please log an SR for this issue after applying PSU 2.  
Thanks,  
Erica

User57312

# Patch Plan Wizard

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Patch & Updates >

Create Plan Wizard - February patching window

Patches

The table below lists all the patches currently included in the patch plan. Add patches from Patch Recommendations or from Patch Search results.

Remove from Plan

Patch ID	Type	Description	Target	Target Type
7379081	Recommended Patch	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER	EnterpriseManager0.emvms.ro.oracle.com	Oracle Application S...
7379081	Recommended Patch	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER	EnterpriseManager1.linux1.rwasser.ch	Oracle Application S...
7379081	Recommended Patch	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER	EnterpriseManager0.probu-pc.ro.oracle.com	Oracle Application S...
7379081	Recommended Patch	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER	EnterpriseManager0.offworld.cl.oracle.com	Oracle Application S...
7379081	Recommended Patch	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER	EnterpriseManager0.emb1.ro.oracle.com	Oracle Application S...
7379081	Recommended Patch	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER	EnterpriseManager0.sun1.rwasser.ch	Oracle Application S...
7379081	Recommended Patch	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER	EnterpriseManager0.emqa1-vm7.cn.oracle....	Oracle Application S...
7379081	Recommended Patch	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER	EnterpriseManager0.ssibls-desktop	Oracle Application S...
8521281	Recommended Patch	MLR ON TOP OF LDAP 10.1.4.2 FOR CPUJUL2009	infra.infra.vm.oracle.com	Oracle Application S...
9119226	Recommended Patch	CPUJAN2010 DATABASE 10.2.0.4	ORC1024J	Database Instance
9119226	Recommended Patch	CPUJAN2010 DATABASE 10.2.0.4	emrac.nl.oracle.com_def_ll_cluster_name_e...	Database Instance
9119226	Recommended Patch	CPUJAN2010 DATABASE 10.2.0.4	thor_crs_thor2	Database Instance
9119226	Recommended Patch	CPUJAN2010 DATABASE 10.2.0.4	emrac.nl.oracle.com_def_ll_cluster_name_e...	Database Instance
9119226	Recommended Patch	CPUJAN2010 DATABASE 10.2.0.4	orclf_crs_orclf2	Database Instance

General Information

Patches

You can add any patch to a plan via Patch Searching. A plan can include recommended patches and one-off patches which you may need for your environment. When you select a patch from the results of a patch search, there is an option to 'Add to Plan'.

Validation

Review & Download

\* Required Field

Exit Wizard

Back Next Finish

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# Patch Plan Wizard - Validation

The screenshot shows the Oracle My Oracle Support Plan Wizard interface in a Mozilla Firefox browser. The page title is "My Oracle Support | Plan Wizard - Mozilla Firefox". The browser address bar shows the URL: [https://support.oracle.com/CSP/ui/flash.html#tab=PatchHomePage\(page=PatchHomePage&k](https://support.oracle.com/CSP/ui/flash.html#tab=PatchHomePage(page=PatchHomePage&k). The page content includes a navigation menu with "Dashboard", "Knowledge", "Service Requests", "Patches & Updates", and "Community". The main content area is titled "Validation" and features a "Revalidate" button and the text "Plan last validated Today". A prominent yellow box with a green border contains the message "Conflicts Detected" and states: "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 take 3-7 business days for the replacements to become available)." Below this message is a "Request Replacement Patches" button. A table lists various patch sets and their validation status:

Patch ID	From	Description
✓ /u01/app/oracle/product/10.2.0/db_1 (Oracle Home with 0 Item)		
✓ /u01/app/oracle/product/10.2.0/grid/oms10g (Oracle Home with 1 Item)		
Message Set 1 (0 Item)	Validation could not be performed on this Oracle Home. More Details...	
▶ /u01/app/oracle/oms10g (Oracle Home with 1 Item)		
✓ /u01/app/oracle/product/10.2.0/db_1 (Oracle Home with 0 Item)		
▶ /d0/product/gc/oms10g (Oracle Home with 1 Item)		
✓ /home/oracle/infra (Oracle Home with 1 Item)		
Message Set 1 (0 Item)	Validation could not be performed on this Oracle Home. More Details...	
▶ /home/oracle/OracleHomes/oms10g (Oracle Home with 1 Item)		
✗ /u02/app/oms2/oms10g (Oracle Home with 1 Item)		
▼ Conflicting Patch Set 1 (4 Items)	<b>Request Replacement Patch</b>	
7720552	Existing Patch	OVERRIDING DEFAULT BACKUP LOCATION GIVE EXCEPTION FOR RAC
8870785	Existing Patch	JAVA.LANG.OUTOFMEMORYERROR CAUSES THE OC4J_EM COMPONENT TO RESTART
8615338	Existing Patch	CANNOT ADD RECOVERY CATALOG IN GRID CONTROL 10.2.0.5
8472279	Existing Patch	MANUAL DISCOVERY AUTOMATICALLY ADDS TARGETS TO ALL GROUPS FOR THE ADMINISTRATOR
✓ /usr/app/oracle/OracleHomes/oms10g (Oracle Home with 1 Item)		
Message Set 1 (0 Item)	Validation could not be performed on this Oracle Home. More Details...	
▶ ✗ /u01/app/oracle/product/10.2.0/db_1 (Oracle Home with 3 Items)		
▶ /opt/oracle/product/oms10g (Oracle Home with 1 Item)		
✓ /u01/app/oracle/product/10.2.0/db_1 (Oracle Home with 0 Item)		
▶ /scratch/oracle/oms10g (Oracle Home with 1 Item)		

At the bottom of the wizard, there are "Back", "Next", and "Finish" buttons, and an "Exit Wizard" button. The footer contains the text: "Copyright (c) 2009, Oracle. All rights reserved. Legal Notices and Terms of Use | Privacy Statement | 3rd Party Licenses".

# Patch Plans – Replacement Patch Requests

My Oracle Support | Patch & ...

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Patch & Updates

Last refreshed 0 minutes ago

Customize Page...

**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

**My Patch Recommendations**

View by:  Classification  Target Type

Oracle Application Ser... 217

Database Instance 206

Cluster Database 26

All Recommendations View Suppressed Items

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

**Patch Recommendations**

View by:  Classification  Target Type

Security 161

Other Recommendations 288

All Recommendations View Suppressed Items

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

**Patch Related Activity**

**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...](#)

**Patch Plans**

Patch Plans Replacement Patch Requests

Name	Status	Deploy	Remove
Charlie1	Ready for Download	Not Specified	
Dan test	Ready for Download	Not Specified	
February poatching window	Review Analysis	Not Specified	
MLR Application Plan	Ready for Download	Not Specified	
test0129	Ready for Download	Not Specified	

**Patch Plans**

Patch Plans Replacement Patch Requests

Status	Request ID	Patch ID	Name	Requested
Pending	269399	February poatching window		Today
Pending		February poatching window		Not Specified

# My Oracle Support Phase Overview

Database Upgrade from 10.2 to 11.2 > Evaluate

1. Evaluate
2. Plan
3. Configure
4. Test
5. Implement
6. Accept

**Phase Overview**

**Step by Step Guide**

- Learn about the value of upgrading
- Review Product Enhancements
- Consider Configuration Efficiencies
- Learn about performance and scalability improvements.
- Review Product Quality Improvements
- Review Lifecycle Improvements
- Review hardware and 3rd party software stack changes.
- Review Potential Environmental Impact Support Matrix

**Overview**

The goal of the UPGRADE- EVALUATE phase is to help you understand business requirements and explore new possibilities for the enterprise to improve efficiency, effectiveness or competitive advantage. Emphasis on improving business through upgrading existing hardware/software in the current system.

**Areas of Focus:**

- o Potential business improvements which can be achieved by upgrade. Examples:
  - o Performance and scalability improvements
  - o Process improvements
  - o Resource optimization
  - o Risk reduction
- o Upgrade strategies
- o Upgrade impact

**Expected Outcome / Deliverables:**

- o Documented GO/NO-GO decision for upgrading to a new and specified version
- o Documented understanding of the impact for the business
  - o Expected benefits for the business
  - o Expected costs (people, other resources, time, impact on other systems)
- o Documented Risk Assessment

**Scope:**

Oracle provides guided paths to help you plan for and execute the upgrade of your Oracle Database from Oracle Database 10g release 2 (10.2) to Oracle Database 11g release 2 (11.2). Guided paths for other versions will be available at a later date. Customers wishing to upgrade from 9.2 to any later Database version up to 11.2 may consult the [10g Upgrade Companion \[ID 466181.1\]](#).

**Knowledge:**

Oracle 11g Release 2 Information Center	Doc ID 988222.1
11.2 Certification Highlights	Doc ID 1065024.1

**Communities:**

Join the [Upgrade Advisor Community](#) to take advantage of an extensive resource network including Oracle's Upgrade SMEs to get answers to your questions, share best practices with others and give us your suggestions to improve the Upgrade Advisors.

For all other types of 'technical questions' related to your products, please keep on using the existing product specific communities:

- o [Linux/UNIX DB Install/Upgrade Support Community](#)
- o [Windows DB Install Support Community](#)
- o [Database Administration Community](#)

**News and Announcements**

- Why Upgrade to Oracle Database 11g? (.pdf)
- Lowering Your IT Costs with Oracle Database 11g Release 2 (.pdf)

**Multimedia Training**

- Why Upgrade to Oracle Database 11g?
- Oracle Customers Talk About DB 11.2

**Related Resources**

- Oracle Database Upgrade (OTN)
- DB 11.2 New Features Guide
- Database 11.2 Value Propositions (.ppt)

**Related**

**Products**

[Oracle Database Products > Oracle Data](#)

[Back to top](#)

# My Oracle Support UI Phase Overview

Database Upgrade from 10.2 to 11.2 > Evaluate

1. Evaluate	2. Plan	3. Configure	4. Test	5. Implement	6. Accept
-------------	---------	--------------	---------	--------------	-----------

**Phase Overview**

**Step by Step Guide**

- Learn about the value of upgrading
- Review Product Enhancements
- Consider Configuration Efficiencies
- Learn about performance and scalability improvements.
- Review Product Quality Improvements
- Review Lifecycle Improvements
- Review hardware and 3rd party software stack changes.
- Review Potential Environmental Impact Support Matrix

**Overview**

The goal of the UPGRADE- EVALUATE phase is to evaluate future and core business requirements and explore new possibilities for the enterprise advantage. Emphasis on improving business in the current system.

**LifeCycle Phase Overview**

**Areas of Focus:**

- o Potential business improvements which can be achieved by upgrade. Examples:
  - o Performance and scalability improvements
  - o Process improvements
  - o Resource optimization
  - o Risk reduction
- o Upgrade strategies
- o Upgrade impact

**Expected Outcome / Deliverables:**

- o Documented GO/NO-GO decision for upgrading to a new and specified version
- o Documented understanding of the impact for the business
  - o Expected benefits for the business
  - o Expected costs (people, other resources, time, impact on other systems)
- o Documented Risk Assessment

**Scope:**

This document is intended to guide customer to plan for and execute an upgrade from Oracle Database 10g release 2 (10.2) to Oracle Database 11g release 2 (11.2). Guided path for upgrade to any later Database version (up to 11.2) will be made available at a later date. For more information, see Oracle Database Upgrade Companion (6181.1).

**Content based knowledge**

**Knowledge:**

- Oracle 11g Release 2 Information Center
- 11.2 Certification Highlights

**Community interaction**

**Communities:**

Join the [Upgrade Advisor Community](#) to take advantage of an extensive resource network including Oracle's Upgrade SMEs to get answers to your questions, share best practices with others and give us your suggestions to improve the Upgrade Advisors.

For all other types of 'technical questions' related to your products, please keep on using the existing product specific communities:

- o [Linux/UNIX DB Install/Upgrade Support Community](#)
- o [Windows DB Install Support Community](#)
- o [Database Administration Community](#)

**News and Announcements**

- Why Upgrade to Oracle Database 11g? (.pdf)
- Lowering Your IT Costs with Oracle Database 11g Release 2 (.pdf)

**Multimedia Training**

- Why Upgrade to Oracle Database 11g?
- Oracle Customers Talk About DB 11.2

**Related Resources**

- Oracle Database Upgrade (OTN)
- DB 11.2 New Features Guide
- Database 11.2 Value Propositions (.ppt)

**Step by Step Guided Path**  
L1 (BOM) steps – common to all Product Areas

# Step by Step Guided Paths

Upgrade Advisor: Database [ID 251.1]

Step by Step Guided Path  
L1 (BOM) steps

Modified 24-JUN-2010 Type REFERENCE Status PUBLISHED

## Database Upgrade from 10.2 to 11.2 > Plan

1. Evaluate 2. Plan 3. Configure 4. Test 5. Implement 6. Accept

Phase Overview

Step by Step Guide

- Learn How to Partner with Oracle Support
- Project Organization and Governance
- Review Architecture and Implementation needs
- Review Potential Environmental Impact
- Review the Support Model
- Review Upgrade Installation Guide
  - Choose upgrade path and method
  - Make list of recommended DB patches
  - Review Oracle Clusterware resource changes
  - Review DB Behavior Changes
  - Create your test environment
  - Run Pre-Upgrade Information Tool
  - Review non-ASCII file parameters
  - Define your tablespace
  - Consider Impact on Documentation
  - Define your Test Strategy
  - Consider Training Needs
  - Review latest product documentation
  - List missing artifacts

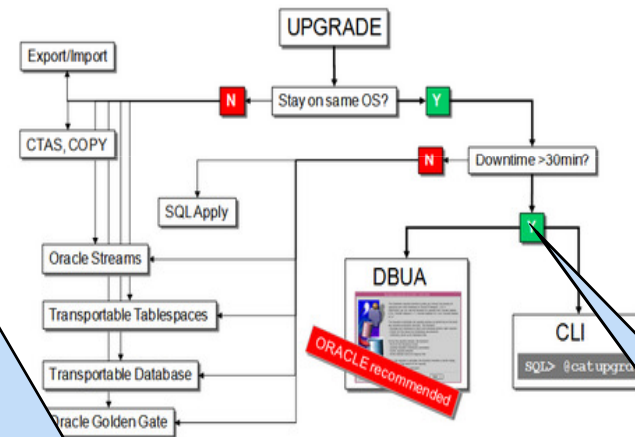
Prev Next

### Choose upgrade path and method

**Description:** Choose an upgrade path based on what your starting version is, and an upgrade method based on your business and technical requirements.  
**Durations:** 4-8 hours, depending on the number of choices you consider  
**Audience:** Technical management, implementation staff

First, determine your **upgrade path**. You may not be able to upgrade directly to 11.2 from the version you are currently on. The upgrade path will affect the upgrade method you choose.

Related Video: Database Upgrade Paths



Step by Step Guided Path  
L2 workflow steps – Product Area specific

L2 workflow step content

The method you will use to upgrade. Oracle Database 11g supports the following methods:

- Upgrade Assistant**  
 A graphical user interface to guide you through the process.  
 This is the preferred method of upgrading.
- Manual Upgrade**  
 NOTE: If you choose this path, we still recommend that you review the steps for Manual Upgrade to help you understand what to do.

- Automatically reports errors found in spool logs
  - Provides complete HTML report of the upgrade process
  - Command-line interface allows ISVs to automate
- Disadvantage
  - Offers less control over individual upgrade steps
- Manual Upgrade
  - Command-line upgrade using Oracle supplied SQL scripts and utilities (My Oracle Support Complete Checklist for Manual Upgrades to 11gR2 (Doc ID 837570.1) provides a checklist for manual upgrades.)
  - Advantage
    - The DBA controls every step of the upgrade process
  - Disadvantages
    - Manual checks required of spool logs for errors

# Rich Content at L2 level

Upgrade Advisor: Database [ID 251.1]

Modified 24-JUN-2010 Type REFERENCE Status PUBLISHED

## Database Upgrade from 10.2 to 11.2 > Plan

- 1. Evaluate
- 2. Plan
- 3. Configure
- 4. Test
- 5. Implement
- 6. Accept

Phase Overview

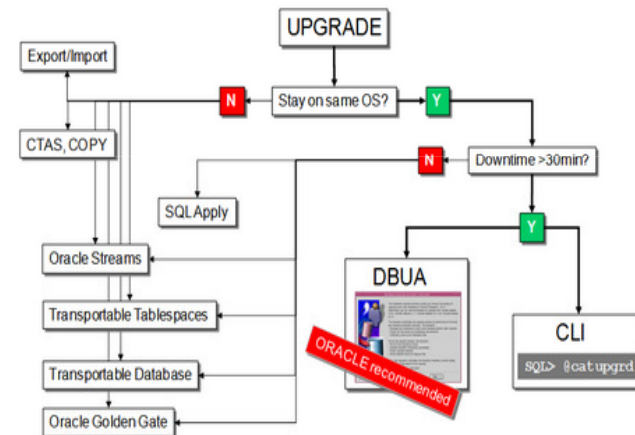
Step by Step Guide

- Learn How to Partner with Oracle Support
- Project Organization and Governance
- Review Architecture and Implementation needs
- Review Potential Environmental Impact
- Review the Support Matrix
- Review Upgrade Installation Guide
  - Choose upgrade path and method
  - Make list of recommended DB patches
  - Review Oracle Clusterware resource changes
  - Review DB Behavior Changes
  - Create your test environment
  - Run Pre-Upgrade Information Tool
  - Review available utility parameters
  - Define your rollback plan
- Consider Impact on User Documentation
- Define your Test Strategy
- Consider Training Needs
- Review latest product documentation
- List missing artifacts

### Choose upgrade path and method

**Description:** Choose an upgrade path based on what your starting version is, and an upgrade method based on your business and technical requirements.  
**Durations:** 4-8 hours, depending on the number of choices you consider  
**Audience:** Technical management, implementation staff

First, determine your **upgrade path**. You may not be able to upgrade directly to 11.2 from the version you are currently on. The upgrade path will affect the upgrade method you choose.



Related Video: Database Upgrade Paths

Potential future options planned, such as:  
Product Upgrade Sandbox  
VM- or Cloud-based Virtual Hands-On Lab

MM Objects – L2 step content

- and you will use to upgrade. Oracle Database 11g supports the following methods:
- **Database Assistant**
    - Graphical user interface to guide you through the process
    - Preferred method of upgrading
    - NOTE: If you choose this path, we still recommend that you review the steps for Manual Upgrade to help you understand what DBUA is doing.
    - Advantages
      - Automates all tasks
      - Performs both Release and Patch set upgrades
      - Supports Single Instance databases and Oracle RAC
      - Informs user and fixes upgrade prerequisites
      - Automatically reports errors found in spool logs
      - Provides complete HTML report of the upgrade process
      - Command-line interface allows ISVs to automate
    - Disadvantage
      - Offers less control over individual upgrade steps
  - **Manual Upgrade**
    - Command-line upgrade using Oracle supplied SQL scripts and utilities (My Oracle Support Complete Checklist for Manual Upgrades to 11gR2 (Doc ID 837570.1) provides a checklist for manual upgrades.)
    - Advantage
      - The DBA controls every step of the upgrade process
    - Disadvantages
      - Manual checks required of spool logs for errors





# Rich Content at L2 level

Upgrade Advisor: Database [ID 251.1]

Modified 24-JUN-2010 Type REFERENCE Status PUBLISHED

Database Upgrade from 10.2 to 11.2 > Configure

- 1. Evaluate
- 2. Plan
- 3. Configure
- 4. Test
- 5. Implement
- 6. Accept

**Phase Overview**

**Step by Step Guide**

- Review Critical Patch Advisory
- Perform Upgrade on Test System
- Perform post-upgrade tasks
- Implement Operational training
- List milestone artifacts

## Review Critical Patch Advisory

Are there any new critical patches that should be included in the upgrade?

**Description:** Create list of any *new* critical patches to be applied to your target ORACLE\_HOME as part of the upgrade process.  
**Duration:** 1 hour  
**Audience:** Implementation staff

## Patches and Updates Tab

**Patch Recommendation Webcast**

## Review Current Critical Patches

Plan phase you constructed a list of recommended patches to apply. When reconfiguring your test system before each test cycle, check to find out if any critical patches have been released that should be included in your next test cycle. We don't recommend making changes to your patch plan that are not critical at this time, but before the upgrade it is worth finding out. Test the application of any new critical patches discovered at this time in your test environment and request any merged patches needed to apply the new critical patches without rolling back any patches that are part of your final patch plan. Then apply any new patches to your target ORACLE\_HOME before the upgrade.

**Related Video:**  
[Patch Recommendations](#)

## Critical Patches

My Oracle Support Patch Recommendations feature:

must be done AFTER you have installed 11.2 on your test system, and then requires installation of Configuration Manager 10.3.2.1, which will collect your configuration and upload it to My Oracle Support. You can search for patch recommendations, assemble a set of patches from your patch plan, analyze for prerequisites, and automatically generate requests for replacement (merged) patches when two or more patches conflict. For more information, please read [My Oracle Support Patch Recommendations \(Doc ID 847411.5\)](#).

**Knowledge**  
[Patch Set Updates for Oracle Products \[ID 854428.1\]](#)  
[11.2.0.X Grid Infrastructure Bundle Patch Information \[ID 1082394.1\]](#)

**PSU MOS Note**

Doc ID 880782.1 will contain links to notes documenting known issues for each 11.2 patch set. [Availability and Known Issues \(Doc ID 880707.1\)](#). Review each known issue to determine if it might affect the patch set version and PSU version you are running. PSUs and CPUs are always cumulative. Since the advent of the PSU, most individual fixes which would have become a recommended patch are now included in the latest PSU and CPU. [1082394.1\]](#).



# Specific Guided Pathways for V1

## DB

- 10.2.0.4 to 11.2.0.1
- 9.2.0.8 to 11.2.0.1 (\*Pending)

## EBS

- 11.5.10 CU2 to 12.1.2
- Technical Upgrade path (Techstack)
- Financials
- HRMS HCM

## FMW

- FMW: OAS 10.1.2 Forms/Reports Services to FMW 11g Forms/Reports Services
- FMW: OAS 10.1.2 Portal to FMW 11g Portal

## PeopleSoft

- HCM 8.9 to 9.1
- FSCM 8.9 – 9.1
- PeopleTools 8.48/49 to 8.50

## JDE

- OneWorld Xe to EnterpriseOne 9.0
- EnterpriseOne 8.11 to 9.0

## Siebel

- Siebel CRM 7.8/8.0 to 8.1.1