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# MOS - Knowledge base search & RDBMS upgrade tools

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# Agenda

- Objectives
- Searching the Knowledge Base
- My Oracle Support Community
- Use Case Examples
- Additional Resources



# Learning Objectives


- Find the answers you need quickly and efficiently through the My Oracle Support Portal
- Discover the best approach for you when looking for information



# Searching the Knowledge Base



# Search for Information

- My Oracle Support Knowledge Base contains all known solutions and best practices from Oracle Support
  - My Oracle Support offers a unified search that searches the Knowledge Base, My Oracle Support Community, documentation, and known bugs
- 
- 500,000+ active and 420,000+ archived articles in the knowledge base
  - 9.7 million Knowledge Base searches per month and 12.5 million Document Reads
  - More than 50% of SRs logged by customers can be solved with existing articles

# Searching the Knowledge Base

All known solutions and best practices from Oracle Support

1

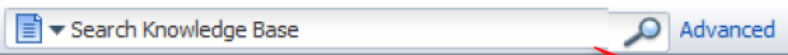
2

3

| Search Field   | Knowledge Base  | Knowledge Links   |
|--|---|---|
| Quick Search Items   | Detailed Product Search   | One-stop shop   |
| <ul style="list-style-type: none"><li>▪ Error Messages</li><li>▪ Bug Number</li><li>▪ Article ID</li><li>▪ Service Request</li></ul> | <ul style="list-style-type: none"><li>▪ Product</li><li>▪ Product Line</li><li>▪ Specific Task</li><li>▪ Specific Version</li></ul> | <ul style="list-style-type: none"><li>▪ Proactive Portfolios</li><li>▪ Lifecycle Advisors</li><li>▪ Online Documentation</li><li>▪ Product Information</li><li>▪ Tools and Training</li></ul> |

# Searching the Knowledge Base

## Search Field



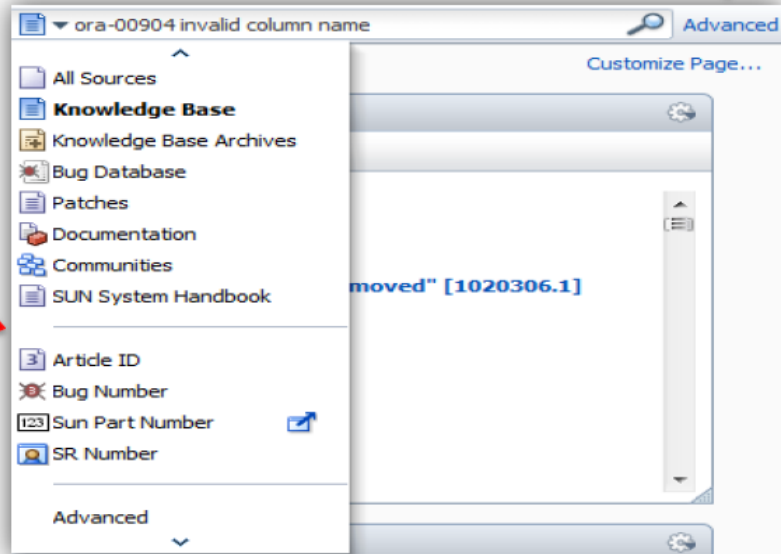
The Advanced option helps you refine your search with greater detail

The Type Ahead feature helps you find topics faster

Start your Quick Search here



Improve your results by Source or Quick search item



# Searching the Knowledge Base

## Search Field – Advanced Search

Advanced Search

Search

In the source: Communities; Knowledge Base

for items containing:

All these words:  Communities,  Documentation,  Knowledge Base

The exact phrase:  Knowledge Base Archive

Any of these words:  Patches

But without the words:  Sun System Handbook

Refine Search:

Related to the Product:

Related to the Product Line:

Refine Search (Bug Only):

Status Code: Choose from list

Fixed in Version:

Cancel Clear Show Tips Search

Refine your search by selecting the sources you want to research.

Adding a Product or Product line will greatly improve your results.

Advanced Search

Search

In the source: Knowledge Base

for items containing:

All these words: ora-00904 invalid column name

The exact phrase:

Any of these words:  OR  OR

But without the words:

Separated values or choose from list:

Related to the Product: Oracle Server - Enterprise Edition (Database,RDBMS,RAC)

Related to the Product Line:

Refine Search (Bug Only):

Status Code: Choose from list

Fixed in Version:

Cancel Clear Show Tips Search



# Searching the Knowledge Base Search Field

Search: ora-904 invalid column name

Advanced 1 - 20 of 450 Next >

Support Recommended

Nov 28, 2011 [Getting ORA-00904 in Discoverer After Transforming RN Result Tables](#) [Article ID 18500.1]

Feb 28, 2012 [Create Purchase Order \(PO\\_POCREATE\) Abended at FS\\_CEDT\\_FCNB\\_4F0rjCOT\\_uValCOT with ORA-00904 Error: PS\\_PU...](#)

Jul 25, 2012 [OERR: ORA-904 %s: invalid identifier / invalid column name](#) [Article ID 18500.1]

Jul 25, 2012 [OERR: ORA-904 %s: invalid identifier / invalid column name](#) [記事ID 18500.1]  
Error: ORA-00904 (ORA-904 ...) Error: ORA-904 Text: invalid column name  
Tags: oerrtag

Aug 19, 2009 [PSG Transfer Program Gives ORA-904, Invalid Column Name](#) [記事ID 1083689.6]  
report DECLARE \* ERROR at line 1: ORA-00904: invalid column name ORA-06512: at line 147 Program exited ... find the column name it is being  
Tags: psg

Aug 23, 2007 [ORA-904 Invalid Column Name When Using Column Alias in the WHERE/HAVING Clause](#) [記事ID 1018447.102]  
ename having eno < 7996 AND (ORA-00904: invalid column name \* Problem Explanation: ----- SQL ... alias, ora-904 , column  
Tags: alias

Jan 23, 2003 [ORA-904 invalid column name logging into eServer client](#) [記事ID 1018447.102]  
Admin client is successful. Symptoms ORA-904 invalid column name logging into eServer client. Tables beg...  
Tags: ora-904, invalid column name, logging into eServer client

Mar 5, 2013 [RDBPROD: ORA-00904: Invalid Column Name or Identifier when Attaching to Rdb](#) [記事ID 62865.1]  
connection fails with the following error: ORA-00904: invalid column name Database not setup correctly for SQL  
Tags: mscleatd; rdb; rdb database; sql/services; sqlnet4rdb;

Jan 22, 2003 [ORA-00904 Invalid Column Name Running Snapshot Filter Allocation](#) [記事ID 134229.1]  
Oracle Performance Analyzer 4.0 symptom: ORA-00904 Invalid Column Name symptom: Snapshot Filter allocation method

Dec 20, 2012 [ODI Signals An "invalid column name" or "ORA-00904: invalid identifier" Message During The Flow Cont](#) [記事ID 423663.1]  
Depending on the technology, an invalid column name or ORA-00904: "NYCOL": invalid identifier message is signaled  
Tags: check knowledge module; column; database; flow control; invalid column; invalid column name; knowledge module; odir

Aug 30, 2010 [ORA-00904: Invalid Column Name When Select Attributes from ORDIMAGE DataType](#) [記事ID 114451.1]  
and you receive the following error: ORA-00904: invalid column name Analysis: ----- The table has the

ORA-00904 Invalid Column Name Error Running Setup\_Abm\_Integration Script [記事ID 233209.1]  
Ora-00904 Invalid Column Name Error Running Setup\_Abm\_Integration Script symptoms: ORA-00904 invalid column name on

ORA-904: Invalid Column Name Error Running Allocation ID [記事ID 212792.1]  
form. Symptoms symptom: ORA-00904: invalid column name error running Allocation ID symptom ... ORA-00904 invalid column name error. Below  
Tags: ora;

ORA-904 'Invalid Column Name' or 'Invalid Identifier' Error When Running a Query Over a Database [記事ID 361084.1]  
ny platform. Symptoms ORA-00904 'Invalid Column Name' or 'Invalid Identifier' error occurs when ... on the ORA-904 can be taken  
links distributed; predicate; database link;

ORA-904: Invalid Column Name Error on the Report Creation Step of Party Profitability [記事ID 177666.1]  
g error results: ERROR ORA-00904: Invalid Column Name The group code table, PFT\_ACCOUNT\_GROUP\_CD  
Tags:

ORA-00904: Invalid Column Name on PS\_BO\_VW\_LANG - Applied [記事ID 617526.1]  
ons: 110 Return: 904 - ORA-00904: invalid column name CREATE VIEW PS\_BO\_VW\_LANG (BO\_ID, LANGUAGE\_CD

**The Support Recommended section lists articles that have resolved customer issues**

**Look for articles with high Relevancy Values**

**Refine your search further by Category or Task**

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# Search the Knowledge Base

## Search & Browse

Start your Search by entering the Product/Product Line, Task and Version

The screenshot shows the Oracle Knowledge Base search interface. At the top, there are tabs for 'Search & Browse', 'Recently Viewed', 'Recent Searches', and 'Favorite Articles'. Below the tabs, there are three dropdown menus: 'Select a product or product line' (set to 'Oracle Database - Enterprise Edition'), 'Select a task' (set to 'Install and Configure'), and 'Version' (set to '11.2.0.3'). Below these is a search bar with the text 'Enter search terms'. A yellow highlighted area below the search bar shows a search result: 'Go directly to the best match' followed by a link 'Information Center: Install and Configure Database Server/Client Installations'. A red callout box points to the search bar with the text 'Enter Keywords or select suggested search terms if relevant'. Another red callout box points to the dropdown menus with the text 'Start your Search by entering the Product/Product Line, Task and Version'. A 'Clear' button is on the left and a 'Search' button is on the right of the search bar.

Enter Keywords or select suggested search terms if relevant

- Best Practice: Consider reviewing the Best Match suggestions to speed up your search

# Searching the Knowledge Base

## Product / Product Line

Overview Patch and Maintenance Install and Configure Upgrade Certify

Database Upgrade and Migration | Troubleshooting and Known Issues

### Database Install/Upgrade Community

Not finding the right information and considering opening a low priority Service Request? Give the Database Install/Upgrade Community a try first to save time and connect with your peers and Oracle experts.

- [Database Install/Upgrade Community](#)

### New/Updated Information For Upgrade/Migration Within Last 30 Days

- [Master Note For Oracle Database Upgrades and Migrations](#) [Updated: 03/04/2013]
- [Complete Checklist for Manual Upgrades to 11gR2](#) [Updated: 03/04/2013]

### Upgrade Advisors

- [Upgrade Advisor: Database from 10.2 to 11.2](#) [Document 251.1]
- [Upgrade Advisor: Database from 9.2 to 11.2](#) [Document 264.1]

### General Information for Upgrade/Migrations

1-5 of 7 [Show All](#)

- [Different Upgrade Methods For Upgrading Your Database](#) [Document 419550.1]
- [Database Server Upgrade/Downgrade Compatibility Matrix](#) [Document 551141.1]
- [Oracle Database Upgrade Path Reference List](#) [Document 730365.1]
- [Migration of an Oracle Database Across OS Platforms](#) [Document 733205.1]
- [Best Practices to Minimize Downtime During Upgrade](#) [Document 455744.1]

### Upgrade/Migration Product Documentation (5)

### Supplemental Upgrade/Migration Information To the Upgrade Guides (3)

### Healthcheck Scripts For Upgrade/Migrations

- [How to Download and Run Oracle's Database Pre-Upgrade Utility](#) [Document 884522.1]
- [Script to Collect DB Upgrade/Migrate Diagnostic Information](#) [Document 556610.1]

### Checklist For Upgrade/Migrations

1-5 of 8 [Show All](#)

- [Complete Checklist for Manual Upgrades to 11gR2](#) [Document 837570.1]
- [Complete checklist to upgrade the database to 11gR2 using DBUA](#) [Document 670814.1]
- [Complete checklist for out-of-place manual upgrade from 11.2.0.1 to 11.2.0.2](#) [Document 1276368.1]
- [Complete Checklist for Manual Upgrades to 11gR1](#) [Document 429825.1]
- [Complete Checklist for Upgrades to 11gR1 using DBUA](#) [Document 556477.1]

### General Information For Database Downgrade

- [How To Downgrade From Database 11.2 To Previous Release \(includes 11.2.0.2-11.2.0.1\)](#) [Document 883335.1]
- [How To Restore A Database Back To The Source Release After Upgrading It To Oracle 11gR2 Using DBUA](#) [Document 871665.1]
- [Complete Checklist For Downgrading The Database From 11g To Lower Releases](#) [Document 443890.1]
- [How to Downgrade from Oracle RDBMS 10gR2?](#) [Document 398372.1]

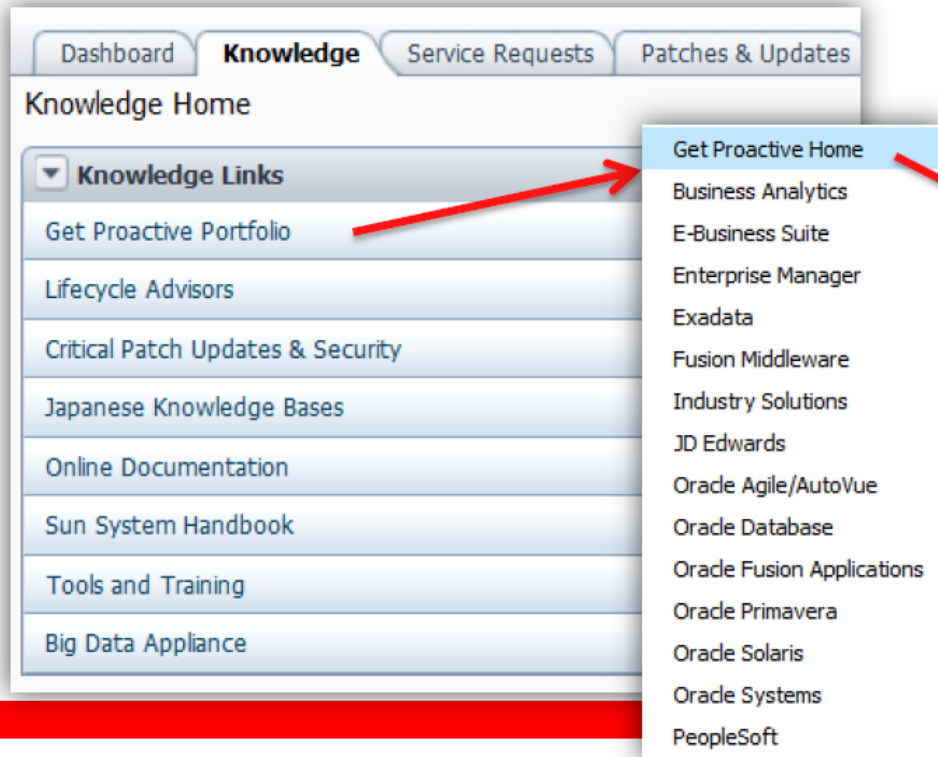
Product Information Centers provide comprehensive best practices, tools and knowledge Targeted content to assist you with troubleshooting, maintenance, error resolution and training

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# Searching the Knowledge Base

## Knowledge Links

- Knowledge Links help you browse for information in **specific categories**.
- Get Proactive Portfolio helps you jump quickly to the home page or directly to a product page



The screenshot shows the Oracle Knowledge Base navigation interface. At the top, there are tabs for "Dashboard", "Knowledge", "Service Requests", and "Patches & Updates". Below the tabs is the "Knowledge Home" section. A "Knowledge Links" dropdown menu is open, listing various categories. A red arrow points from the "Get Proactive Portfolio" link in the main menu to the "Get Proactive Home" link in the dropdown menu. Another red arrow points from the "Get Proactive Home" link in the dropdown menu to the "ORACLE PREMIER SUPPORT GET PROACTIVE!" banner in the adjacent screenshot.

Dashboard Knowledge Service Requests Patches & Updates

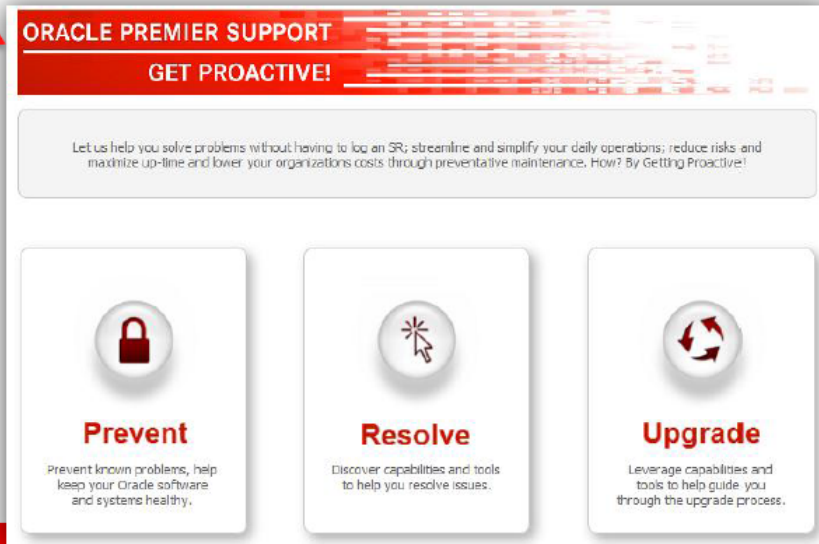
Knowledge Home

Knowledge Links

- Get Proactive Portfolio
- Lifecycle Advisors
- Critical Patch Updates & Security
- Japanese Knowledge Bases
- Online Documentation
- Sun System Handbook
- Tools and Training
- Big Data Appliance

Get Proactive Home

- Business Analytics
- E-Business Suite
- Enterprise Manager
- Exadata
- Fusion Middleware
- Industry Solutions
- JD Edwards
- Oracle Agile/AutoVue
- Oracle Database
- Oracle Fusion Applications
- Oracle Primavera
- Oracle Solaris
- Oracle Systems
- PeopleSoft



The screenshot shows the Oracle Premier Support "Get Proactive!" banner. The banner features the text "ORACLE PREMIER SUPPORT" and "GET PROACTIVE!" in white on a red background. Below the banner is a message: "Let us help you solve problems without having to log an SR; streamline and simplify your daily operations; reduce risks and maximize up-time and lower your organizations costs through preventative maintenance. How? By Getting Proactive!". Below the message are three service cards: "Prevent", "Resolve", and "Upgrade". Each card has an icon and a brief description of the service.

ORACLE PREMIER SUPPORT  
GET PROACTIVE!

Let us help you solve problems without having to log an SR; streamline and simplify your daily operations; reduce risks and maximize up-time and lower your organizations costs through preventative maintenance. How? By Getting Proactive!

**Prevent**  
Prevent known problems, help keep your Oracle software and systems healthy.

**Resolve**  
Discover capabilities and tools to help you resolve issues.

**Upgrade**  
Leverage capabilities and tools to help guide you through the upgrade process.

# Searching the Knowledge Base

## Knowledge Links

The screenshot shows the Oracle Knowledge Base interface. At the top, there are navigation tabs: Dashboard, Knowledge, Service Requests, and Patches & Updates. Below these is the 'Knowledge Home' section with a 'Knowledge Links' dropdown menu. The dropdown menu lists several links: Get Proactive Portfolio, Lifecycle Advisors, Critical Patch Updates & Security, Japanese Knowledge Bases, Online Documentation, Sun System Handbook, Tools and Training, and Big Data Appliance. A red arrow points from the 'Knowledge Links' section to the 'Advisor Webcasts' link in the main navigation menu. Another red arrow points from the 'Advisor Webcasts' link to a detailed page for the Oracle Webcast Program. This page has a header 'Stay Informed via Oracle Webcast Program' and a main heading 'Welcome to the Oracle Advisor Webcast Program!'. Below the heading, there is a sub-heading 'Why make use of the Oracle Advisor Webcast Program' and a paragraph of text. A list of bullet points follows, describing the benefits of the webcasts. At the bottom of the page, there is a section titled 'Get started by selecting a product or specific page that displays the current schedule and the archived downloads to replay at your convenience.' and a dropdown menu labeled 'Select a product to get started:' with the option 'Choose Product Area'.

- Get up to speed with the latest Live and Recorded Oracle Advisor Webcasts.

# My Oracle Support Community



# My Oracle Support Community



## When do I use My Oracle Support Community?

Any time you want to interact with your trusted network of peers and Oracle subject-matter experts! Ask questions or share your experiences

You have a low-severity question or problem, need advice, or want to discover how to do something

If you have been unable to locate an answer in the Knowledge Base

- My Oracle Support Community is a multi-channel interactive community where you can post questions and find answers fast
- 250+ communities; 520,000+ community members and experts; 4,600+ new threads per month
- All communities are fully moderated by Oracle Support experts



# My Oracle Support Community

ORACLE MY ORACLE SUPPORT

PowerView is Off

Dashboard

Knowledge

Service Requests

Patches & Updates

Community

Certifications

On Demand

CRM On Demand

Systems

More...

Access My Oracle Support Community from the main dashboard

-OR-

<https://communities.oracle.com>

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# My Oracle Support Community

**ORACLE** MY ORACLE SUPPORT COMMUNITY

Welcome, Walt Marks - Oracle | [My Profile](#) | [Sign out](#) | [Help](#)

[Main Home](#) | [Discussions](#) | [Documents](#) | [Private Messages \(0\)](#) | [Contacts](#) | [Tags](#) | [Profile](#) | [Subscriptions On](#)

What do you want to do? [Create a Community Post](#) [Upload/Write a Reference Document](#)

**My Communities**

Find a Community

Database Install

- ▼ JDEdwards World
- ▼ Lifecycle Advisors
- ▼ Linux OS and Oracle VM
- ▼ Middleware
- ▼ Oracle Commerce
- ▼ Oracle Database
  - Database Install
- ▼ Oracle E-Business Suite
- ▼ Oracle Hyperion EPM
- ▼ Oracle Knowledge
- ▼ Oracle Sun Technologies
- ▼ Oracle User Groups
- ▼ PeopleSoft
- ▼ Primavera
- ▼ Retail

[Edit Subscriptions](#)

Use the Search Field to find the Community you are interested in .



The results are highlighted. Pick the one that best fits your needs.

- It can be fast and easy to participate in community
- Best practice: find a community that relates to your products and interests and use the posted content to get answers you need

# My Oracle Support Community

## Rating

- Any user in the community can rate posts (like) to show they found it valuable
- Mouse-over the rating to see the overall rating

| Rating  | Subject  |
|---|--|
|  | <a href="#">Check out our short (8 min) video highlighting new features added in Hei</a><br>Posted on July 12, 2011 1:55 PM, Last updated on December 25, 2012 11:16 A |
|  | <a href="#">Avoid the unexpected. Get Proactive</a><br>Posted on March 29, 2012 3:59 PM, Last updated on December 25, 2012 11:11                                       |

## Helpful or Correct

- Only the person who asked the question can mark it as helpful or correct

- Use the Rating bars to find posts that other members found most valuable.
- Best practice: Look for the **Blue** and **Green** Icons to find **Helpful** and **Correct** answers.

# My Oracle Support Community

Database Install All Community Discussions

Displaying items 1 - 10 out of 1474 (page 1 of 148)

Items per page: 10 Go to page: < Prev Next >

Applied Filters: none

Sort By: Updated Date:Desc

Sort By

Updated Date Desc

Go | Clear | Cancel

Subject  
Author  
Posted Date  
Updated By  
Updated Date  
# of Replies  
# of Views  
Rating

- The “Sort By” option lets you format the discussions the way you want them displayed.

# My Oracle Support Community

Database Install All Community Discussions

Displaying items 1 - 10 out of 277 (page 1 of 28)

Applied Filters: Show questions marked correct or helpful;

Sort By: Updated Date; Desc

| Rating | Subject   | Author        |
|--------|---|---------------|
| 1      | 10.2.0.5 patch will not run on OpenVMS Itanium 8.3<br>Posted on March 18, 2013 11:03 AM, Last updated on March 18, 2013 1:33 PM by SudhirJ - Oracle, 2 Replies, 15 Views  | by PhilH      |
| 1      | v11.2.0.1.0 -> v11.2.0.3 Patch 15: Did I delete the new listener when deleting the old Oracle installation (out-of-place upgrade)?<br>Posted on February 15, 2013 2:58 AM, Last updated on February 21, 2013 3:37 AM by GoodCare, 8 Replies, 88 Views | by GoodCare   |
| 1      | ORA-27102 SVR4 Error:22 Invalid Argument with DBCA in solaris 11 / Spare 64 bits<br>Posted on October 4, 2012 11:21 AM, Last updated on October 4, 2012 3:32 PM by Asad - Oracle, 3 Replies, 36 Views   | by Frankug    |
| 1      | EMCA error copying directory to other node while install<br>Posted on September 12, 2012 4:17 AM, Last updated on September 18, 2012 10:28 AM by Peter T., 1 Replies, 42 Views  | by Peter T.   |
| 1      | Where can I download 10g XE for Linux x86?<br>Posted on August 20, 2012 6:28 PM, Last updated on August 31, 2012 6:06 AM by RichardD - Oracle, 6 Replies, 65 Views  | by Keith Rust |



Search...

This Community

This Community  
This Category  
All Communities

I need to upgrade several SE databases TO EE. Modified on November 21, 2012 10:26:00 AM CST.

...<excerpt>re all 10.2.0.2. It seems I can install 10.2.0.2 <keyword>EE</keyword> binaries and then then just point database <keyword>to</keyword> those</excerpt>...

Re: I need to upgrade several SE databases TO EE. Modified on November 21, 2012 10:26:00 AM CST.

...<excerpt>Hi User<br /><br />Kindly refer the note if RAC database<br /><br />How <keyword>to</keyword> Convert a RAC database from Standard Edition (<keyword>SE</keyword>) <keyword>to</keyword> Enterprise Edition (<keyword>EE</keyword>)? (Doc ID 451981.1)<br /><br />Thanks,<br />Gobinath<br /></excerpt>...

Re: I need to upgrade several SE databases TO EE. Modified on November 21, 2012 8:00:00 AM CST.

...<excerpt>self>454781T</a><br />But for the base release 10.2.0.1, you need <keyword>to</keyword> raise a "Contact Us" SR.<br /><br />Thanks,<br />Midhun<br /></excerpt>...

Re: I need to upgrade several SE databases TO EE. Modified on November 20, 2012 1:48:00 PM CST.

...<excerpt>You responded <keyword>to</keyword> the wrong person</excerpt>...

- Refine your results even further by using the Search field.
- Best Practice: Using the "This Community" option will yield the best results for your search.

# My Oracle Support Community

View Question

This Question is **Answered**. There are 9 Replies  
Last post: **November 21, 2012 11:26 AM** by **Gobinath - Oracle**  
This discussion has been viewed **70 times**.

[Back to list](#) | [<Prev](#) | [Next>](#)

 [Nested view \(click to change\)](#)



Newbie  
2 points



November 19, 2012 10:29 AM

**I need to upgrade several SE databases TO EE.**

They're all 10.2.0.2. It seems I can install 10.2.0.2 EE binaries and then then just point database to these


Tags: [Refresh Tags](#) | [Add Tags](#) | [Delete Tags](#)

[Reply](#) | [Subscribe](#) | [Report abuse](#)


no rating  



Expert  
2083 points

1. **November 19, 2012 10:37 AM**  in response to:

**Re: I need to upgrade several SE databases TO EE.**

 **Correct Answer**

Please be so kind and see the following document:


[How to Convert Database from Standard to Enterprise Edition ? \[ID 117048.1\]](#)

[Reply](#) | [Report abuse](#)

no rating  



Guru  
8104 points

2. **November 19, 2012 10:38 AM**  in response to:

**Re: I need to upgrade several SE databases TO EE.**

 **Correct Answer**

Install the EE software in a new Oracle Home. Startup the databases in the new home and then run the following:

```
@?/rdms/admin/catalog.sql  
@?/rdms/admin/catproc.sql  
@?/rdms/admin/utlrp.sql
```

See [Note 117048.1](#) How to Convert Database from SE to EE

HTH,  
Brian

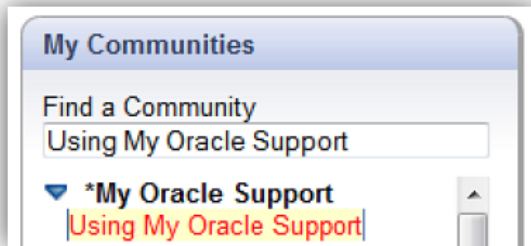
[Reply](#) | [Report abuse](#)

no rating  

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# Join us in My Oracle Support Community

Using My Oracle Support > Get Proactive Essentials: Finding Answers in My Oracle Support



- **Ask questions** or post comments about this webcast. Tell us what you think and how the proactive team can help
- **Download** course materials
- **Learn** more about My Oracle Support by registering for another Essentials session

Reply to the thread to ask questions and join the discussion

## View Discussion

April 2, 2013 8:37 PM

[Get Proactive Essentials: Finding Answers in My Oracle Support](#)

Finding Answers in My Oracle Support is designed for customers who want to gain expertise in the searching options available in My Oracle Support, understand how to select the best searching technique for specific information needs, as well as recommended best practices for participating in My Oracle Support Community to ask questions and find solutions. Duration 30 min.

Related content you may want to explore – [My Oracle Support Speed Training](#)

Have questions about this session? Just reply to this thread.

To register: [Finding Answers in My Oracle Support](#)

To download the Session Materials: [PDF] Will be available after first session

To download the Quick Reference: [PDF] Will be available after first session

[Reply](#) | [Subscribe](#)

Download course materials

<https://communities.oracle.com/>

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# Searching the Knowledge Base

## *Customer Experience*

1. AHHH! Too much information returned after my search. Where do I start?
2. Where can I find ALL the information related to my product ?
3. How can I quickly find Proactive Tools that are related to my Product area?



## *Oracle Support Resolution*

1. Consider reviewing the Support Recommended section, search for articles based on the highest Relevancy or utilize the Product /Product Line refinement under Advanced Search.
2. Take advantage of the Product Information Centers
3. Review the Get Proactive Portfolio for your product under the Knowledge Links Tab.



# Using My Oracle Support Community

## Customer Experience

1. I don't have a lot of time. How can I find the Best answers in My Oracle Support Community?
2. I am a new DBA. Can someone make some recommendations on how to get started?
3. I have questions about how to use the My Oracle Support Portal. Where can I get quick answers?

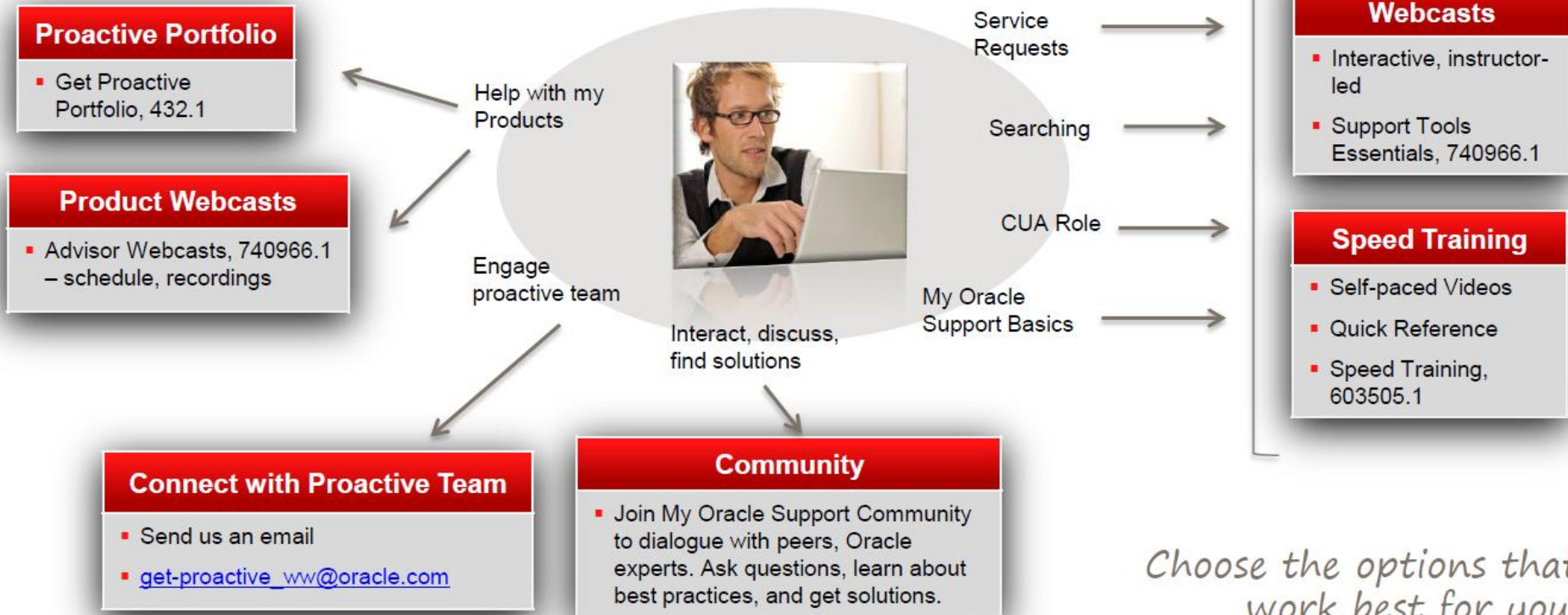


## Oracle Support Resolution

1. Consider sorting discussions by the **Helpful** and **Correct** answer rankings
2. Use the Community search field to find information on DBA basics like Administration, Tuning and Installation
3. Join the My Oracle Support Community for answers and information on how to effectively use the portal and work with support



# Customize proactive learning



*Choose the options that work best for you.*

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# Get Proactive Essentials

Database Upgrade Essentials



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SUPPORT

ORACLE®

# Agenda

- Three Critical Milestones in 2013 for Database Upgrade
  - End of Extended Support for DB 10g R2
  - Release of Patch Set 11.2.0.4 for DB11g R2
  - End of Error Correction Support for 11.2.0.2
- Two Lifecycle Advisors for Database Upgrade
  - Upgrade Advisors
  - Patching and Maintenance Advisor
- Two Use Cases for Database Upgrade



# Objectives

- Start planning your Database Upgrade today
- Start researching recommended Advisors to understand the big picture of Database Upgrade Best Practices
- Start incorporating a Database Upgrade plan into your system lifecycle management strategy



# Why is Database Upgrade Important?

Critical Milestones in 2013 for Database Upgrade



# Extended Support for DB 10g R2 Ends

The following options are NO LONGER provided for DB10g R2

After July 31,  
2013

- New Critical Patch Updates (CPUs)
- New Patch Set Updates (PSUs)
- New Certifications for new Operating Systems (OSs) and other third-party products/versions
- New Certifications for new Oracle Products

Fixes for Severity 1 issues ONLY will be provided for the period of Aug 2013 – July 2015  
(at then-current Extended Support fees)

## ORACLE INFORMATION-DRIVEN SUPPORT

Oracle Lifetime Support Policy  
Oracle Technology Products

### Oracle Database Releases

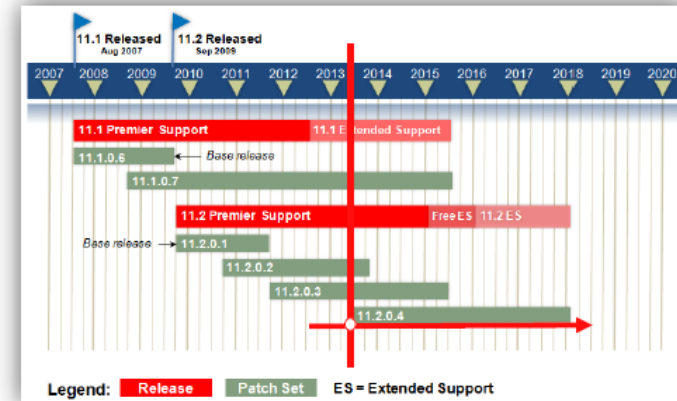
| Release | GA Date  | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|---------|----------|----------------------|-----------------------|-------------------------|
| 10.2    | Jul 2005 | Jul 2010             | Jul 2013              | Indefinite              |



# Release of Patch Set 11.2.0.4 Starts

from 27-AUG-2013

- Patch Set 11.2.0.4 is released:
  - on 27-AUG-2013 for Linux x86-64
  - on 28-AUG-2013 for Linux x86
  - on 29-AUG-2013 for Oracle Solaris SPAC (64-bit) and Oracle Solaris x86-64 (64-bit)
  - throughout Q4CY2013 for other major platforms
- Patching for DB 11.2.0.3 will end on 27-AUG-2015
- Patch Set 11.2.0.4 is the terminal Patch Set for DB 11g R2
- Error Correction Support after 27-AUG-2015 will be provided only for DB 11.2.0.4
- [Database Error Correction Support Policy \[ID 209768.1\]](#) defines:
  - New Interim Patches
  - New Critical Patch Updates (CPUs)
  - New Patch Set Updates (PSUs)
  - New other Bundled Patches



Source: [Release Schedule of Current Database Releases \[ID 742060.1\]](#) > [Patch Set Roadmap](#)

# Error Correction Support for 11.2.0.2 Ends

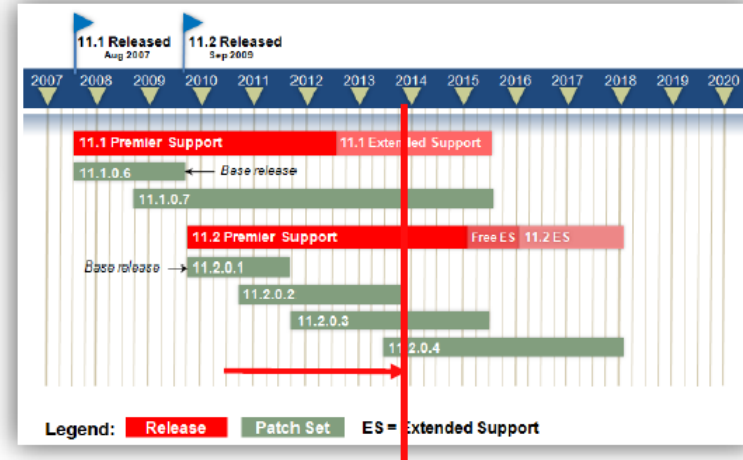
Oct 2013

The following options will NOT be provided for DB 11.2.0.2

After Oct 31, 2013

- New Interim Patches
- New Critical Patch Updates (CPUs)
- New Patch Set Updates (PSUs)
- New other Bundled Patches

[Database Error Correction Support Policy \[ID 209768.1\]](#)



Source: [Release Schedule of Current Database Releases \[ID 742060.1\]](#) > [Patch Set Roadmap](#)



# What Resources are Available for Your Database Upgrade?

Upgrade Advisor  
Patching & Maintenance Advisor



# Upgrade Advisor

## One-stop shop for upgrade

ORACLE PREMIER SUPPORT

GET PROACTIVE!

Let us help you solve problems without having to log an issue, maximize up-time and lower your organizations costs through our proactive services.

**Prevent**

Prevent known problems, help keep your Oracle software and systems healthy.

**Resolve**

Discover capabilities to help you resolve issues.

**Upgrade**

Leverage capabilities and tools to help guide you through the upgrade process.

Select a product to get started: Choose Product Area

Go to Get Proactive Portfolio [ID [432.1](#)] and select 'Oracle Database'

- Choose Product Area
- Agile and AutoVue
- Business Analytics
- E-Business Suite
- Enterprise Manager
- Exadata
- Industry Solutions
- JD Edwards
- Oracle Database
- Oracle Fusion Applications
- Oracle Fusion Middleware
- Oracle Solaris
- Oracle Systems
- PeopleSoft
- Primavera
- Siebel
- Taleo

☆ Get Proactive with Oracle Database [ID 1389167.1]

Modified: Mar 5, 2013 Type: ANNOUNCEMENT Status: PUBLISHED Priority: 3

GET PROACTIVE  
Learn about Get Proactive

### Get Proactive with Oracle Database

#### Upgrade

**Certification** — ACT | DISCOVER  
Maintain a Certified platform for your Oracle Database.

**Upgrade Planner** — ACT | DISCOVER  
Use the Upgrade Planner to move from one release to the next. It provides a complete plan of all the software and patches required.

**Patching and Maintenance Advisor** — ACT  
Plan and Execute a viable patching and maintenance strategy for your environment.

**Patch Planner Wizard** — ACT | DISCOVER  
Create, view, validate your patch plan for deployment in various environments and configurations.

**Upgrade Advisor** — ACT | DISCOVER  
Upgrade with confidence using the Upgrade Advisors designed to provide information from various sources using best practices and, where applicable, step-by-step instructions.

**Guided Resolution tool for Database Upgrade/Migrate** — ACT

Go to Upgrade section and click [ACT](#) for Upgrade Advisor

# Upgrade Advisor

- Upgrade Advisor walks you through step-by-step instructions for the six phases critical to your upgrade project
- Instructions are formulated from **best practices** that Oracle Support has accumulated through our support services and **customer interactions** in My Oracle Support Community

Upgrade Advisor: Database from 10.2 to 11.2 [ID 251.1]

Modified: Jul 26, 2012 Type: REFERENCE Status: PUBLISHED Priority: 1

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 Lifetime Support Policy
- Review hardware and 3rd party software stack changes.
- Review product certifications

**Overview**

The goal of the UPGRADE - EVALUATE phase is to evaluate future and core 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:**

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

**Expected Outcome / Deliverables:**

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

**Scope:**

This document is intended to guide customers on the path to plan for and execute an upgrade their 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 made available at a later date. Customers wishing to upgrade from 8.2 to any later Database version (up to 11.2) may consult the 10g Upgrade Companion [ID 4561 81.1].

**Knowledge:**

|   |                   |
|---|-------------------|
| Oracle 11g Release 2 Information Center | Doc ID 958222.1   |
| 11.2 Certification Highlights           | Doc ID 11769024.1 |

**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)
- Oracle Database Support Newsletter Archive

1. Evaluate

2. Plan

3. Configure

4. Test

5. Implement

6. Accept

ORACLE

# Patching and Maintenance Advisor

Find what you need in a single location

ORACLE PREMIER SUPPORT  
GET PROACTIVE!

Let us help you solve problems without having to log an... maximize up-time and lower your organizations costs th...

**Prevent**  
Prevent known problems, help keep your Oracle software and systems healthy.

**Resc...**  
Discover capabilities to help you re...

**Upgrade**  
Leverage capabilities and tools to help guide you through the upgrade process.

Select a product to get started: Choose Product Area

Go to Get Proactive Portfolio [ID [432.1](#)] and select 'Oracle Database'

Get Proactive with Oracle Database [ID 1389167.1]  
Modified: Mar 5, 2013 Type: ANNOUNCEMENT Status: PUBLISHED Priority: 3

GET PROACTIVE  
Learn about Get Proactive

**Upgrade**

**Certification** — ACT | DISCOVER  
Maintain a Certified platform for your Oracle...

**Upgrade Planner** — ACT | DISCOVER  
Use the Upgrade Planner to move from one release to a complete plan of all the software and patches re... using the Configuration Manager to create a release plan for your upgrade from your current release to a new release.

**Patching and Maintenance Advisor** — ACT  
Plan and Execute a viable patching and maintenance strategy including a complete project patch plan specific to your environment.

**Patch Planner Wizard** — ACT | DISCOVER  
Create, view, validate your patch plan for deployment in targeted environments and configurations.

**Upgrade Advisor** — ACT | DISCOVER  
Upgrade with confidence using the Upgrade Advisors designed to provide information from various sources using best practices and, where applicable, step-by-step instructions.

**Guided Resolution tool for Database Upgrade/Migrate** — ACT

Go to Patching and Maintenance Advisor and click [ACT](#)

# Patching and Maintenance Advisor

- Easy to follow step-by-step instructions for each of four phases critical to your patching and maintenance project
- Instructions are formulated from **best practices** that Oracle Support has accumulated through our support services and **customer interactions** in My Oracle Support Community

**Patching & Maintenance Advisor: Database (DB) Oracle Database 11.2.0.x [ID 331.1]**

Modified: May 18, 2012 Type: REFERENCE Status: PUBLISHED Priority: 1

Patching & Maintenance Advisor: Database (DB) Oracle Database 11.2.0.x » Evaluate

1. Evaluate 2. Plan 3. Test 4. Implement

### Phase Overview

#### Step by Step Guide

- Evaluate the value of having a patching strategy
  - Introduction to Database patching strategy
  - Understand Database patching and policies
  - Review Database patching best practices
  - Evaluate the business case / ROI
- Review enhancements
- Optimize quality
- Increase supportability
  - Comply with Support policies
  - Working with Oracle Global Customer Support
  - Subscribe to Oracle Communications
  - Join Communities
- Review environmental impact
- Ensure compliance to standards
- Milestone checklist and results

#### Scope:

This advisor walks you through the design and implementation of a strategy for patching Oracle Database 11g Release 2 (11.2). It covers patching tools and concepts such as:

- o The different types of Oracle Database patches (e.g. Patch Sets, Patch Set Updates and Critical Patch Updates, bundles, interim patches)
- o Patching lifecycle and support policies
- o Patch installation tools such as Oracle Universal Installer, opatch, and Oracle Enterprise Manager's Provisioning and Patch Automation Pack for Oracle Database and their interdependence.
- o The Oracle inventory, its structure and concepts including relationship between the Central and Local inventories
- o Basic troubleshooting for patching issues

#### Note:

- o There are many different Oracle Database options and configurations which require specific patching techniques. This advisor will help you through the main configurations. Other configurations, especially Exadata, will be covered in their own separate advisor.
- o The advisor does not cover the topic of how to perform Oracle Database 11g administration - except where administrative tasks form part of the patching process.

#### Overview:

The goal of the PATCHING and MAINTENANCE - EVALUATE phase is to provide the business case as to why a customer would need to develop a patching and maintenance strategy and the set of best practices and rules to implement it.

#### Expected Outcome / Deliverables:

- o A viable patching and maintenance strategy specific to the customer's environment.

#### Areas of Focus:

The areas of focus for the Evaluate phase are:

- o Evaluate Value
- o Review Enhancements

#### Multimedia Training

- o Oracle Patching and Maintenance: A Practical guide for DBAs (12:20)
- o Learn About Patch Recommendations and Plans (12:29)

#### Related Resources

- o Oracle Database 11g Release 2 Upgrade Guide
- o Oracle 11g Release 2 Universal Installer and OPatch User's Guide for Windows and UNIX
- o Lifetime Support Policy: Oracle Technology Products (pdf)
- o Oracle Software Technical Support Policies (pdf)
- o Critical Patch Updates (CPU) and Security Alerts

1. Evaluate

2. Plan

3. Test

4. Implement

# What Options are Available for Your Database Upgrade?

Oracle Support Resolutions for Your Database Upgrade Scenarios





# Use Case 1

## Customer Experience

- You have Database systems still running on **DB 10g R2 10.2.0.5**
- You are aware that your DB 10g R2 10.2.0.5 systems may be potentially exposed to security vulnerabilities because **NO CPUs** are provided after the end of Extended Support for DB 10g R2 in July 2013
- You have purchased the Severity 1 fixes limited service to protect your DB 10g R2 10.2.0.5 systems until they are successfully upgraded

## Oracle Support Resolution

1. **Recognize** you have three options for upgrade destination version depending on your platforms as of September 2013:

| Platform           | Available for                                   |
|--------------------|---|
| DB 11g R2 11.2.0.3 | all certified platforms                         |
| DB 11g R2 11.2.0.4 | Linux x86 & x86-64, Solaris SPARC & x86-64      |
| DB 12c R1 12.1.0.1 | Linux x86-64, Solaris SPARC/x86-64, Windows x64 |

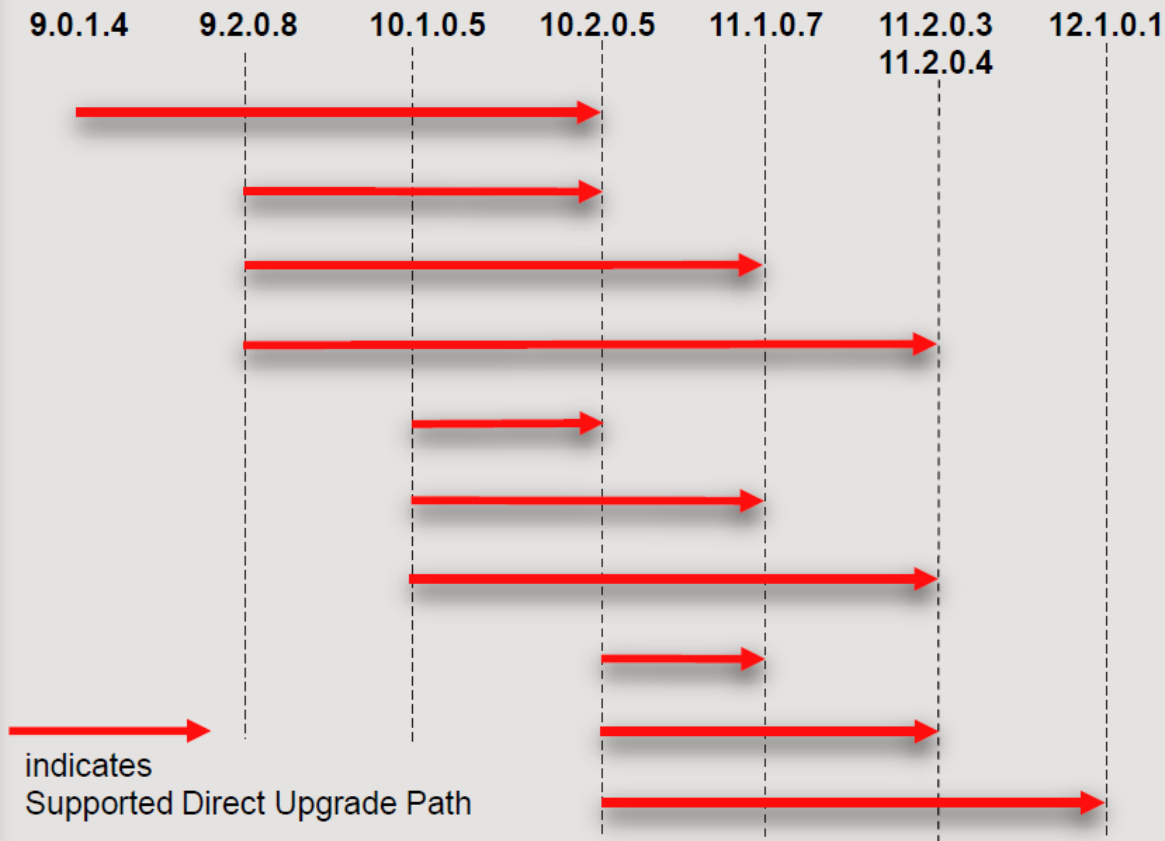
2. **Understand** you will only need Patch Set 11.2.0.3 or 11.2.0.4 if you upgrade to DB 11g R2 (because DB 11g R2 Patch Sets are packaged as full release)
3. **Read** [Upgrade Advisor: Database from 10.2 to 11.2 – Doc 251.1](#) if you upgrade to DB 11g R2 11.2.0.3 or 11.2.0.4
  - **Read** [Oracle Database Upgrade Guide 12c Release 1 \(12.1\)](#) if you upgrade to DB 12c R1 12.1.0.1 – Upgrade Advisor for 12.1 is under development
4. **Plan and Execute** your upgrade project before the Severity 1 fixes limited service ends in July 2015 – **allocate ample time for testing** as it determines the success/failure of your upgrade project.

# Use Case 2

## Customer Experience

- You have multiple Database instances running on multiple versions (e.g., 9.0.1.4, 9.2.0.8, 10.1.0.5, 10.2.0.5, 11.1.0.7, and etc...)
- You need to understand the upgrade paths available for each of the versions.
- You also need to learn which versions are supported for direct upgrade to DB 11g R2 11.2.0.3 or DB 12c R1 12.1.0.1

## Oracle Support Resolution





# Use Case 1

## Customer Experience

- You have Database systems running on DB 10g R2 10.2.0.5 (or earlier in 10g R2 10.2.0.x) as of May 2013.
- You are aware that there will be **NO** new interim patches, **NO** new CPUs, **NO** new PSUs, and **NO** new certifications will be provided **AFTER JULY 31, 2013**.
- You are aware of the need to upgrade your Database instances to DB 11g R2 11.2.0.3 within **TWO MONTHS**.

## Oracle Support Resolution

1. **Recognize** the risk of not completing your Database upgrades within two months – consider purchasing Severity 1 issue-limited Extended Support.
2. **Understand** the Database upgrade process from DB 10g R2 10.2.0.5 to DB 11g R2 11.2.0.3 is a **two-part process**:
  - i. **Read** through Upgrade Advisor: Database from 10.2 to 11.2 – [Doc 251.1](#) for Release upgrade from DB 10g R2 10.2.0.5 to DB11g R2 11.2.0.1.
  - ii. **Read** through Patching & Maintenance Advisor: Database (DB) Oracle Database 11.2.0.x – [Doc 331.1](#) for Patch Set upgrade from 11.2.0.1 to 11.2.0.3.
3. **Plan** your upgrade project – **allocate ample time for testing** your applications as well as Database workload because it determines the success/failure of your upgrade project.
4. **Start** your upgrade project **immediately**.

# Use Case 2

## Customer Experience

- You have Database instances running on DB 11g R2 11.2.0.2 (or 11.2.0.1) as of May 2013.
- You are aware that **NO** new interim patches, **NO** new CPUs, **NO** new PSUs, and **NO** other new bundled patches will be provided **AFTER OCTOBER 31, 2013**
- You are aware that Patch Set 11.2.0.3 is already available whereas Patch Set 11.2.0.4 is planned to be released in later this year.
- You are aware of the need to start planning Database Upgrade

## Oracle Support Resolution

1. **Your Status** – you are running Database 11g Release2 11.2.0.2 or an earlier version such as 11.2.0.1.
2. **Your Target** – upgrade to 11.2.0.3 or higher within five months before Error Correction Support for 11.2.0.2 ends in October 2013.
3. **Your Options** – you may either choose to
  - i. upgrade **first** to **11.2.0.3** and **then** to **11.2.0.4** before the Premier Support for DB 11g Release 2 ends in January 2015 – **Oracle Support RECOMMENDED**
  - ii. upgrade to 11.2.0.4 as soon as Patch Set 11.2.0.4 becomes available in H2CY2013 (feasible but **contingent** upon timing of Patch Set 11.2.0.4)
4. **Your Actions** – you will have to
  - i. **read** Patching & Maintenance Advisor: Database (DB) Oracle Database 11.2.0.x – [Doc 331.1](#) and **plan** your upgrades to 11.2.0.3
  - ii. **complete** the upgrades to 11.2.0.3
  - iii. **verify** the upgrade process to 11.2.0.3 and **enhance** the process with lessons you've learned for the next upgrades to 11.2.0.4
  - iv. **watch** the release schedule of Patch Set 11.2.0.4 to be published in [Doc 742060.1](#)

# Summary

**ORACLE PREMIER SUPPORT**  
**GET PROACTIVE!**

Let us help you solve problems without having to log an SR; streamline and simplify your daily operations; reduce risks and maximize up-time and lower your organizations costs through preventative maintenance. How? By Getting Proactive!

**Prevent**  
Prevent known problems, help keep your Oracle software and systems healthy.

**Rescue**  
Discover capabilities to help you re...

**Upgrade**  
Leverage capabilities and tools to help guide you through the upgrade process.


Choose Product Area  
Agile and AutoVue  
Business Analytics  
E-Business Suite  
Enterprise Manager  
Exedate  
Industry Solutions  
JD Edwards  
Oracle Database  
Oracle Fusion Applications  
Oracle Fusion Middleware  
Oracle Solaris  
Oracle Systems  
PeopleSoft  
Primavera  
Siebel  
Taleo

Select a product to get started: Choose Product Area

- Maximize return on your Premier Support contract
  - Keep your database instances current
- Stay current with Lifetime Support Policy and Database Error Correction Policy
  - Upgrade your database instances
- Upgrade your database instances smoothly
  - Leverage upgrade advisors / patching & maintenance advisors

# Tools to help you get proactive

- *I want help with:*



**Products**

- Get Proactive Portfolio – [432.1](#)
- Product News – Sign up for product news via Hot Topics Email
- Product Webcasts (schedule, recordings) – [740966.1](#)  
Upgrades | Patching | Technical resources

**My Oracle Support**

- Support Tools Webcasts (live, interactive) – [740966.1](#)
- Speed Training (self-paced, quick reference) – [603505.1](#)  
Intro to Premier Support | My Oracle Support Basics | Service Requests | Finding Answers | Customer User Administration

**Connecting**

- Proactive Team – [get-proactive\\_ww@oracle.com](mailto:get-proactive_ww@oracle.com)
- My Oracle Support Community – <https://communities.oracle.com>  
Ask questions | Chat with subject-matter experts | Share advice with peers

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