My Oracle Support: Configuration Manager

(formerly My Oracle Support configuration manager)

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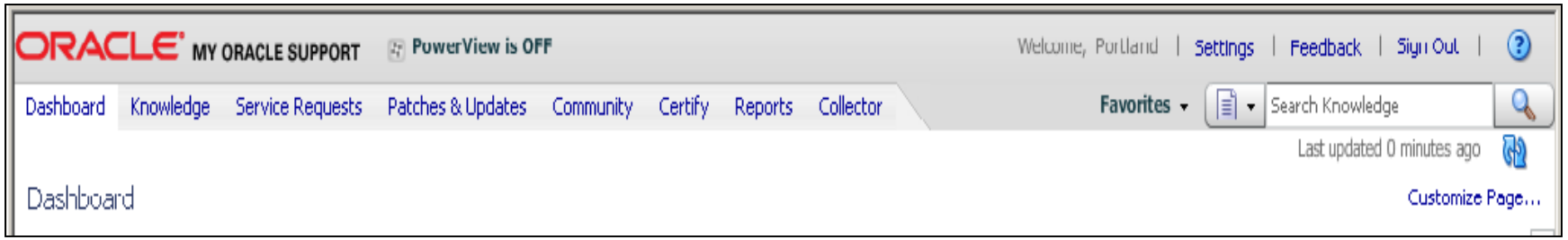
Agenda

- 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?

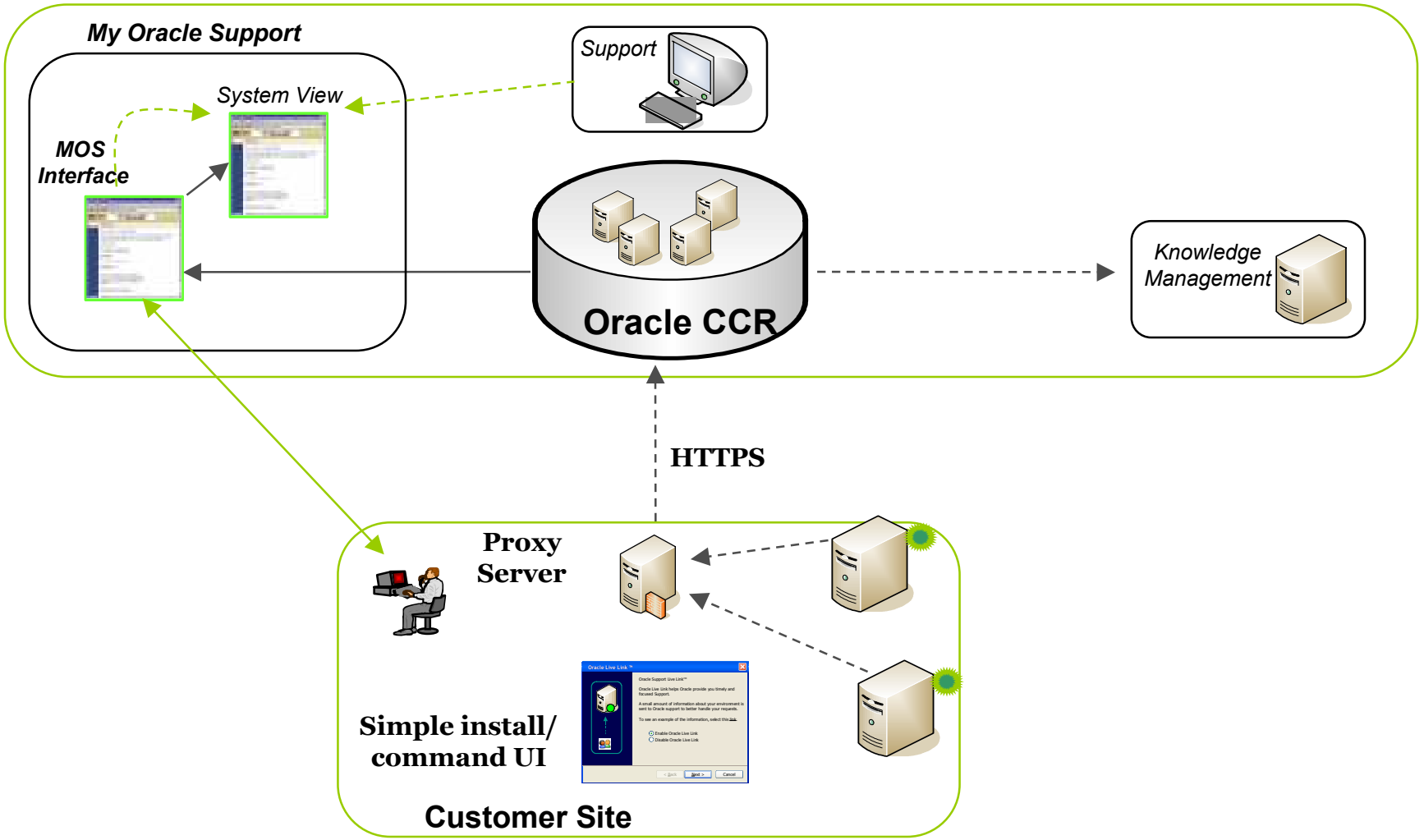
- Captures information about:
  - Host
  - Oracle Software and Patches
    - E-Business Suite Patches
    - Database and iAS Patches
  - Third party software inventory
- Access to this data is limited by:
  - Hardware
  - System Software
  - Oracle Product Information
- Collected data does not include: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

Configuration Manager

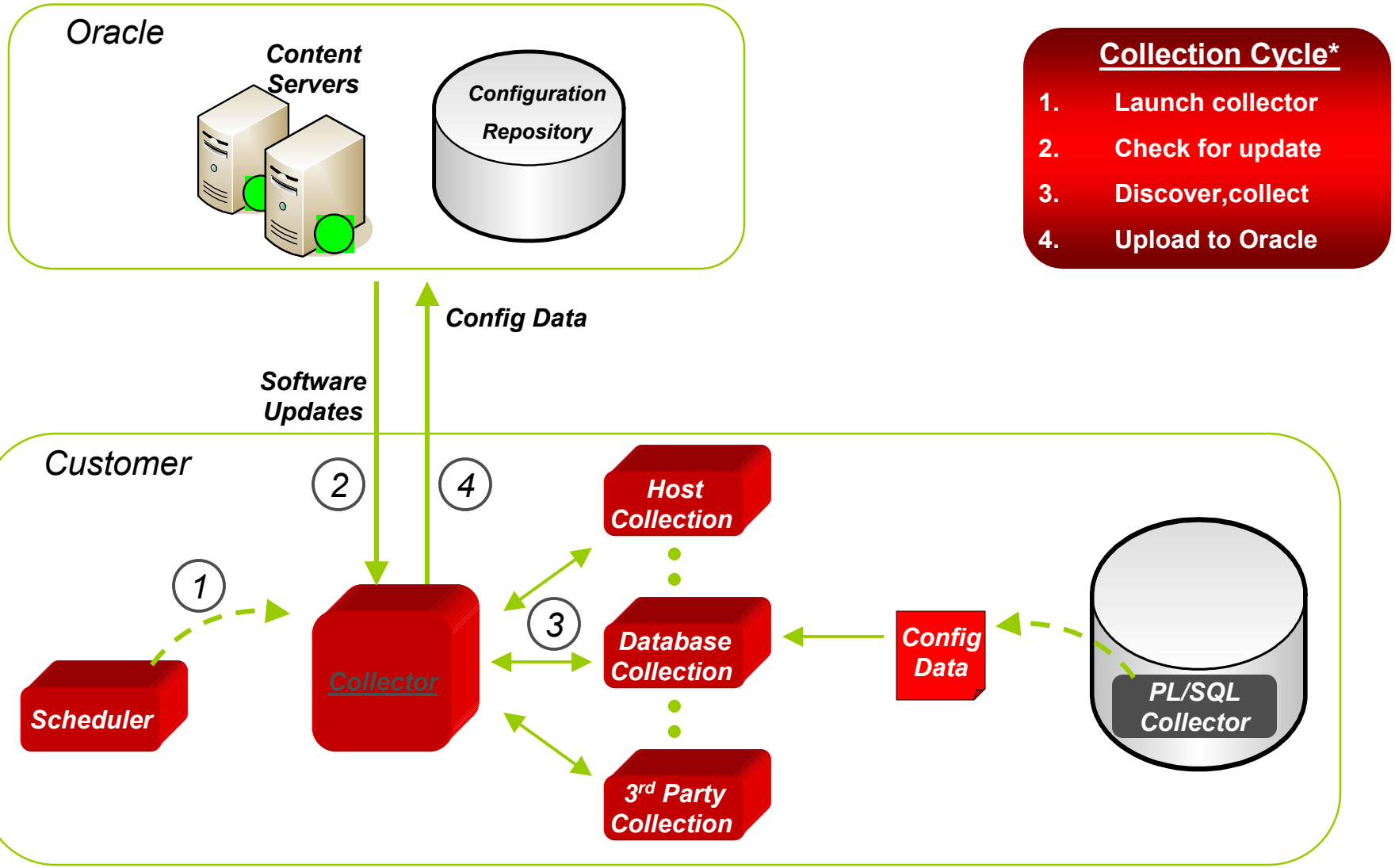
The Four C's

- 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



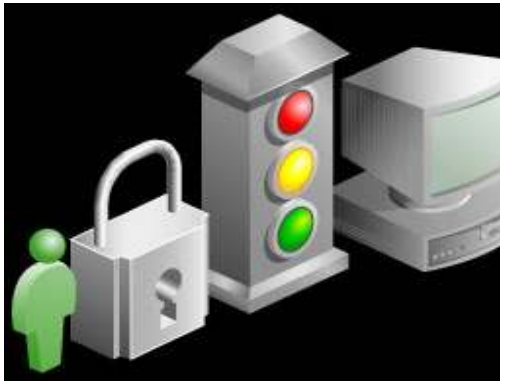
Client-Side Architecture



Collection Cycle*

1. Launch collector
2. Check for update
3. Discover,collect
4. Upload to Oracle

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

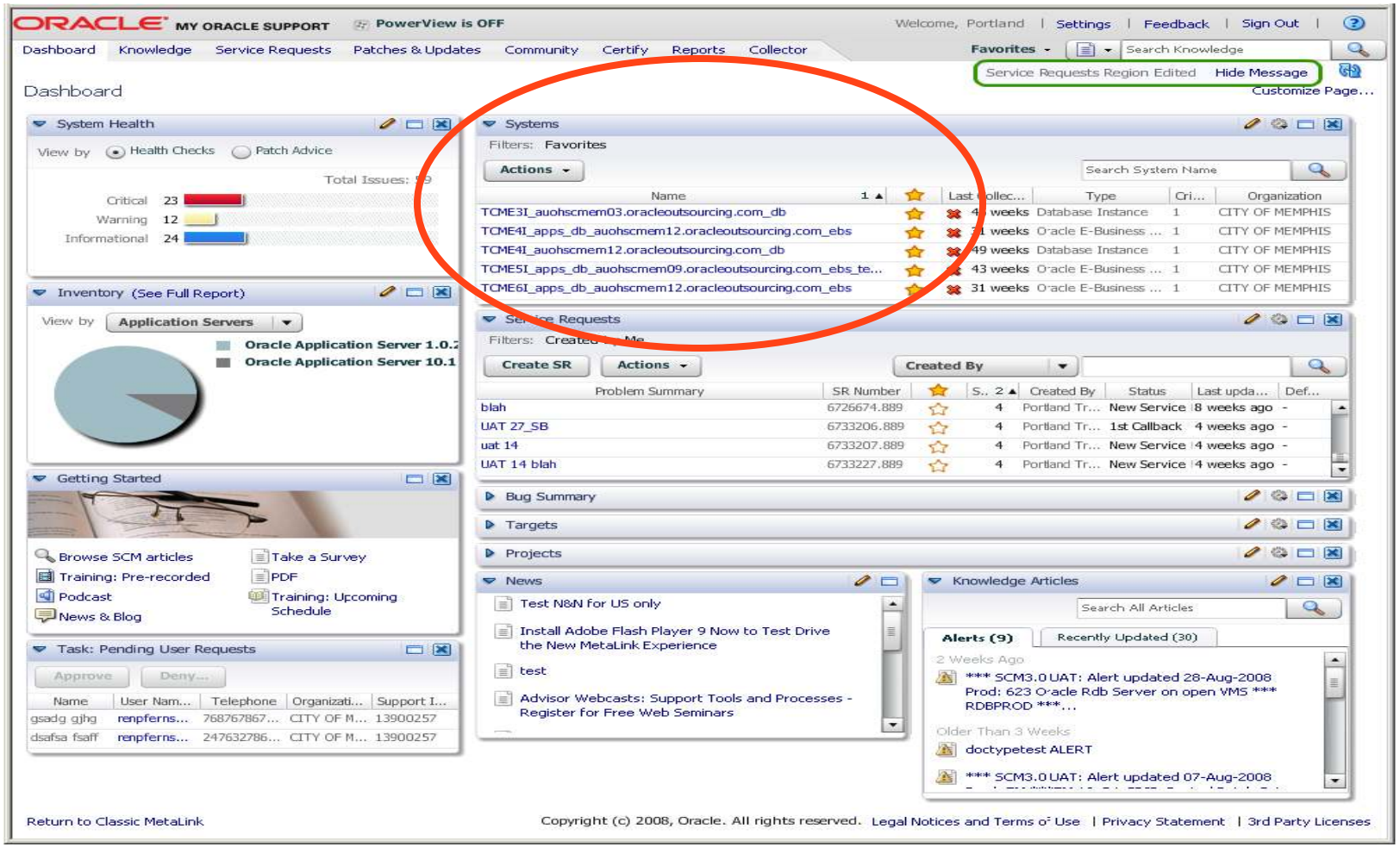
Customers have choice of collection mode

- 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?



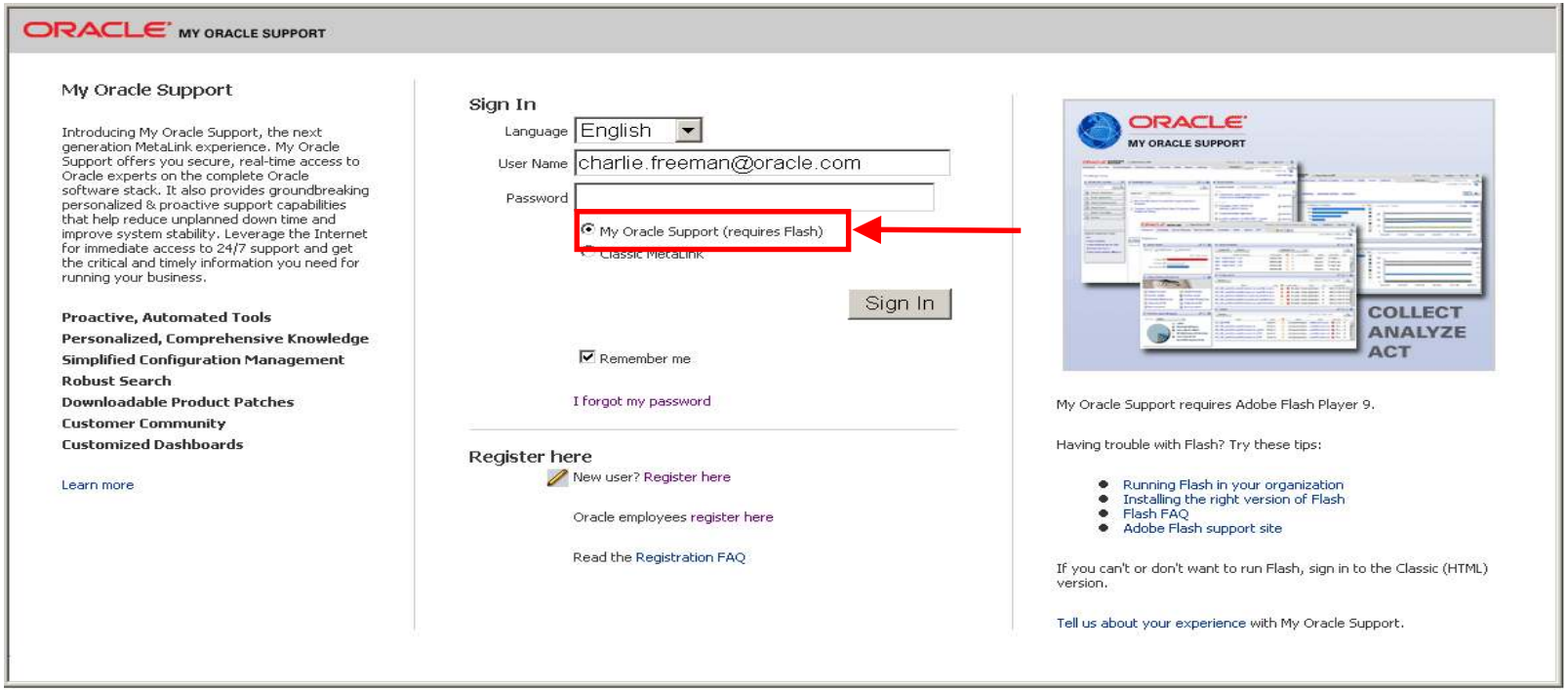
Systems are named collections of hardware, software, and operating system running on a machine

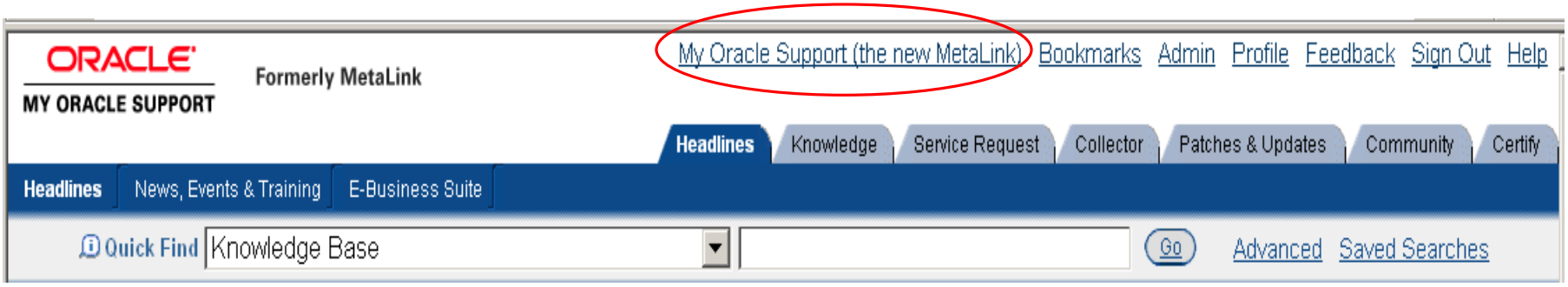
My Oracle Support Configuration Manager: What and Why?

- 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

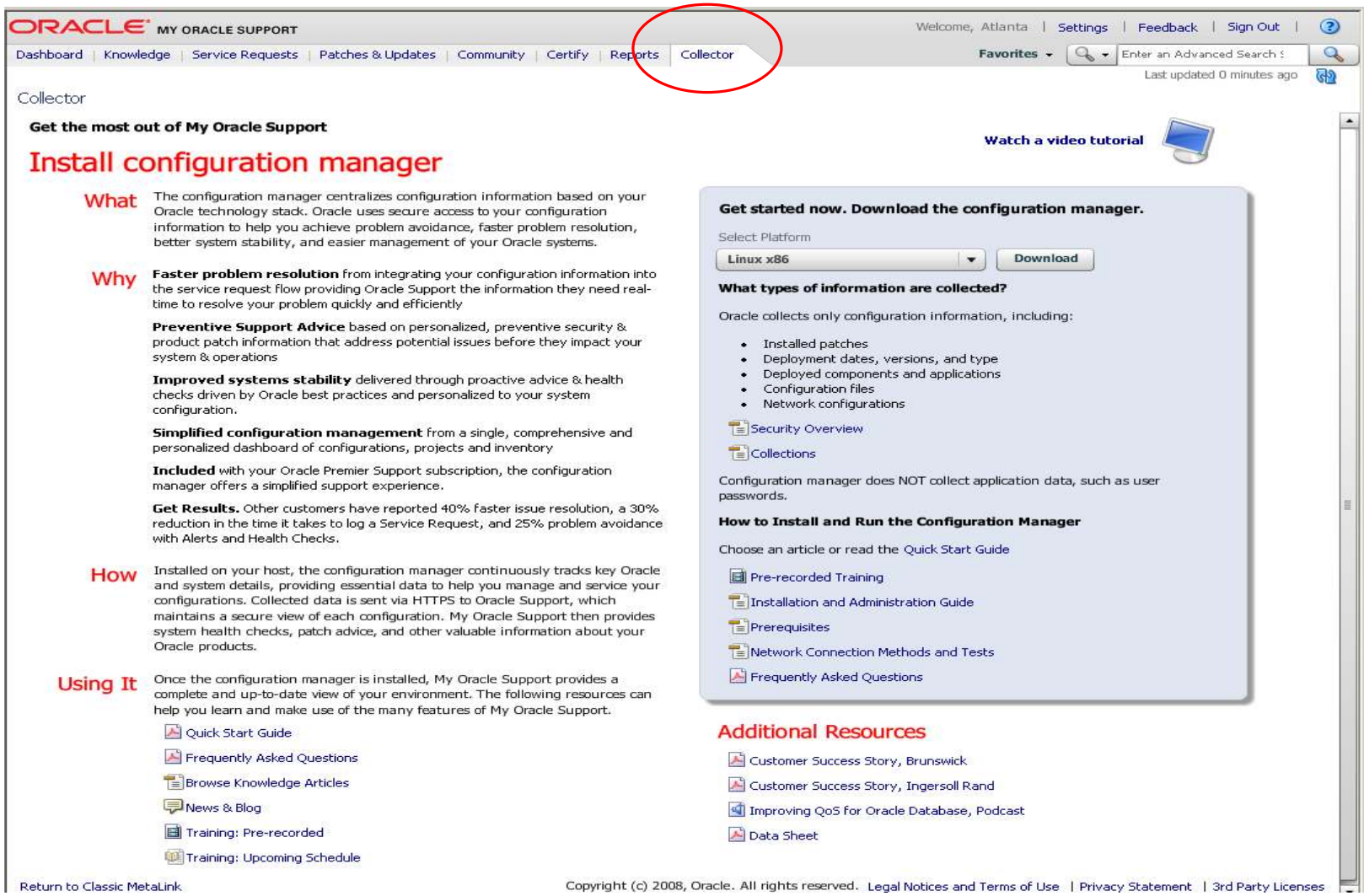
Configuration Manager





Demonstration

Getting the most out of “My Oracle Support”



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

		My Oracle Support configuration 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. 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.	➡ 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.
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.	➡ 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 My Oracle Support 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

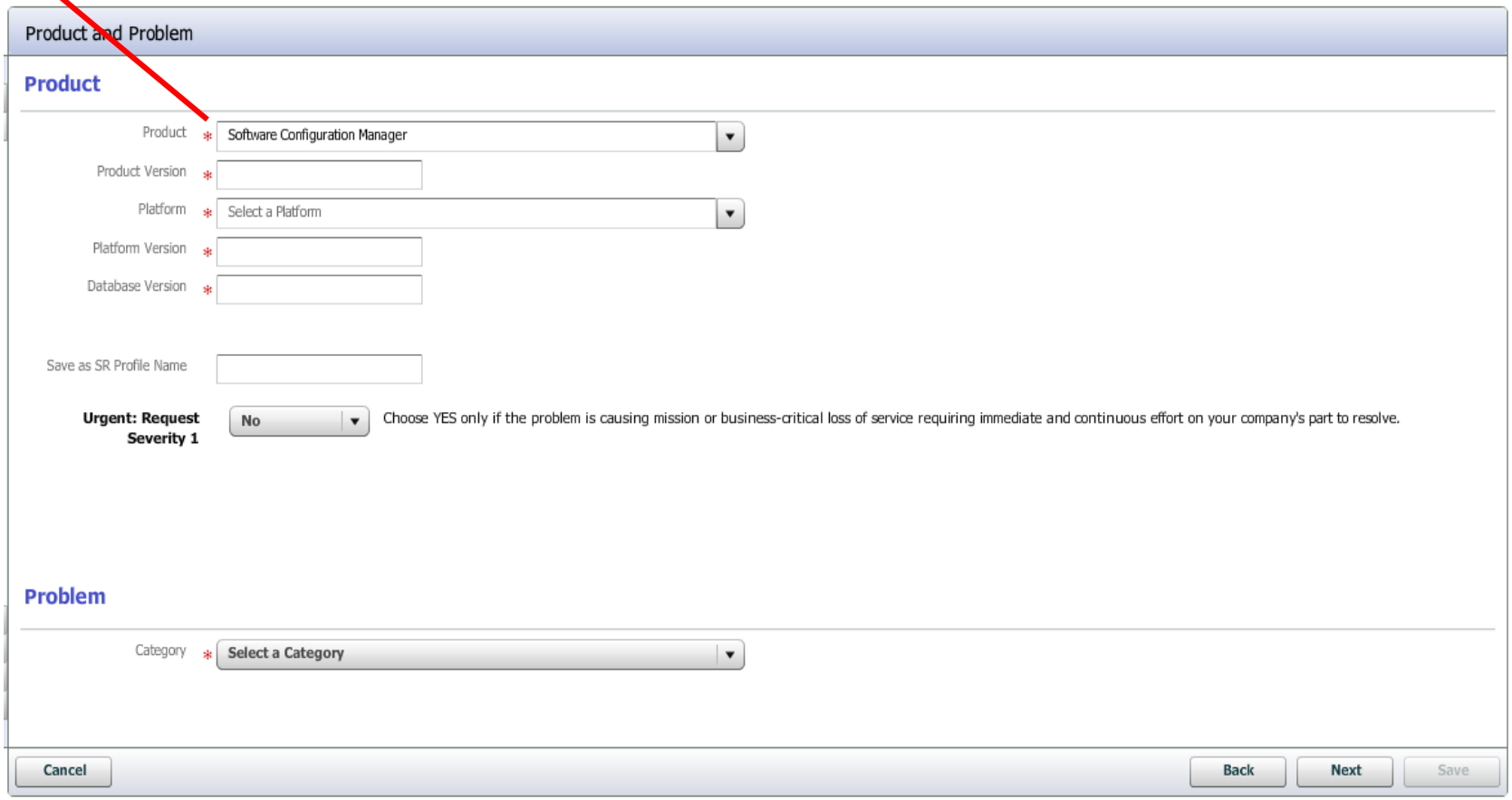
Configuration Manager and Oracle Enterprise Manager

- 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”



My Oracle Support Configuration Manager

SSPA star★award

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

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Q&A

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