



ORACLE®



Oracle Configuration Support Manager (CSM)

Delivering Configuration Management As A Service

Davor Radić

Service Delivery Manager

Agenda

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



Configuration Support Manager

What is it?

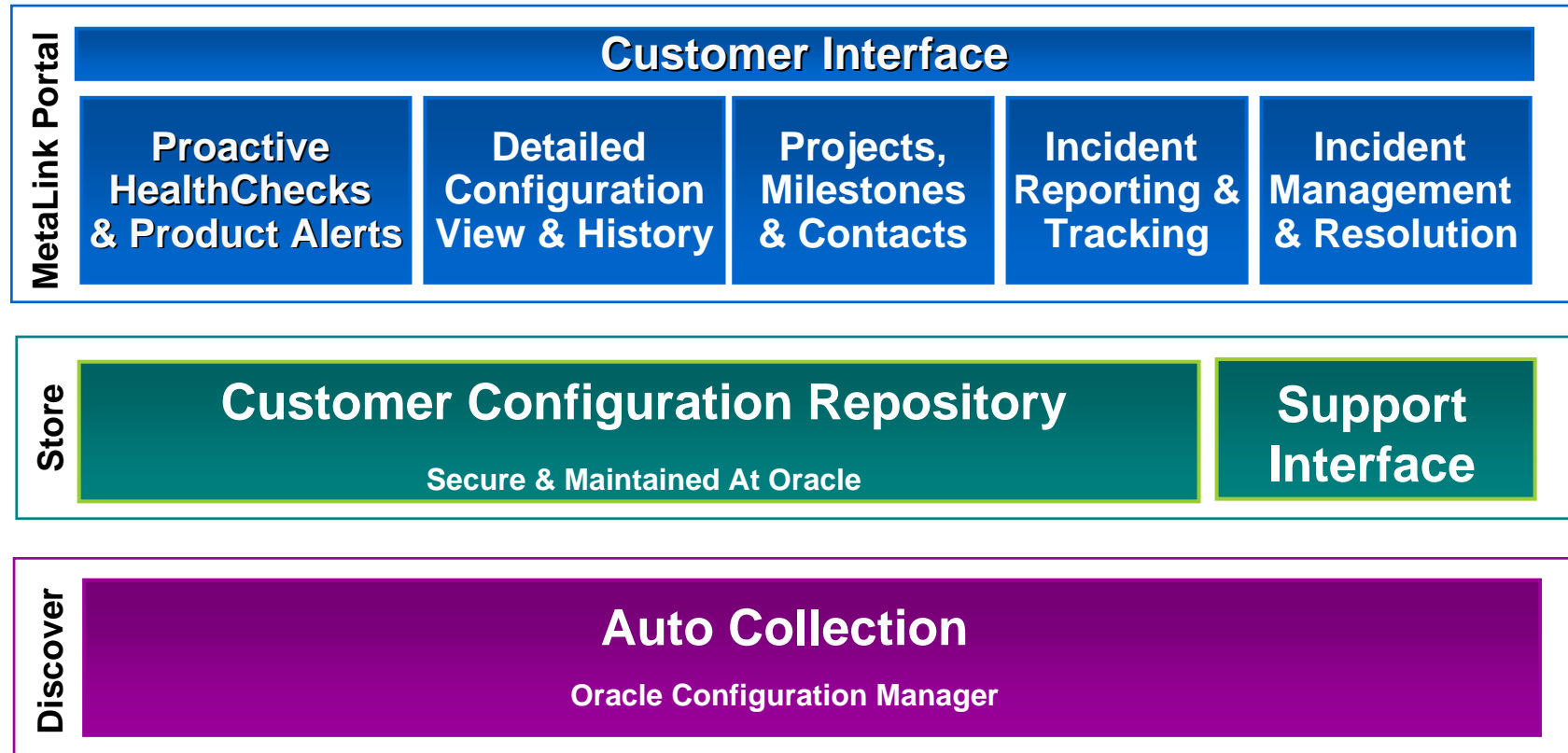
A MetaLink capability that automates configuration information exchange between Oracle and our customers enabling faster resolution and proactive detection of customer issues. Configuration Support Manager utilizes core configuration management capabilities available from Oracle Enterprise Manager and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

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

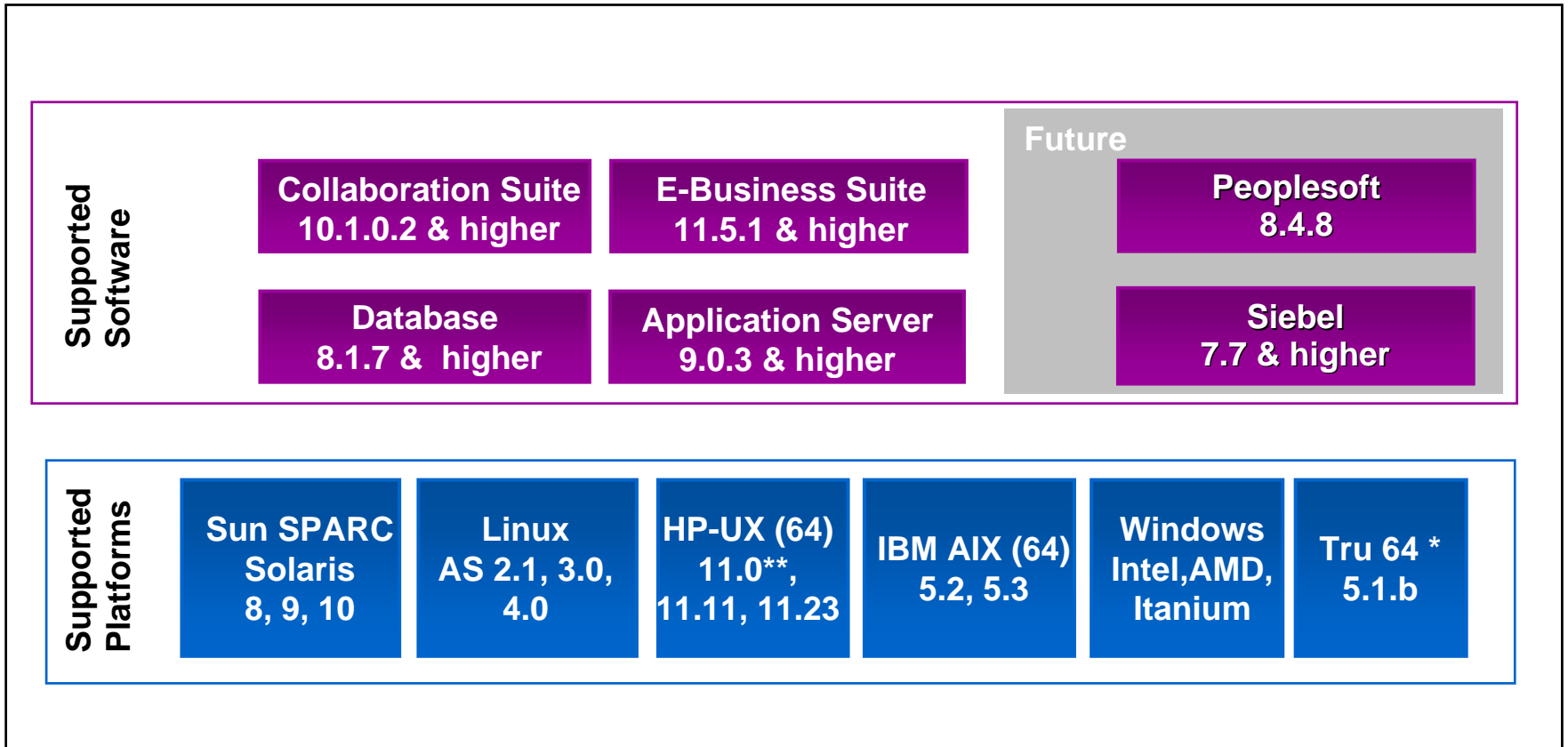
Configuration Support Manager

Enterprise Manager Integration with Support

Configuration Support Manager



OCM Covering the Oracle Technology Stack

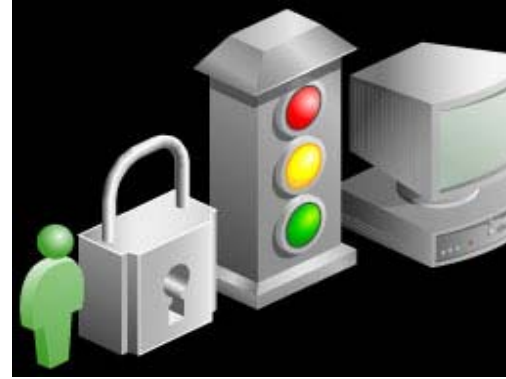


* OCM 10.2.4 is last release with Tru64 as a collection target.

** OCM 10.2.5 is last release with HP-UX 11.0 as a collection target.

Configurations

Security and Privacy Concerns



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

What is a Configuration?

My Favorite Projects

TIP To add projects to your favorites list, click "All Projects" above. The "Permission" column lists those Projects in which you have a role.

[Create New Project](#)

row(s) 1 - 2 of 2

Project Name ▲	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
11.5.10 upgrade	Migrate from 11.5.3 to 11.5.10	Development	FRED STAHL MARKET RESEARCH	25-MAR-2005			
Jack's upgrade	test upgrade	Transition	FRED STAHL MARKET RESEARCH	30-JUN-2007	Own		

row(s) 1 - 2 of 2

[Create New Project](#)

My Favorite Configurations

[Top](#)

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

Click the configuration name to view installed products, associated projects, people and support identifiers.

For automatically collected configurations, click the configuration viewer icon to view collected configuration details, product alerts, and healthchecks.

[Create New Configuration](#)

row(s) 1 - 6 of 6

Configuration Name ▲	Configuration Viewer	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
CCR_ait.nl.oracle.com_db		Database	Production	FRED STAHL MARKET RESEARCH				
DemoLDAP_global-ops.oraclecorp.com_global-ops.oraclecorp.com_ias		Internet Application Server	Production	FRED STAHL MARKET RESEARCH				
DEMOOID_global-ops.oraclecorp.com_db		Database	Production	FRED STAHL MARKET RESEARCH				
Jack's 11.5.10 upgrade		upgrade to test env	Test	FRED STAHL MARKET RESEARCH	Own			

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

My Favorite Configurations

Configuration Support Manager

TIP Configuration Support Manager allows you to define computer configurations that describe your Oracle environment, and milestones for projects involving Oracle products. Providing this information will allow you to log SRs with less data entry, track issues more effectively, and will allow Oracle to proactively suggest solutions and resolve issues faster. [Learn more.](#)

My Favorite Projects

TIP To add projects to your favorites list, click "All Projects" above. The "Permission" column lists those Projects in which you have a role.

row(s) 1 - 1 of 1

Project Name	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
Jack's upgrade	test upgrade	Transition	FRED STAHL MARKET RESEARCH	30-JUN-2007	Own		

Auto Configurations

My Favorite Configurations

TIP To add configurations to your favorites list, click the "All Configurations" tab. The associated column lists those Configurations in which you have a role. [New users click here](#)
Click the configuration name to view installed products, associated projects, people and support identifiers.

For automatically collected configurations, click the configuration viewer icon to view collected configuration details, product alerts, and healthchecks.

row(s) 1 - 6 of 6

Configuration Name	Configuration Viewer	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
DemoLDAP_global-ops.oraclecorp.com_global-ops.oraclecorp.com_ias		Internet Application Server	Production	FRED STAHL MARKET RESEARCH				
DEMOOID_global-ops.oraclecorp.com_d		Database	Production	FRED STAHL MARKET RESEARCH				
Jack's 11.5.10 upgrade		upgrade to test env	Test	FRED STAHL MARKET RESEARCH	Own			
RDA_PRDJP10_celalnx32.us.oracle.com_DB		Database	Production	FRED STAHL MARKET RESEARCH				
VISLA01_apps_db_celalnx4.us.oracle		E-Business Suite	Production	FRED STAHL MARKET RESEARCH				

Viewable Configuration Info

For Database

- ▶ [Config Version](#)
- ▶ [Control Files](#)
- ▶ [Data Files](#)
- ▶ [Instance Information](#)
- ▶ [Feature Usage](#)
- ▶ [High Water Mark](#)
- ▶ [Initialization Parameters](#)
- ▶ [Session High Water Mark](#)
- ▶ [Options](#)
- ▶ [Redo Logs](#)
- ▶ [Rollback Segments](#)
- ▶ [SGA](#)
- ▶ [Tablespaces](#)
- ▶ [Database Users](#)
- ▶ [Statspack Config](#)

For Applications

- ▶ [Number of Active Users](#)
- ▶ [Applied Patches](#)
- ▶ [Custom Forms](#)
- ▶ [Applications System Summary](#)
- ▶ [Applications Topology](#)
- ▶ [Comprising Patches](#)
- ▶ [Component Versions](#)
- ▶ [Config Version](#)
- ▶ [Custom Applications](#)
- ▶ [Profile Options Registered Under Custom Application](#)
- ▶ [Custom Database Objects](#)
- ▶ [Cust Hooks](#)
- ▶ [Custom Message Count](#)
- ▶ [Custom Objects Owned by APPS](#)
- ▶ [Cust Request Sets](#)
- ▶ [Responsibility Count](#)

- ▶ [Cust Triggers](#)
- ▶ [Custom Value Sets - Table Validated](#)
- ▶ [Custom Value Sets \(other than table validated\)](#)
- ▶ [Cust Workflows](#)
- ▶ [Data Groups](#)
- ▶ [Database Version](#)
- ▶ [End-Dated Users](#)
- ▶ [Generic Service Components](#)
- ▶ [Generic Service Components Parameters](#)
- ▶ [High Priority Patches Not Applied](#)
- ▶ [JTF Hooks](#)
- ▶ [Localization Modules](#)
- ▶ [NLS Languages](#)
- ▶ [Other Customizations](#)
- ▶ [Application Patch Levels](#)
- ▶ [Printers](#)
- ▶ [Printer Drivers](#)
- ▶ [Profile Options](#)
- ▶ [Registered Oracle Users](#)
- ▶ [Technology Stack Inventory \(DB\)](#)

RDA Generated Configurations

My Favorite Projects

 **TIP** To add projects to your favorites list, click "All Projects" above. The "Permission" column lists those Projects in which you have a role.

[Create New Project](#)

row(s) 1 - 1 of 1

Project Name ▲	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
Jack's upgrade	test upgrade	Transition	FRED STAHL MARKET RESEARCH	30-JUN-2007	Own		

row(s) 1 - 1 of 1

[Create New Project](#)

My Favorite Configurations

[▲ Top](#)





















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

Click the configuration name to view installed products, associated projects, people and support identifiers.

For automatically collected configurations, click the configuration viewer icon to view collected configuration details, product alerts, and healthchecks.

[Create New Configuration](#)

row(s) 1 - 6 of 6

Configuration Name ▲	Configuration Viewer	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
DemoLDAP_global-ops.oraclecorp.com_global-ops.oraclecorp.com_ias		Internet Application Server	Production	FRED STAHL MARKET RESEARCH				
DEMOOID_global-ops.oraclecorp.com_db		Database	Production	FRED STAHL MARKET RESEARCH				
Jack's 11.5.10 upgrade		upgrade to test env	Test	FRED STAHL MARKET RESEARCH	Own			
RDA_PRDJP10_celalnx32.us.oracle.com_DB		Database	Production	FRED STAHL MARKET RESEARCH				
VISLA01_apps_db_celalnx4.us.oracle.com		E-Business Suite	Production	FRED STAHL MARKET RESEARCH				

Manual Configurations

My Favorite Projects

TIP To add projects to your favorites list, click "All Projects" above. The "Permission" column lists those Projects in which you have a role.

[Create New Project](#)

row(s) 1 - 1 of 1

Project Name ▲	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
Jack's upgrade	test upgrade	Transition	FRED STAHL MARKET RESEARCH	30-JUN-2007	Own		

row(s) 1 - 1 of 1

[Create New Project](#)

My Favorite Configurations

[▲ Top](#)

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

Click the configuration name to view installed products, associated projects, people and support identifiers.

For automatically collected configurations, click the configuration viewer icon to view collected configuration details, product alerts, and healthchecks.

[Create New Configuration](#)

row(s) 1 - 6 of 6

Configuration Name ▲	Configuration Viewer	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
DemoLDAP_global-ops.oraclecorp.com_global-ops.oraclecorp.com_ias		Internet Application Server	Production	FRED STAHL MARKET RESEARCH				
DEMOQID_global-ops.oraclecorp.com_db		Database	Production	FRED STAHL MARKET RESEARCH				
Jack's 11.5.10 upgrade		upgrade to test env	Test	FRED STAHL MARKET RESEARCH	Own			
RDA_PRDJP10_celalnx32.us.oracle.com_DB		Database	Production	FRED STAHL MARKET RESEARCH				
VISLA01_apps_db_celalnx4.us.oracle.com		E-Business Suite	Production	FRED STAHL MARKET RESEARCH				

Services by Configuration Type

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

Disconnected Mode Collection

One Collector...Two Collection Modes...Same CSM Capability

Customers have choice of collection mode

- Use same OCM collector in Disconnected Mode to create configurations on machines not connected to internet.
- Configurations created in Disconnected Mode are the same content as ones created in connected mode.
- MetaLink viewing and usage of configurations is same in both collection modes.

What's Different ?

- OCM and RDA integration provides mechanism for uploading both diagnostic and configuration information as attachment to an SR
- Customer transports disconnected mode collections to a machine that is connected to the internet and attaches disconnected mode collections to an SR – similar user experience to attaching RDA output to an SR

Projects

My Favorite Projects

TIP To add projects to your favorites list, click "All Projects" above. The "Permission" column lists those Projects in which you have a role.

[Create New Project](#)

row(s) 1 - 2 of 2

Project Name ▲	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
11.5.10 upgrade	Migrate from 11.5.3 to 11.5.10	Development	FRED STAHL MARKET RESEARCH	25-MAR-2005			
Jack's upgrade	test upgrade	Transition	FRED STAHL MARKET RESEARCH	30-JUN-2007	Own		

row(s) 1 - 2 of 2

[Create New Project](#)

My Favorite Configurations

[^Top](#)

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

Click the configuration name to view installed products, associated projects, people and support identifiers.

For automatically collected configurations, click the configuration viewer icon to view collected configuration details, product alerts, and healthchecks.

[Create New Configuration](#)

row(s) 1 - 6 of 6

Configuration Name ▲	Configuration Viewer	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
CCR_ait.nl.oracle.com_db		Database	Production	FRED STAHL MARKET RESEARCH				
DemoLDAP.global-ops.oraclecorp.com_global-ops.oraclecorp.com_ias		Internet Application Server	Production	FRED STAHL MARKET RESEARCH				
DEMOOID_global-ops.oraclecorp.com_db		Database	Production	FRED STAHL MARKET RESEARCH				
Jack's 11.5.10 upgrade		upgrade to test env	Test	FRED STAHL MARKET RESEARCH	Own			

Projects

METALINK

[Bookmarks](#)
[Configuration Support Manager](#)
[Admin](#)
[Help](#)

Create Project

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

* Indicates a required field.

* Project Name (Example: 10G Upgrade)

* Project Description

Project Phase

* Organization

Implementation Date (DD-MON-YYYY)

Add To My Favorite Projects List

*** Associated People**

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

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

Milestones

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

Milestones	Owner Name	Due Date (DD-MON-YYYY)	Remove
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Configurations

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

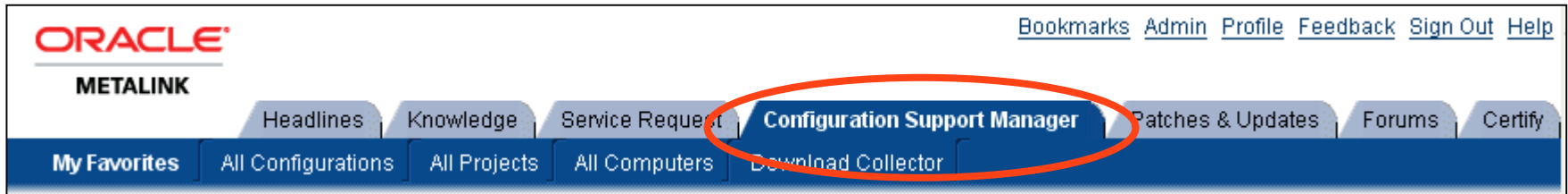
Configurations	Remove
<input type="text"/>	

Support Identifiers

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

Support Identifiers	Remove
<input type="text"/>	

Live Demo



Let's look at the day-to-day benefits, risk avoidance, and time-savings

- Projects
- “My Favorites”
- Service Request submission, tracking and reporting Configurations
- Detailed Configuration View
- Change History
- HealthChecks
- Product Alerts

Healthcheck Summary - Available Today

Configuration Support Manager (CSM) Health Check Description	Total	Health Check Value & Benefits
CPU Security patches - EBSO (Jan2005, April2005, July2005, Oct2005, Jan2006, April2006, July2006, Jan2007, April 2007)	178	The Critical Patch Update Health Check is your starting point to understanding critical security-related fixes for all of your Oracle technology stack components
CPU Security patches - Database (Jan 2007)	7	Checks customer configuration for compliance with quarterly CPU Security Patches on Database release to show risk and recommends patches missing
CPU Security patches - iAS (Jan 2007)	15	Checks customer configuration for compliance with quarterly CPU Security Patches on iAS release to show and recommends patches missing
Machine and OS Configuration - Kernel Parameters Setting (30 HC for HP-UX), (11 HC for Linux), (4 HC for SUNOS), (2 HC for AIX)	47	Machines and OS Configuration Health Check ensures that OS settings and parameters are set correctly for optimal installation and performance.
Certification (3 for EBSO, 3 for iAS, 3 for Database)	9	Check if customer on a Certified configuration to show risk and recommends current version & updates available. Certification Check ensures the stability of database instances, a supported Oracle Server software release must be used, which is certified to run on the installed OS release.
Logging and Archiving	6	Check customer backup and configuration settings against Oracle Best Practice and makes recommendations accordingly based on risk. Logging enables database recovery in the event of process or hardware failure and some types of human error.
Buffer Cache	4	Check customer buffer cache configuration settings against Oracle Best Practice and makes recommendations accordingly. Buffer Cache Management Health Check verifies buffer cache / db_writer best practices are implemented.
Instance	1	Check customer instance configuration settings against Oracle Best Practice and makes recommendations accordingly based on risk. Instance Health Check verifies instance level parameters are set effectively and provides a schematic overview of the database.
Storage Management	1	Check customer storage configuration settings against Oracle Best Practice and makes recommendations accordingly based on risk. Storage Management Health Check examines Oracle structures to ensure optimal space utilization and reduce maintenance overhead.
Memory	2	Check customer memory configuration settings against Oracle Best Practice and makes recommendations accordingly based on risk. Memory Healthchecks ensure the SGA is size properly for the OS
CSM Health Checks Available	270	

Updated: May 1, 2007



Configuration Support Manager

...an essential upgrade support capability

Configuration Support Manager

Use these proactive, automated configuration support capabilities to help you upgrade with confidence.

Prepare to Upgrade

Start your upgrade knowing that your current configuration(s) are well-documented and archived. CSM tells you the exact patch levels of the key data base, middleware, and/or application software components and advises which patches should be applied to each before executing an upgrade.

- ➔ Install OCM collector automatic discovery, collect, upload
- ➔ View detailed configuration(s) showing patch recommendations and proactive alerts
- ➔ Create an Upgrade Project to associate configurations and related service requests to the Upgrade project.

Execute Upgrade

Use your Upgrade Project to track configuration changes and service requests created as you promote your upgrade through development, test and production phases. CSM maintains history of changes on a daily basis.

- ➔ Track SR's for each phase using your Upgrade Project
- ➔ View previous known stable configuration using Prior Snapshot
- ➔ View all changes that happened on any day in a selected timeframe using Change History

Optimize System Health

Continue to maintain your configurations at optimum performance using CSM Health Checks and Proactive Alerts to prevent problems from occurring. New Health Checks are continuously added based on Support Best Practices.

- ➔ Track changes daily with automated configuration uploads
- ➔ View Proactive Security and General Alerts specific to your configuration
- ➔ Optimize configuration performance with Health Checks

Configuration Support Manager

Oracle Configuration Manager and Oracle Enterprise Manager

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

Configuration Support Manager

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

- Select Product 'OSS Support Tools'

ORACLE METALINK

Headlines Knowledge **Service Request** Forum

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

Quick Find Knowledge Base

Create a SR - Step 1

* Denotes a required field. Click on the 'Help' button at any time for more details.

TIP Requesting a product update? Go to **Patches & Updates** to download latest patches.

Use one of my saved [SR Profiles](#):
(select a profile and click 'Go')

OR fill in the required fields below:

*Contact me via: _____

*Product: **OSS Support Tools**

Product List:
OAP Provisioning
OCS Internal Deployment
OE Online - ILC
OFONTS
OMS Delivery Services
OPMCDT
OPN Partner Contact Management System (PCMS)
OPN Partner Map
OPN Partner Profiler
OPN Partner Tracker
OPN Solutions Catalog
ORAJTST
OSS Support Tools
Object Type Translator (OTT)
Obsolescence (Internal System/Application)
Odesta Livelink
On Demand Problem Resolution
On Demand Work Requests
On Demand EOD-PeopleSoft
OnDemand Service Architecture Application
- SELECT A PRODUCT -

Configuration Support Manager

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

- Select Type of Problem “Configuration Support Manager”

Create a SR - Brief Description

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

***Type of problem:**

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

Error Message (if applicable):

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

***I will enter the text of this SR in English:**

Note: Working(SRs) in a language other than English requires translation and can introduce delays.

Make this language preference the default for all my SRs:

Select One

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

Configuration Support Manager MetaLink Forum for CSM

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



2007 STAR Awards *“Best Practices”*

ORACLE®

Best Value-Added Support



ORA

ORACLE®