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My Oracle Support: Configuration Manager **(formerly My Oracle Support configuration manager)**

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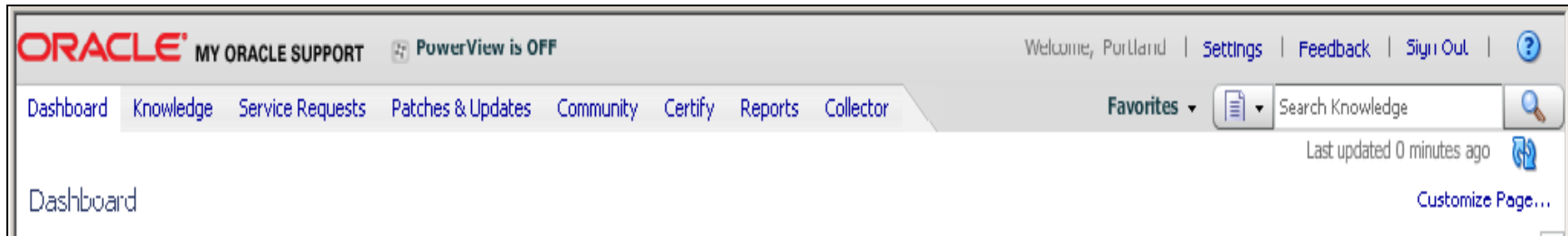


Agenda

- What is the My Oracle Support Configuration Manager ?
- What Data is collected by configuration manager?
- Review the benefits, features and functionality
- Interface overview and demonstration
- Making My Oracle Support Work for you
- Q&A

My Oracle Support Configuration Manager

What is it?



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

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



Configuration Manager

What Data is Collected?

- Captures information about:
 - Host
 - Oracle Software and Patches
 - E-Business Suite Patches
 - Database and iAS Patches
 - Third party software inventory
- Access to this data is limited by:
 - Hardware
 - System Software
 - Oracle Product Information
- Collected data does not include:
 - Business Transactions
 - Passwords
 - Control Sensitive Information

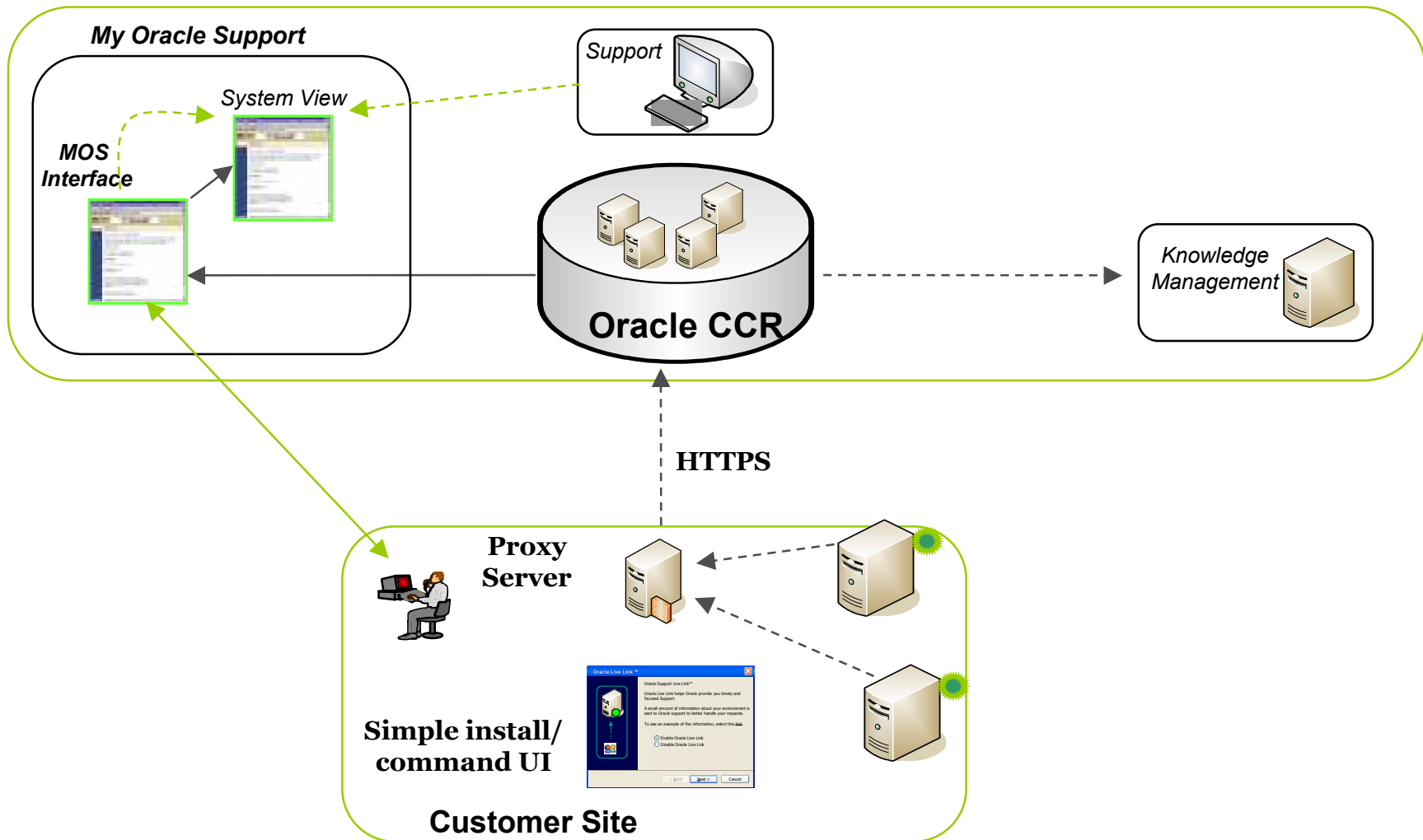


Configuration Manager

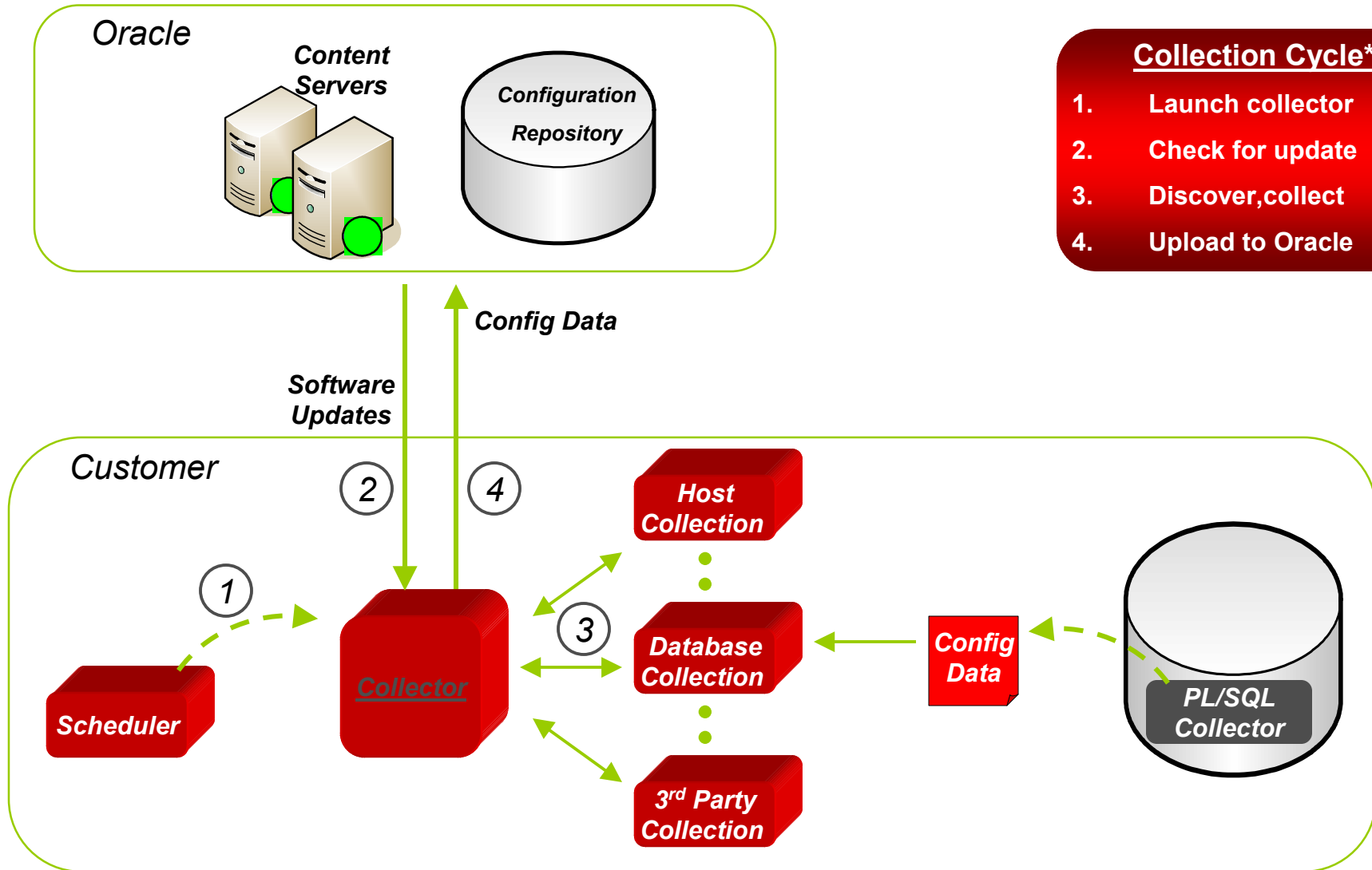
The Four C's

- Configuration Collector (at Customer)
 - Collector deployed into each Oracle Home
 - Allows configuration information to be collected and uploaded directly from the customer site
 - Collector is auto-updating
 - Uploads initiated by collector over a secure pipe
- Centralized repository (at Oracle)
 - Contains the customer configuration information
 - Can be leveraged to provide:
 - Health checks
 - Patch advice
 - Inventory and usage
- Content Server (at Oracle)
 - Acts as publisher of revised configuration collector content for download by the collector.
- Connection with Metalink (at Oracle)
 - Allow customers to log SRs referencing the uploads configurations
 - Allow customers to view their configuration details

Configuration Manager: The Big Picture

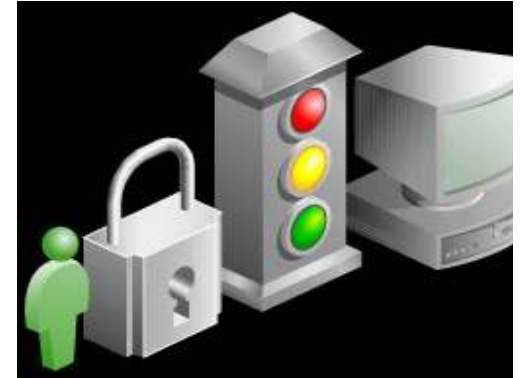


Client-Side Architecture



Configurations

Date Security and Privacy



- 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



Disconnected Mode Collection

One Collector...Two Collection Modes...Same My Oracle Support with configuration management Capability

Customers have choice of collection mode

- Use same configuration manager collector in Disconnected Mode to create system configurations on machines not connected to internet.
- Systems (configurations) created in Disconnected Mode are the same content as ones created in connected mode.
- My Oracle Support viewing and usage of systems (configurations) is same in both collection modes.

What's Different ?

- Configuration management 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

What is a System?

The screenshot displays the Oracle My Oracle Support dashboard. The 'Systems' section is highlighted with a red circle and contains a table of systems. The 'Service Requests' section is also visible, showing a list of requests. The dashboard includes various widgets for system health, inventory, getting started, and knowledge articles.

Name	1	★	Last Collec...	Type	Cri...	Organization
TCME31_auohscmem03.oracleoutsourcing.com_db		★	4 weeks	Database Instance	1	CITY OF MEMPHIS
TCME41_apps_db_auohscmem12.oracleoutsourcing.com_ebs		★	41 weeks	Oracle E-Business ...	1	CITY OF MEMPHIS
TCME41_auohscmem12.oracleoutsourcing.com_db		★	49 weeks	Database Instance	1	CITY OF MEMPHIS
TCME51_apps_db_auohscmem09.oracleoutsourcing.com_ebs_te...		★	43 weeks	Oracle E-Business ...	1	CITY OF MEMPHIS
TCME61_apps_db_auohscmem12.oracleoutsourcing.com_ebs		★	31 weeks	Oracle E-Business ...	1	CITY OF MEMPHIS

Problem Summary	SR Number	★	S.. 2	Created By	Status	Last upda...	Def...
blah	6726674.889	★	4	Portland Tr...	New Service	8 weeks ago	-
UAT 27_SB	6733206.889	★	4	Portland Tr...	1st Callback	4 weeks ago	-
uat 14	6733207.889	★	4	Portland Tr...	New Service	4 weeks ago	-
UAT 14 blah	6733227.889	★	4	Portland Tr...	New Service	4 weeks ago	-

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



My Oracle Support Configuration Manager: What and Why?

- Objective:
 - Using configuration information to present “What do I need to know, and what do I need to do?”
- Provides:
 - User Personalization
 - Based on preferences, behavior, history, interests, and role
 - Enables customized recommendations
 - System Configuration Personalization
 - Based on the environment, configuration and change history
 - Ability to convey what is used
 - Enables problem prevention and knowledge matching
 - Problem Personalization
 - Based on product, problem signature and context
 - Enables precise and/or guided knowledge retrieval

Sign in in to My Oracle Support Configuration Manager

ORACLE MY ORACLE SUPPORT

My Oracle Support

Introducing My Oracle Support, the next generation MetaLink experience. My Oracle Support offers you secure, real-time access to Oracle experts on the complete Oracle software stack. It also provides groundbreaking personalized & proactive support capabilities that help reduce unplanned down time and improve system stability. Leverage the Internet for immediate access to 24/7 support and get the critical and timely information you need for running your business.

Proactive, Automated Tools
Personalized, Comprehensive Knowledge
Simplified Configuration Management
Robust Search
Downloadable Product Patches
Customer Community
Customized Dashboards

[Learn more](#)

Sign In

Language

User Name

Password

My Oracle Support (requires Flash)

Classic MetaLink

Remember me

[I forgot my password](#)

Register here

[Oracle employees register here](#)

[Read the Registration FAQ](#)

My Oracle Support requires Adobe Flash Player 9.

Having trouble with Flash? Try these tips:

- Running Flash in your organization
- Installing the right version of Flash
- Flash FAQ
- Adobe Flash support site

If you can't or don't want to run Flash, sign in to the Classic (HTML) version.

[Tell us about your experience with My Oracle Support.](#)

ORACLE **MY ORACLE SUPPORT** Formerly MetaLink

[My Oracle Support \(the new MetaLink\)](#) [Bookmarks](#) [Admin](#) [Profile](#) [Feedback](#) [Sign Out](#) [Help](#)

Headlines Knowledge Service Request Collector Patches & Updates Community Certify

Headlines News, Events & Training E-Business Suite

[Quick Find](#) Knowledge Base [Advanced](#) [Saved Searches](#)



Demonstration

Getting the most out of “My Oracle Support”

ORACLE MY ORACLE SUPPORT

Welcome, Atlanta | Settings | Feedback | Sign Out

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certify | Reports | **Collector**

Favorites | Enter an Advanced Search | Last updated 0 minutes ago

Collector

Get the most out of My Oracle Support

Install configuration manager

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

Why

- Faster problem resolution** from integrating your configuration information into the service request flow providing Oracle Support the information they need real-time to resolve your problem quickly and efficiently
- Preventive Support Advice** based on personalized, preventive security & product patch information that address potential issues before they impact your system & operations
- Improved systems stability** delivered through proactive advice & health checks driven by Oracle best practices and personalized to your system configuration.
- Simplified configuration management** from a single, comprehensive and personalized dashboard of configurations, projects and inventory
- Included** with your Oracle Premier Support subscription, the configuration manager offers a simplified support experience.
- Get Results.** Other customers have reported 40% faster issue resolution, a 30% reduction in the time it takes to log a Service Request, and 25% problem avoidance with Alerts and Health Checks.

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

Using It Once the configuration manager is installed, My Oracle Support provides a complete and up-to-date view of your environment. The following resources can help you learn and make use of the many features of My Oracle Support.

- Quick Start Guide
- Frequently Asked Questions
- Browse Knowledge Articles
- News & Blog
- Training: Pre-recorded
- Training: Upcoming Schedule

Get started now. Download the configuration manager.

Select Platform

Linux x86 Download

What types of information are collected?

Oracle collects only configuration information, including:

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

Security Overview

Collections

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

How to Install and Run the Configuration Manager

Choose an article or read the Quick Start Guide

- Pre-recorded Training
- Installation and Administration Guide
- Prerequisites
- Network Connection Methods and Tests
- Frequently Asked Questions

Additional Resources

- Customer Success Story, Brunswick
- Customer Success Story, Ingersoll Rand
- Improving QoS for Oracle Database, Podcast
- Data Sheet

Return to Classic Metalink

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Sample My Oracle Support Data being

Application Server level

- Configuration files
- Console configuration
- DCM configuration
- Deployed applications
- General
- OPMN configuration

JServ level

- Configuration files
- Zones

Database level

- 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 configuration

eBusiness Suite

- # 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 app.
- Custom database objects
- Cust. Hooks
- Custom message count
- Custom objects owned by Apps
- Custom request sets
- Responsibility count
- Custom triggers
- Custom value sets – table validated
- Custom value sets – other
- Custom workflows
- Data groups
- Database version
- End-Dated users
- Generic service components parameters
- High priority patches not applied
- JTF hooks
- Localization modules
- NSL languages
- Other customizations
- Application patch levels
- Printers
- Printer drivers
- Profile options
- Registered Oracle users
- Technology stack inventory (DB)

HTTP Server level

- Cipher suites
- Configuration files
- General
- Listen addresses
- Performance related settings
- Virtual hosts

Host level

- Operating system initialized services
- Operating system ULIMITs
- Hardware
- CPUs
- IO devices
- Network interfaces
- Operating system
- Component
- File system
- Modules
- OS parameters
- Registered software

Infrastructure level

- Apps web configuration
- Apps web configuration files
- Context files
- Database configuration
- Database configuration files
- Custom context variables
- Environment context variables
- Global context variables
- Host context variables
- Install context variables
- Process context variables
- System context variables
- Technology stack inventory (file system)
- Workflow mailer configuration
- Workflow mailer configuration files

My Oracle Support configuration manager ...an essential upgrade support capability

Prepare to Upgrade

Start your upgrade knowing that your current configuration(s) are well-documented and archived. My Oracle Support 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.

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. My Oracle Support maintains history of changes on a daily basis.

Optimize System Health

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

My Oracle Support configuration manager

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

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



Configuration Manager and Oracle Enterprise Manager

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

My Oracle Support

If you need Support - how to create a SR for My Oracle Support/configuration manager

- Select Type of Problem “My Oracle Support configuration manager”

The screenshot shows the 'Product and Problem' section of the Oracle Support Request (SR) creation form. A red arrow points to the 'Product' dropdown menu, which is currently set to 'Software Configuration Manager'. The form includes the following fields:

- Product**: * Software Configuration Manager (dropdown)
- Product Version**: *
- Platform**: * Select a Platform (dropdown)
- Platform Version**: *
- Database Version**: *
- Save as SR Profile Name**: *
- Urgent: Request Severity 1**: No (dropdown) Choose YES only if the problem is causing mission or business-critical loss of service requiring immediate and continuous effort on your company's part to resolve.
- Problem**:
 - Category**: * Select a Category (dropdown)

At the bottom of the form, there are three buttons: **Cancel**, **Back**, and **Next**. A **Save** button is also present but is disabled.

My Oracle Support Configuration Manager



VALUE

A powerful new Premier Support capability that provides a dramatically simpler way for Oracle customers to manage their Oracle environment

- Simplified configuration management
- Faster problem resolution
- Proactive issue notification
- Optimized performance



BETTER RESULTS

- 30% Reduction Service Request Log Time
- 20% Faster Response Time to Service Requests
- 40% Faster Issue Resolution
- 25% Problem Avoidance with Alerts and HealthChecks



2007 STAR Awards *“Best Practices”*

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Best Value-Added Support



ORA



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