

ORACLE®

GET PROACTIVE

With Oracle Premier Support

Davor Radić, Support Account Manager



Session Introduction



What is 'Get Proactive' all about?

Avoid the unexpected. GET PROACTIVE!

- **Prevent** is about staying healthy, detecting and solving issues before they have an impact on your software and systems
- **Resolve** is about detection capabilities and diagnostic tools to help you implement the right corrective actions
- **Upgrade** is about doing it right the very first time, ultimately creating a streamlined, reliable, and repeatable process



Want even more?

- **Connection** is a key enabler for advanced proactive capabilities.
- **Look** for this image throughout the presentation as we identify specific Oracle proactive support capabilities unlocked when you '*Get Connected*'



Value Proposition



Achieve Success

With Oracle Support Best Practices

- Lower Cost – Preventive System Maintenance
- Higher Business Value – Maximize System Performance
- Reduced Risk – Boost Uptime



Oracle Premier Support Delivering Value

Prevent

- Improve uptime with up to 25% fewer problems
- Error-free implementation best practices
- Health and Patch recommendations & validation

Resolve

- Up to 40% faster problem resolution
- Faster detection & resolution – Auto Service Request
- Expert Network

Upgrade

- Dramatically streamlined upgrades
- Proven lifecycle advisors
- Patch and upgrade plan validations
- Platform Certifications

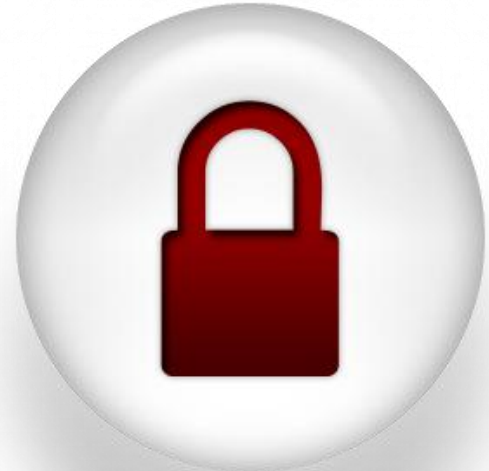
DISCOVER MORE

Get Proactive



Maintain Systems Health and Availability

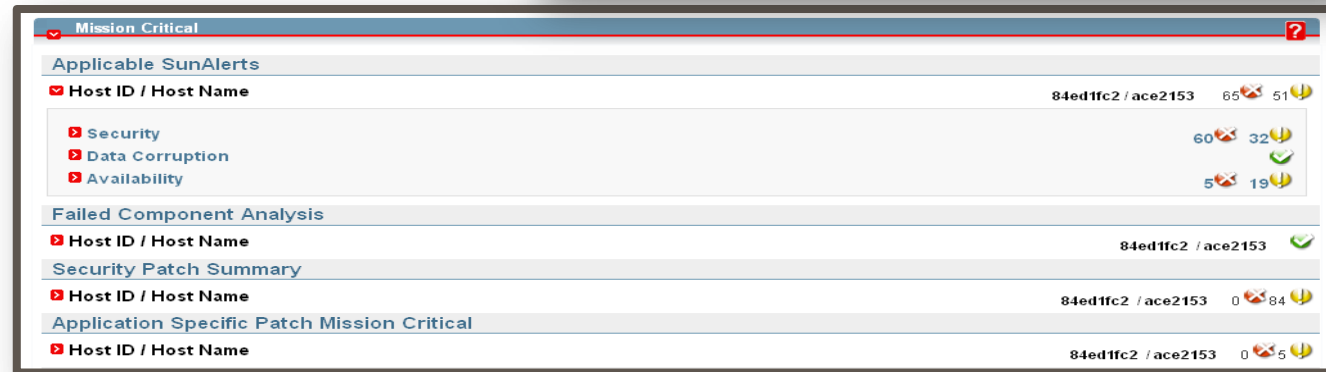
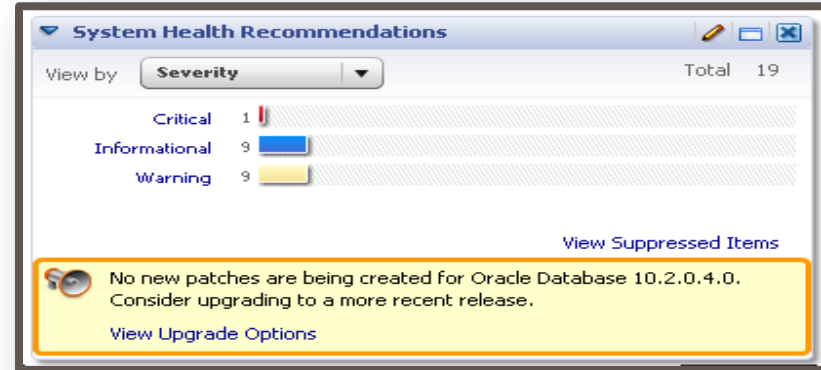
- Leverage configuration-based health and risk recommendations to improve your systems health and increase systems uptime
- Review product and security alerts
- Identify recommended patches
- Stay informed: Personalize Knowledge, and sign up for hot topics



PREVENT

Health and Risk Recommendations

- Enable Oracle's Software Health Check and Oracle Sun System Analysis capabilities
- Rules are run against your collection and any known issues or risks found are made available via Health Recommendations or Risk Analysis Report



Product and Security Alerts

The image shows three overlapping screenshots of Oracle security alerts for CVE-2010-0897. The top screenshot shows the alert header with the bug ID, modified date, type, migrated ID, and status. The middle screenshot shows the 'Contributing Factors' section, listing affected platforms like Solaris 9 and 10, AMD64, Linux, Windows, AIX, and HP-UX. The bottom screenshot shows the 'Resolution' section, detailing the required patches for Solaris 9 and 10 on SPARC, x86, and x64 platforms, as well as for Sun Java System Directory Server 5.2. It also includes a 'References' section with links to SUNPATCH:143462-01 and SUNPATCH:143463-01, and a 'Related' section with a link to 'Sun Microsystems > Operating Systems >'.

- Oracle issues 'Alerts' for Critical Patch Updates (CPUs) or when critical product and/or security issues are found
- Configure email notifications to ensure you receive targeted alerts for your products

Recommended Patch Advisor

- Quickly identify recommended patches for your product or products in your product stack that you use together

Patch Search

Search | Saved | Recent

Number/Name or Sun CR ID (Simple) | Product or Family (Advanced) | Recommended Patch Advisor

Search for recommended patches for products and releases listed or for combinations of products that you use together. [Learn more about Recommended Patch Advisor...](#)

Product: Oracle Database | Release: 11.2.0.1.0 | Platform: Linux x86

Check recommendations when used with another product

Clear | Save | Search

* Required | For JD Edwards & PeopleSoft, see the Patching Quick Links region. [Learn More...](#)

Patch Search Results

Filters: Product is Oracle Database; Release is 11.2.0.1.0; Platform is Linux x86; [Edit Search](#)

Patch Name	Description	Release	Platform (Language)	Classification	Updated	Size
10073948	PLACEHOLDER BUG TO DELIVER UIX 2.2.24.5 FOR DBCONSOLE 11.X ENVIRONMENTS (Patch)	11.2.0.1.0	Generic Platform (America...	Security	37+ weeks ago	3.5 MB
11738254	CPUAPR2011 ORACLE WAREHOUSE BUILDER 11.2.0.1 (Patch)	11.2.0.1.0	Generic Platform (America...	Security	40+ weeks ago	22 KB
12419278	CPUJUL2011 DATABASE 11.2.0.1 (Patch)	11.2.0.1.0	Linux x86 (American Englis...	Security	27+ weeks ago	4.4 MB
12419378	DATABASE PSU 11.2.0.1.6 (INCLUDES CPUJUL2011) (Patch)	11.2.0.1.0	Linux x86 (American Englis...	Other Recom...	27+ weeks ago	17.7 MB
<input checked="" type="checkbox"/> 9288120	MERGE REQUEST ON TOP OF 2.2.24.5.0 FOR BUGS 9195865 9204863 9213612 (Patch)	11.2.0.1.0	Generic Platform (America...	Security	37+ weeks ago	3.6 MB

1 Patch Selected | Read Me | Add to Plan | Download | Copy

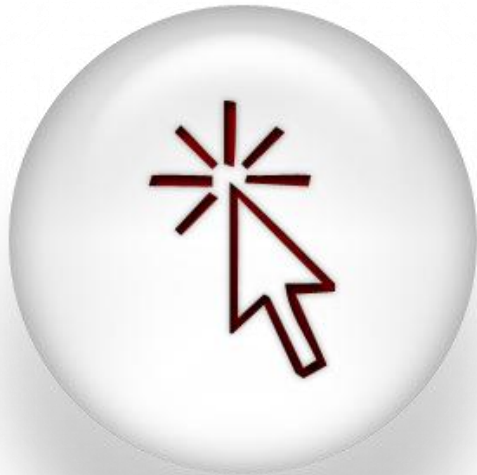
Stay Informed

- Newsletters keep you informed with the latest product news
- Follow Oracle Premier Support through social media channels
- Configure email notifications to ensure you receive targeted alerts for Critical Patch Updates (CPUs), Security Alerts and Third Party Bulletin updates
- Participate in Advisor Webcasts and hear from Oracle Premier Support subject matter experts who offer methods and solutions to help you avoid potential pitfalls



Find Answers Fast

With the Right Tools and Knowledge



RESOLVE

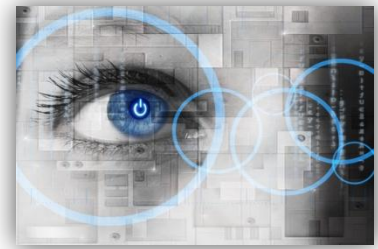
- Visit Product Information Centers, a one-stop shop for important resources
- Utilize auto-detect capabilities to dispatch assistance for known issues
- Participate in our vibrant online Support Community and find answers quickly
- Explore the powerful My Oracle Support Knowledge Base
- Troubleshoot with the Configuration Change History capability

Do you Have 60 Minutes?

- Learn how to resolve like a My Oracle Support power user
- New series of live and on-demand webcasts
- Webcasts teach skills and knowledge to effectively leverage relevant proactive resources
- Learn through real-world scenarios, live product demonstrations, hands-on labs, and Q&A with subject matter experts
- [Register](#) for first Webcast: Resolve—Find Answers Fast
- Next up: Troubleshooting & Diagnostics



Knowledge Base



- Find targeted answers and resources to resolve issues and/or perform common tasks

The screenshot displays the Oracle Knowledge Base search interface. At the top, a 'Browse Knowledge' dialog box is open, showing search criteria: '1. Select a product line or a product' with 'Oracle Server - Enterprise Edition (Database: ...)' selected, and '2. What do you want to do?' with 'Install and Configure' selected. The version is set to '11.2.0.2'. Below this, the main search results page is visible. The search query is 'install database problems', and the results are refined to include the keyword 'INSTALLATION'. The results list several articles, including a 'Problem - RepManager Create Repository Error = 14 during install of Grid Control 10.2 into an existing database' and a 'PROBLEM: Installing Grid Control 10.2.0.5 with an Existing Database Using the Software-only Method Results in OUI-10155 Error'. The interface includes a left sidebar for navigation, a search bar, and a list of search results with dates, ratings, and article titles.

Product Information Centers



- One-Stop 'Product' Shop
- Comprehensive best practices, tools and knowledge
- Targeted content to assist you with troubleshooting and error resolution

Information Center: PeopleSoft Recruiting Solutions 9.1 [ID 1359261.2]

Modified 22-NOV-2011 Type ADVISOR Status PUBLISHED

Information Centers

- Overview
- Hot Topics
- Resources
- Use
- Troubleshoot
- Patch And Maintenance
- Upgrade
- Certify
- Optimize Performance
- Security

Recruiting Alerts and Announcements

View the most up-to-date high impact and urgent issues for your product.

- PeopleSoft Human Resources Support Newsletter Volume 4: November 2011
[Document 1374747.1 Updated: 12/27/2011]
- PeopleSoft Human Resources Support Newsletter Volume 3: September 2011
[Document 1357625.1 Updated: 09/20/2011]
- Email Alert: PeopleSoft TAM Consolidated Fixes for HRMS 9.1 Now Available
[Document 1357614.1 Updated: 11/01/2011]
- Recruiting Solutions 9.1 HRMS Bundle 4 - 6
[Document 1349341.1 Updated: 11/17/2011]
- Cumulative Posting TAM: Consolidated Fixes Update ID 868315
[Document 1341551.1 Updated: 12/14/2011]

[Show More](#)

Recruiting New Documents

- Enhancement: Auto-Match Email to Include Hyperlink
[Document 1377016.1 Updated: 11/20/2011]
- Saved Search Results Display Job Opening Headers After Clicking the Applicant List Link
[Document 1377129.1 Updated: 11/20/2011]
- After Selecting an Applicant from an Applicant List and then Clicking the Applicant List Link, the Main Applicant List Page is Displayed
[Document 1377864.1 Updated: 11/20/2011]
- Add Screening Questions Link Not Displayed When Job Opening Has Multiple Job Codes
[Document 1378752.1 Updated: 11/20/2011]
- In Careers, Address Format Incorrectly Displays Field 'County' for Singapore
[Document 1378779.1 Updated: 11/20/2011]

[Show More](#)

Related

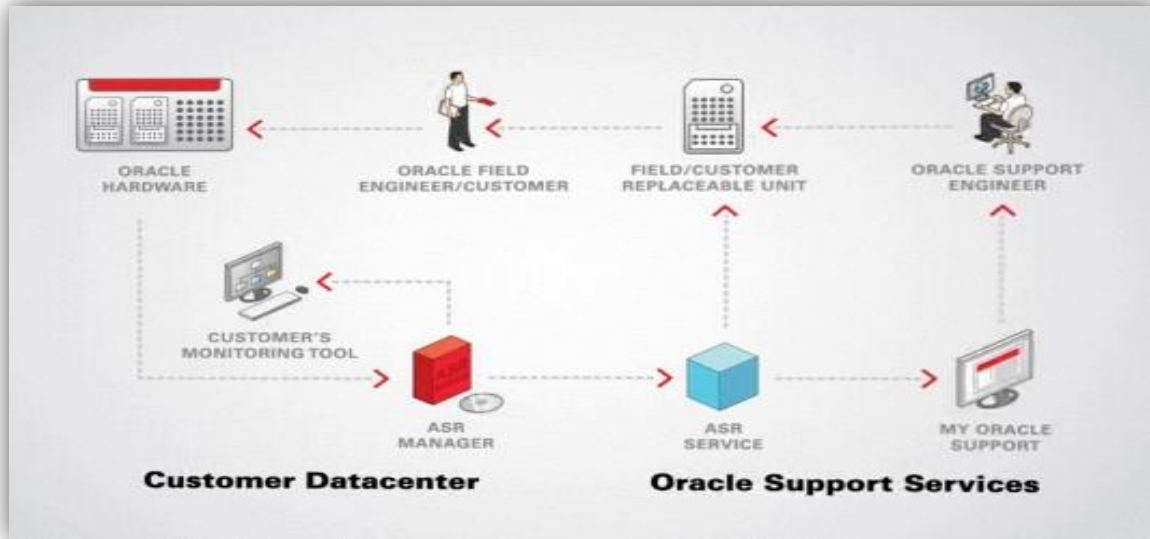
ORACLE

My Oracle Support Community

The screenshot displays the Oracle My Oracle Support Community forum. At the top, there's a navigation bar with tabs for 'Main Home', 'Discussions', 'Documents', 'Private Messages (0)', 'Contacts', 'Tags', and 'Profile'. A search bar is also present. The main content area shows a thread titled 'Procurement R12.1.3 Update November 2011' with a post by 'Ehousaini' providing information about a patch release. Below this, there are several replies from other users like 'LindaJohnston', 'Guru', 'Pro', 'Srintha', 'Journeyman', and 'Stefan H'. The forum interface includes various features like 'Ask a question', 'Start a discussion', and 'Create a community document'. On the left, there are sections for 'My Communities' and 'Top Participants'. On the right, there are sections for 'Popular Discussions' and 'Popular Documents'.

■ Join an extended network of Oracle professionals and industry peers and find answers fast

Automated Service Request (ASR)



- Utilize auto-detect capabilities
- Problem resolution can be expedited through automated service request generation for qualified Oracle Sun Server, storage, Exadata and Exalogic systems, when specific hardware faults occur
- Configuration and diagnostic data can also be collected to accelerate problem resolution

Configuration Change History

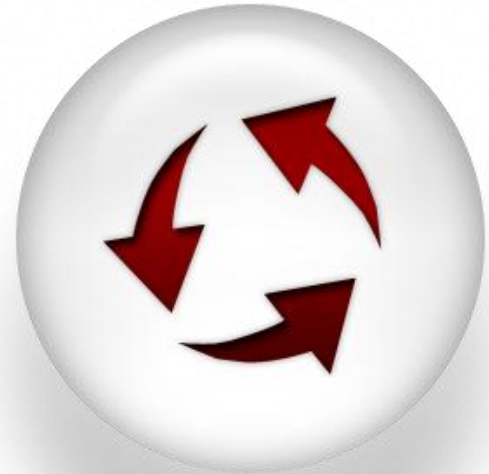
- Quickly identify what has changed in your environment by comparing your configuration between two points in time

The screenshot shows the Oracle Enterprise Manager Configuration Change History interface. The top part shows a dropdown menu for 'All Differences' with options: 'Since 1 week ago (Jan 13, 2012)', 'Since 46+ weeks ago (Mar 3, 2011)', 'Since 1 year ago (May 14, 2010)', 'Since 1 year ago (Feb 10, 2010)', 'Since 2+ years ago (Nov 4, 2009)', 'Since Another Date...', and 'Between Two Dates...'. The bottom part shows a table of changes detected between 1 week ago (Jan 13, 2012) and Today (Jan 24, 2012).

Difference	Name	What is Different	Previous Value	New Value	Change Detected On
Changed	Buffered Cache (MB)	Size	520	492	1 week ago
Changed	Java Pool (MB)	Size	8	16	1 week ago
Changed	Shared Pool (MB)	Size	452	480	1 week ago
Changed	Total SGA (MB)	Size	1004	1012	1 week ago
Changed	Variable SGA (MB)	Size	468	496	1 week ago

Create a Reliable and Repeatable Process

- Review and verify your products are certified
- Utilize Upgrade Advisors with best practices by product, business process, version and phase
- Deploy patch and upgrade plan validations
- Leverage the Inventory Report to help plan your upgrade



UPGRADE

Certification

The screenshot displays the Oracle My Oracle Support interface. The top navigation bar includes 'Dashboard', 'Knowledge', 'Service Requests', 'Patches & Updates', 'Community', 'Certifications', 'Systems', 'On Demand', 'CRM On Demand', 'Collector', 'Reports', and 'More...'. The user is logged in as 'Zoe' and the page is titled 'Product Roadmap Results'.

The main content area shows a table of product releases:

Product Release	Product Line	Product Family	Calendar Quarter	GA Actual Date
FSCM 9.1 Feature Pack - March 2011	PeopleSoft Enterprise	FSCM	2011-Q1	Mar 4, 2011
UPK-Content-FSCM 9.1(Cash Management - Revision 1 - Receivables - Revision 1	PeopleSoft Enterprise	UPK-Content - FSCM	2011-Q4	Dec 15, 2011
FSCM 9.0 - Additional Features - May 2011	PeopleSoft Enterprise	Financials-ESA	2011-Q2	May 4, 2011
UPK-Content - HCM 9.1 (Global Payroll Core)	PeopleSoft Enterprise	UPK-Content - HCM	2011-Q1	Mar 17, 2011
EPM Additional Features -November 2011	PeopleSoft Enterprise	EPM	2011-Q4	
FSCM 9.0 MP14				
FSCM 9.1 - Additional Features - November 2011				
Campus Solutions 9.0 Additional Features Apr 2011				
HRMS 9.1 - Additional Features - November 2011				
Integration - PeopleSoft to Primavera P6				

The detailed view for 'Release Definition For PeopleTools - PeopleTools 8.52' is shown below. It includes sections for 'Release Overview', 'Software Availability', 'Translation Availability', 'Upgrade Availability', and 'Release Retirement'.

Release Overview:

- Existing Licensed Products: PeopleTools
- New Products
- Dropped Products
- Changed Products
- Localization
- Release Type: Major Release
- Industry: N/A

Software Availability:

- GA Actual Date: Oct 28, 2011

Translation Availability:

- List of Languages: Arabic, Canadian French, Czech, Danish, Dutch, Finnish, French, German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Simplified Chinese, Spanish, Swedish, Thai, Traditional Chinese, UK English
- Actual GA Date - Translations Available to Customer

Upgrade Availability:

Upgrade Path(s)	Upgrade Priority	Calendar Quarter Upgrade Path Available	Actual GA Date - Upgrade Path(s)
All	Primary	2011-Q4	Nov 16, 2011

Release Retirement:

- Premier Support:
- End of Updates & Fixes, Security Alerts & Upgrade Script
- End of Tax, Legal and Regulatory Support
- End of Extended Support
- End of Sustaining Support: Indefinite

Technology:

- Technology Availability:
- Technology Release
- Platforms:
- DB Platforms Supported: Oracle, MSS, DB2 OS/390, DB2 Unix/NT, Sybase, Informix
- Certifications:

- Verify certification of any combination of Oracle, third-party products and operating systems that Oracle has tested and confirmed work together

Upgrade Advisors

Reference : Upgrade Advisor: E-Business Suite (EBS) Upgrade from 11.5.10.2 to 12.1.3
Modified 12-JAN-2012 Type REFERENCE Status PUBLISHED

Upgrade Advisor: E-Business Suite (EBS) Upgrade from 11.5.10.2 to 12.1.3 > 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
 - Financials and Projects
 - Human Capital Management
 - Manufacturing
- Review Product Enhancements
 - Financials and Projects
 - Human Capital Management
 - Manufacturing
- Consider Configuration Efficiencies
 - Financials and Projects
 - Human Capital Management
- Review Performance and Scalability Improvements
 - Human Capital Management
- Review Product Quality Improvements
- Review Lifetime Support Policy
- Review Potential Environmental Impact
 - Manufacturing
- Review Product Certifications
- Add-on Localizations
 - Financials and Projects
 - Human Capital Management
 - Manufacturing

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, and also explore software, hardware, and operations enhancements. Emphasis is on improving business through upgrading existing hardware/software in the current system.

Areas of Focus:

- o Understanding Value, Improvements, Enhancements in Release 12.1
- o Highlight Process Changes and Improvements
- o Gauging Potential Business Impact of an Upgrade
- o Begin to Define an Upgrade Strategy
- o Measuring Upgrade Impact

Expected Outcome / Deliverables:

- o Documented Business Case and GO/NO-GO decision for upgrading to 12.1.3
- 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

Knowledge:

- o ATG Knowledge for the Evaluate Phase
- o Financials/Projects Knowledge for the Evaluate Phase
- o Human Capital Management Knowledge for the Evaluate Phase
- o Manufacturing Knowledge for the Evaluate Phase

Communities:

Join the [Upgrade Advisor Community](#) to take advantage of an extensive resource network

News And Announcements

- o Technology Stack Blog by Steven Chan
- o Subscribe to EBS Newsletters (Doc ID 222.1)
- o Subscribe to Oracle Communications
- o Lifetime Support Policy: Oracle Applications

Multimedia Training

- o Getting Ready for Oracle EBS Upgrades to Release 12.1 (MP3)
- o Oracle E-Business Suite Release 12.1 - Delivering Value in Uncertain Times (MP3)
- o Evaluate and Execute Your Oracle EBS 12.1 Upgrade
- o Oracle E-Business Suite Release 12.1 Transfer of Information (TOI) Online Training (Doc ID 807319.1)
- o Jump Start Your Implementation with Oracle User Productivity Kit Pre-built Content! (MP3)
- o E-Business Suite Diagnostics

- Access best practices and step-by-step instructions and upgrade with confidence

Patching and Maintenance Advisors

Patching & Maintenance Advisor: Oracle Solaris [ID 314.1]

Modified: Aug 13, 2012 Type: REFERENCE Status: PUBLISHED Priority: 1 Comments (0)

Patching & Maintenance Advisor: Sun Systems Solaris > Evaluate

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

Phase Overview

Step by Step Guide

- Evaluate Value
- Review Enhancements
- Optimize Quality
- Increase Supportability
- Review Environmental Impact
- Ensure Compliance Standards
- * Evaluate Phase Help

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:

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

Areas of Focus:

The areas of focus for the Evaluate phase are:

- Evaluate Value
- Review Enhancements
- Optimize Quality
- Increase Supportability
- Review Environmental Impact
- Ensure Compliance Standards

- Plan and execute a viable patching and maintenance strategy
- Includes a complete project patch plan specific to your environment

Inventory Report

Inventory Report

This report includes all major asset classes, historical trends, and the ability to drill down into different levels of your inventory collection. Use a PowerView to look at a subset of your environment.

226	100	77	72	41	18
-----	-----	----	----	----	----

[View Report](#)

Sun Inventory Report

This report includes all Sun Hardware, Operating System and "Other" software, trends based on installation date and the ability to drill down into different levels of collection. It is based on Sun Inventory. PowerView cannot be applied.

Not Connected [Access Sun Online](#)

[View Report](#)

Inventory Report

Oracle Solaris on SPARC (64-bit) 23
IBM AIX on POWER Systems (64-bit) 13
HP-UX: Itanium 7
15 Others (show all) 31

[Show Details \(618 Hosts\)](#)

Databases | [Release](#)

Release	Total Items in Inventory	Trend
10.2.0	219	250
11.2.0	162	200
11.1.0	120	150
10.1.0	25	100
9.2.0	24	50
9.0.1	1	0

[Show Details \(551 Databases\)](#)

Middleware | [Release](#)

Release	Total Items in Inventory	Trend
Oracle Application Server 10.1.2.3.0	66	80
Oracle Application Server 10.1.3.4.0	36	70
Oracle Application Server 10.1.2.0.2	34	60
Oracle Application Server 10.1.3.5.0	24	50
Oracle Application Server 10.1.3.0.0	17	40
Oracle Weblogic Server 10.3.3.0	16	30
Oracle Weblogic Server 10.3.5.0	15	20
10 Others (show all)	41	10

[Show Details \(249 Middleware\)](#)

- Find previous releases of products which are no longer supported and export this list as a work list for upgrades
- Compare and contrast the trends for the installation of selected platforms or products and compare to your staffing plans to find gaps or overlap

DISCOVER MORE

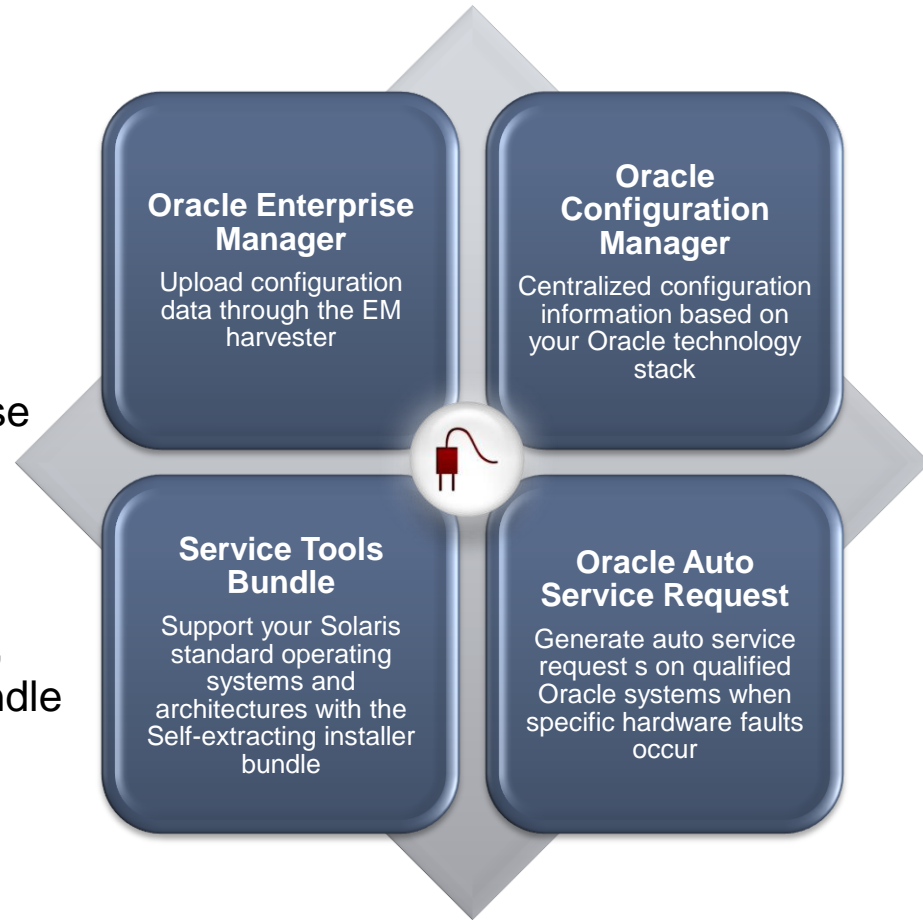
Get Connected



Connection Types

Unleash the value of Oracle Premier Support advanced proactive capabilities, Get Connected

- For software customers, connection is achieved by sharing configuration and diagnostic data through Oracle Enterprise Manager (recommended) or Oracle Configuration Manager
- For Hardware customers, connection is achieved through Auto Service Request, Explorer, and Oracle Services Tools Bundle for Sun Systems



SUMMARY

Take Advantage of Oracle Support Best Practices

- Don't leave value on the table
- Lower overall organizational costs through preventative maintenance
- Reduce risks and maximize uptime
- Achieve resolution faster
- Streamline and simplify your daily operations
- Get even more through connection



Get Proactive – Discover More

'I want to'	Resource
DISCOVER more about Support Best Practices	Support Best Practices
ACT ... Get Proactive	Access best practices, capabilities, and tools available for your products by visiting the Get Proactive portfolio product pages at My Oracle Support (Article ID 432.1)
STAY INFORMED with the Get Proactive Blog	'Get Proactive' – The Insider Track'
CONTACT the Get Proactive team today for help getting started	get-proactive_ww@oracle.com



Hardware and Software

ORACLE®

Engineered to Work Together

ORACLE®