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## **Maintenance Wizard**

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# Agenda

- Defined
- Key Features and Benefits
- Demonstration: Usage
- Benefit Recap: Capabilities
- Technical Aspects
- Reference Documentation
- Support Procedure
- Customer Support Management Team
- Q&A

# Maintenance Wizard Defined

Maintenance Wizard is a self-service tool that guides customers in a **methodical** and **repeatable** way through the **upgrade process**.

It is provided **FREE** for Oracle Applications customers who have a standard Product Services contract with Oracle.

# Maintenance Wizard

## Key Features and Benefits

- **Overall complete upgrade process management**
  - Step by step assistance through the upgrade process
  - Step automation and customization
  - Critical patch identification to prevent accidental omission
- **Applications upgrade specifics**
  - Full TUMS integration
  - Automated analysis of patch levels and dynamic reconfiguration of required steps
  - Automated determination of steps based on products installed and versions

# Maintenance Wizard

## Key Features and Benefits

- **Database upgrade specifics**
  - Includes all steps that must be run before and after the execution of the DBUA (for example, converting from using rollback segments to using System Managed Undo and gathering schema statistics)
  - Keeps everything in one place and prevents having to jump from document to document to complete the DB upgrade
  - Includes the interoperability steps necessary to have 11i operate properly with the new version of the database

## Features At A Glance

Multi-Components

Multi-Tier Platform

Secured Remote Access

Multi-System

Multi-Project

Multi-User

Step Logging

Customizable

Live Patching

## Oracle Application and/or Database Upgrade

- Upgrade Assistant 11.5.10
  - 10.7 or 11.0 customers to 11.5.10.2
- Maintenance Pack Assistant 11.5.10
  - 11.5.3+ customers to 11.5.10.2
- Upgrade Assistant R12
  - 11.5.8 or higher to 12.0.4
- Maintenance Pack Assistant R12
  - 12.0.0 or higher to 12.0.4
- Applications Database Upgrade Assistant 10g
  - 8i or 9i Apps database customers to 10g

# Maintenance Wizard Capabilities



## Features At A Glance

Multi-Components

Multi-Tier Platform

Secured Remote Access

Multi-System

Multi-Project

Multi-User

Step Logging

Customizable

Live Patching

- Sun Solaris
- HP
- AIX
- Linux
- TRU-64

# Maintenance Wizard Capabilities



## Features At A Glance

Multi-Components

Multi-Tier Platform

Secured Remote Access

Multi-System

Multi-Project

Multi-User

Step Logging

Customizable

Live Patching

- Remote Shell (RSH)
- Secured Shell (SSH)



# Maintenance Wizard Capabilities



## Features At A Glance

Multi-Components

Multi-Tier Platform

Secured Remote Access

Multi-System

Multi-Project

Multi-User

Step Logging

Customizable

Live Patching

Multiple configurations can be defined, representing:

- Production environments
- Test systems
- Development systems

# Maintenance Wizard Capabilities



## Features At A Glance

Multi-Components

Multi-Tier Platform

Secured Remote Access

Multi-System

Multi-Project

Multi-User

Step Logging

Customizable

Live Patching

- Test Upgrade
- Test Apps/DB Upgrade
- Production Upgrade

# Maintenance Wizard Capabilities



## Features At A Glance

Multi-Components

Multi-Tier Platform

Secured Remote Access

Multi-System

Multi-Project

Multi-User

Step Logging

Customizable

Live Patching

## Roles:

- System Administrator
- Project Administrator
- Engineer

# Maintenance Wizard Capabilities



## Features At A Glance

Multi-Components

Multi-Tier Platform

Secured Remote Access

Multi-System

Multi-Project

Multi-User

Step Logging

Customizable

Live Patching

- Steps can be automated
- Log record for each step
- Progress Report
- Historical Data
- Timing Report

# Maintenance Wizard Capabilities



## Features At A Glance

Multi-Components

Multi-Tier Platform

Secured Remote Access

Multi-System

Multi-Project

Multi-User

Step Logging

Customizable

Live Patching

- Customizable
- Add steps based on requirements
- Can be automated as well

# Maintenance Wizard Capabilities



## Features At A Glance

Multi-Components

Multi-Tier Platform

Secured Remote Access

Multi-System

Multi-Project

Multi-User

Step Logging

Customizable

Live Patching

- Automatic LivePatch from MetaLink
- Live Update project by project or all
- Refresh instance from another instance

# Maintenance Wizard Sysadmin

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## Maintenance Wizard



System Administrator

Configuration

User Admin

Roles

Customer

Projects

Administration

LivePatch

Liveupdate

Reports

### Project Maintenance

Use this form to create new projects or modify existing project header information.

You must have defined the customer prior to creating a project for that customer.

Existing projects can be viewed in the lower portion of the screen.

### Add Project

Customer Name	Project Name	Product
<input type="text" value="Acme Corporation"/>	<input type="text" value="testdvw"/>	<input type="text" value="Upgrade Assistant for Release 12"/>
Source Version	Destination Version	Remote EOF_HOME
<input type="text" value="11.5.10"/>	<input type="text" value="12"/>	<input type="text" value=""/>
Administrator	Copy Steps from ...	Action
<input type="text" value="Administrator"/>	<input type="text" value="Master"/>	<input type="button" value="Add"/>

## System Admin – Configuration Tasks

- Define Customers and Projects
- Update Maintenance Wizard Versions
- Project and User Reports
- Multiple Sysadmins allowed



### Define Nodes

Use this form to define the nodes for your project. Specify the node header information and attribute values for each node type. When all nodes types are defined, complete the node configuration by pressing the **CONFIGURE** button.

You have completed the node configuration when the status of the project is **CONFIGURATION COMPLETE**.

### Project Details

Customer Name	Project Name	Product	Upgrade From	Upgrade To	Remote Eof Home
Acme Corporation	Testdvw	Upgrade Assistant for Release 12	11.5.10	12	visr12_mw

### Unregistered Node(s)

Node Source Type
Select Node Source Type
Select Node Source Type
Manually specify node attributes
Copy from existing customer/project
Read from AutoConfig

## Project Admin – Define Nodes

- Add Nodes to be upgraded
- Define nodes manually, copy from existing project or read from AutoConfig file
- Multiple Project Admins allowed



# Maintenance Wizard Project Admin



Registered Node(s)							
Node	Host	Username	Platform	Remote Access Type	Node Information		
11i Administration Node	global-ops.oraclecorp.com	vis1159	Linux	SSH	Modify	Attributes	Unregister
11i Concurrent Manager Node	global-ops.oraclecorp.com	vis1159	Linux	SSH	Modify	Attributes	Unregister
11i Forms Node	global-ops.oraclecorp.com	vis1159	Linux	SSH	Modify	Attributes	Unregister
11i Web Node	global-ops.oraclecorp.com	vis1159	Linux	SSH	Modify	Attributes	Unregister
12 Administration Node	ap6264rt.us.oracle.com	appmgr04	Linux	RSH	Modify	Attributes	Unregister
12 Concurrent Manager Node	ap6264rt.us.oracle.com	appmgr04	Linux	RSH	Modify	Attributes	Unregister
12 Forms Node	ap6264rt.us.oracle.com	appmgr04	Linux	RSH	Modify	Attributes	Unregister
12 Web Node	ap6264rt.us.oracle.com	appmgr04	Linux	RSH	Modify	Attributes	Unregister
Database Node	global-ops.oraclecorp.com	vis1159	Linux	SSH	Modify	Attributes	Unregister
<b>View attributes for all Registered Nodes</b>					View All		
<b>Unregister all Registered Nodes</b>					Unregister All		
<b>Status</b>					<b>CONFIGURATION COMPLETE</b>		

## Project Admin – Define Nodes

- **Configuration Complete** message when Nodes are all defined properly

# Maintenance Wizard Project Admin

Add User	Edit User	View User	Assign Proj Admins	Assign Engineers									
<b>Responsibilities</b>													
Use this form to assign responsibilities to a user. Responsibilities determine which categories, product families and tasks show up for the user.													
Assigning at least one responsibility to a user implicitly gives that user the Engineer role.													
There is also a special Developer responsibility which gives a user the ability to change the code behind the steps.													
Projects Upg Impact	<input checked="" type="checkbox"/>	+											
Supp Chn Upg Impact	<input checked="" type="checkbox"/>	+											
Diagnostics	<input checked="" type="checkbox"/>	+											
test2	<input checked="" type="checkbox"/>	+											
MyTestCat	<input type="checkbox"/>	-		<table border="1"> <tr> <td>crm</td> <td><input checked="" type="checkbox"/></td> <td>+</td> </tr> <tr> <td>MyTestPF</td> <td><input checked="" type="checkbox"/></td> <td>+</td> </tr> <tr> <td>1</td> <td><input type="checkbox"/></td> <td>+</td> </tr> </table>	crm	<input checked="" type="checkbox"/>	+	MyTestPF	<input checked="" type="checkbox"/>	+	1	<input type="checkbox"/>	+
crm	<input checked="" type="checkbox"/>	+											
MyTestPF	<input checked="" type="checkbox"/>	+											
1	<input type="checkbox"/>	+											
<b>Development Responsibility</b>		<input type="checkbox"/>											
<b>OS Command Access</b>		<input type="checkbox"/>											
<b>SQL Query Access</b>		<input type="checkbox"/>											
<b>Save Responsibility(s)</b>			Reset	Save									
<b>Remove All Responsibilities</b>			Remove All										
<b>Assign All Responsibilities</b>			Assign All										

## Project Admin – Assign Engineers

- Assign Engineers to Project Steps to be completed by the Engineer
- Can assign Development (Customization), OS Command Access and SQL Query Access

# Demo

# Maintenance Wizard Engineer



## Product Family: Review Upgrade Tasks

TASK: Review Upgrade Tasks		Audit	Setup	Execute	Validate
Comments	Step				
	1-Apply 11i.AD.I (Conditionally Required)				
	1.1-Verify version of perl (Conditionally Required)				
	1.2-Verify FNDLOAD exists (Conditionally Required)				
	1.3-Apply Windows prerequisites for AD mini-pack (Conditionally Required)				
	1.4-Verify that you have implemented the apps.zip architectural change (Conditionally Required)				
	1.5-Convert to Multiple Organizations (Conditionally Required)				
	1.6-Apply patch 4712852 (Conditionally Required)				
	1.7-Apply patch 4605654 (Conditionally Required)				
	1.8-Perform AD Minipack post-install steps (Conditionally Required)				
	2-Run TUMS utility (Recommended)				

## Engineer - Process Steps

- Engineer sees steps assigned to them, in the order in which they should be completed
- Comments, Audit/Log files attached to each step
- Easy to understand icons to show each step's status

## Engineer - Process Steps – Help Links

- Maintenance Wizard Overview
- Oracle Applications User Guide
- Release Notes
- Maintenance Procedures
- Maintenance Utilities
- Feedback mechanism to Oracle on the Maintenance Wizard product itself
- Maintenance Wizard Forum



# Maintenance Wizard Installation

- Download and install the latest version of the **FULL Maintenance Wizard** from Note **215527.1**.
- Download and install the latest version of **LIVEPATCH** from Note **215527.1**.
- Complete details are described in note **292981.1**

# Maintenance Wizard MetaLink

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## Tools and Training

- [Configuration Support Manager](#)
- [Diagnostic Tools](#)
- **Maintenance Wizard**
- [Training \(Web Seminars\)](#)

## MetaLink - Navigation

- Knowledge Tab
- Knowledge Browser
- Maintenance Wizard under Tools and Training

# Maintenance Wizard MetaLink

Subject: **Installing the Maintenance Wizard: A Step-by-Step Guide**

[Doc ID:](#) **Note:329476.1**

Type: **HOWTO**

Last Revision Date: **04-JUN-2008**

Status: **PUBLISHED**

## Maintenance Wizard

The following table provides links to all documents relating to Maintenance Wizard. These documents are updated as new information becomes available.

Maintenance Wizard Reference Documentation Menu					
<a href="#">MW Overview</a>	<a href="#">Downloads</a>	<a href="#">Installation Instructions</a> <b>You Are Here!</b>	<a href="#">User's Guide</a>	<a href="#">FAQ</a>	<a href="#">Training</a>

## MetaLink – Installation Instructions

- Overview and Downloads
- Step By Step Installation Instructions
- Maintenance Wizard User Guide Link
- FAQ and Training



# Maintenance Wizard MetaLink



## Maintenance Wizard FAQ

**Note:** The questions in this FAQ apply to Maintenance Wizards versions 1.x and 2.x unless otherwise specified by the following icons:

**MW 1.x** MW version 1.x only

**MW 2.x** MW version 2.x only

### In This Document

- [Features and Functionality](#)
- [Installation and LivePatches](#)
- [Projects](#)
- [Submit Feedback](#)

Above: Maintenance Wizard FAQ - Constantly Being Updated

Below: Links to the Maintenance Wizard Forum and Feedback

### Feedback

[Maintenance Wizard Forum](#)

[Submit Feedback](#)

# Maintenance Wizard Support Procedure

- Maintenance Wizard is **supported the same** way as any other Oracle product
- In case of any installation / execution issue, log a Service Request:
  - Product = **Maintenance Wizard**

# For More Information

<http://search.oracle.com>

Maintenance Wizard



or

[oracle.com](http://oracle.com)

## Maintenance Wizard Forum

<http://forums.oracle.com/forums/forum.jspa?forumID=351>

Q&A