

DOAG

ORACLE®

## Presentation

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My  
Oracle  
Support

# My Oracle Support

## Agenda

- MOS for Beginners / Release **6.8**
- History / Features
- Software
- OCM versus Grid Control
- The Big Picture
- OCM - The disconnected mode
- Tipps & Tricks [**DOAG 2014 Special**]
- Live Demo
- Known Errors & Best Practices
- Links
- Questions



# My Oracle Support

## MOS for Beginners / Release 6.8

- **Hotline Numbers [Global HUB]**  
Oracle +49 180 2000 170 (Support)  
+49 800 000 1659 (Sales)
- **Where is my CSI?**  
Settings > Personal > My Account > Request Access > Find Support Identifier
- **Add Customer CSI to MOS**  
Settings > Personal > My Account > Request Access > E-Mail to CUA (Cus User Ad.)
- **Release 6.8 [January 2014]**  
Chat Feature, Service Request Details by E-Mail, Search for Sun Patches, Settings, Advanced Search, MRU, CSI Groups
- **More Information**  
<http://www.oracle.com/us/support/contact/index.html>  
My Oracle Support Release Notes [ID 780132.5]  
<http://www.oracle.com/us/support/myo-support-quick-reference-1957377.pdf>

# My Oracle Support

## History / Features

<http://support.oracle.com> / <http://supporthtml.oracle.com>

- **metalink.oracle.com**

MCP: My Config & Project [2006]

CSM: Configuration Support Manager [2007]

SCM: Software Configuration Manager [2007]

- **support.oracle.com**

BEA, BPEL, Hyperion, JD Edwards,  
Peoplesoft, Siebel, Sun, ..., DataRaker, Instantis

- **Features**

**One customer portal**

**Configurations and Projects** stored & administered

Health- / Configuration **Check**

Proactive Recommendations

Secure, automated configuration collection

**Simplified Service Request** Creation & Administration

Flash is no longer required for the Portal.



# My Oracle Support

## Software

- **Browser**

Microsoft Internet Explorer  
Mozilla Firefox  
Apple Safari  
Google Chrome (not official supp.!)  
Opera (not official supp.!)



- **Oracle Configuration Manager [OCM]**

Installed and configured in each ORACLE\_HOME.

Configurations must be gathered and uploaded to My Oracle Support at least once to get full access to all My Oracle Support features.

Manually Download / [Patch 5567658](#) / Opatch / Patch Set / 11gR1 / 11gR2 / 12c

- **Oracle Enterprise Manager Grid Control 11gR2 (optional)**

Grid Control with access to the internet (direct or proxy) can automatically upload daily configurations and ADRCI packages for incidents and open Service Requests.

- **Oracle Mass Deployment & Support Hub (optional)**

Mass Deployment of the OCM from a central server.

Support Hub will gather the configuration at a central server and upload them to MOS.

# My Oracle Support

## OCM versus EM Grid Control [RDA and Sun Explorer]

### Oracle Configuration Manager [OCM]

OCM [CCR] must be installed in each Oracle Home

Data is being uploaded to Customer Configuration Repository

Data can be used by customer and support

Optional in 10g, Already installed in 11g and a must with 11g and 12c

### Oracle Enterprise Manager Grid Control

Agent is already installed [Database Control, Grid Control, Cloud Control]

Data uploaded to EM Repository

Data can only be used and viewed at customer site

Additional Package Required:

Enterprise Manager Configuration Management Package (CMP)

### Oracle Enterprise Manager OPS Center

Connection to My Oracle Support / Open SR with one Mouse Click

Merge planned with Core Tech EM Grid Control.

### Remote Diagnostics Assistant [RDA] / Sun Explorer Data Collector

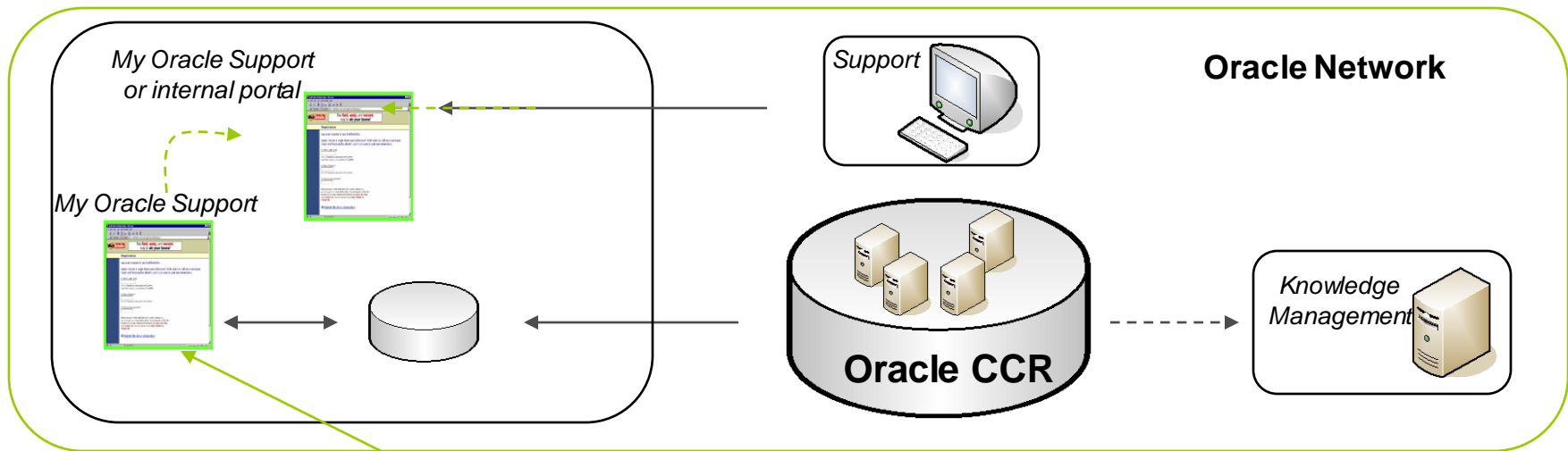
Integration of RDA and OCM completed / Sun Explorer Integration ongoing

All products can be installed and used together.

All products will be used together in 11g.

# My Oracle Support

## The Big Picture



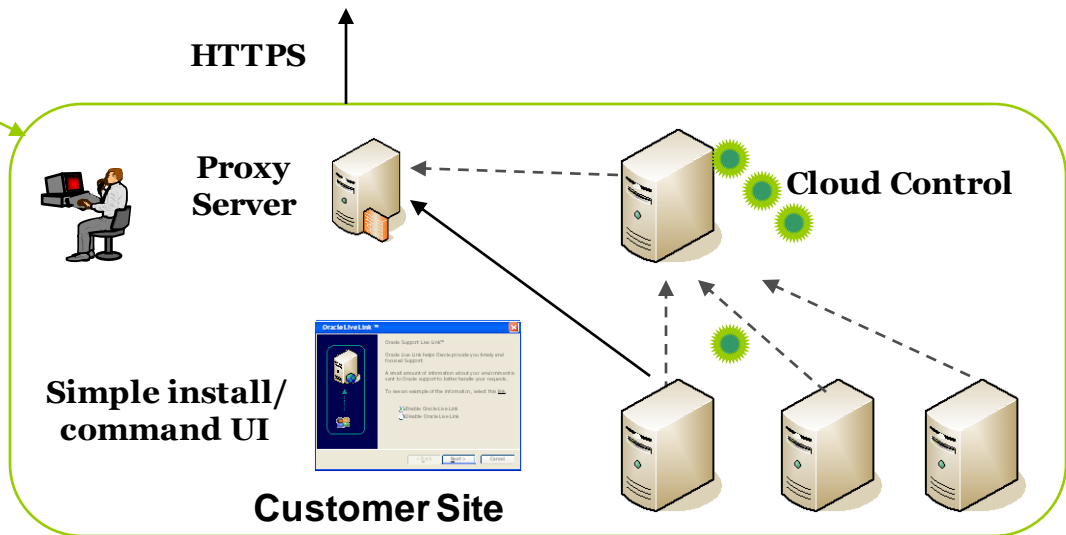
### Upload Data

- manually via SR [Webpage]
- automatic via DB server
- automatic via Cloud Control

### Supported Platforms

SunOS, Linux (x86,64, Itanium, Power-PC),  
 IBM (AIX,zSeries),HPUX (PA-Risc,Itanium),Windows  
 (NT,2000,XP,Server 2003,Vista),  
 True64 (see Note)

HTTPS



# My Oracle Support

## OCM - The Disconnected Mode - Part 1

### Download

from support.oracle.com [MOS, Collectors] or [Patch 5567658](#)

### Unzip

in ORACLE\_HOME [this will create \$ORACLE\_HOME/ccr]

### Setup

```
$ORACLE_HOME/ccr/bin/setup -s -d [s = I accept the license conditon / d = disconnected mode]
```

### Edit configure scripts

```
vi $ORACLE_HOME/ccr/admin/scripts/catocm.sql
```

```
create user ORACLE_OCM identified by "ORACLE_OCM" account lock password expire;
```

```
create user ORACLE_OCM identified by "MCO!08!20" account lock password expire;
```

```
vi $ORACLE_HOME/ccr/admin/scripts/collectconfig.sql
```

```
create user &OCM_USER identified by "&OCM_USER" account lock password expire;
```

```
create user &OCM_USER identified by "MCO!08!20" account lock password expire;
```

### Configure

```
$ORACLE_HOME/ccr/admin/scripts/installCCRSQL.sh collectconfig -s Jens1
```

```
$ORACLE_HOME/ccr/admin/scripts/installCCRSQL.sh collectconfig -s Jens2
```

```
$ORACLE_HOME/ccr/admin/scripts/installCCRSQL.sh collectconfig -s Jens3
```

### Check

```
$ORACLE_HOME/ccr/bin/emCCR disable_target
```

```
$ORACLE_HOME/ccr/bin/emCCR status
```



# My Oracle Support

## OCM - The Disconnected Mode - Part 2

### Collect

```
$ORACLE_HOME/ccr/bin/emCCR collect
```

### Get the data

```
cd /appl/local/oracle/10.2/ccr/hosts/oel55/state/upload/
```

```
ls -rtl
```

```
total 192
```

```
-rw----- 1 oracle dba      96277 Sep 15 18:24 ocmconfig.jar  
cp ocmconfig.jar ocmconfig_20100915_Jens1_Jens2_Jens3.jar
```

### Upload to MOS [Customer Configuration Repository]

- transfer jar File to an internet accessible system
- create/use SR
- upload jar File

### Check uploaded Data in My Oracle Support

Virus scan completed for file ocmconfig\_20100915\_Jens1\_Jens2\_Jens3.jar

Auto generated message by RDA-OCM FUP: ocmconfig\_20100915\_Jens1\_Jens2\_Jens3.jar  
has been uploaded to Configuration repository.

### TIP

Note the character size limit of 64 chars in My Oracle Support. Long file names can not be uploaded.

Note the mandatory beginning and ending of the jar File: ocmconfig...XYZ...jar

First upload can take some time to be fully visible in My Oracle Support [Health Check / Patch Advice]

# My Oracle Support

## Tipps & Tricks (DOAG 2014 plus new features)

- **Fast Login**

User Filter / Powerview

- **Search a CSI Number**

More

- > Settings
- > Account & Privileges
- > Find Support Identifier

- **Fast open of known Documents / Print Documents**

Favorites, Print Icon

- **Get more results**

Advanced Search (in the source ...)

- **Simple Link to Document**

Open in a New Tab (right click)

- **In case of worries > Call Hotline**

- **Escalate (Sev 1 & Sev 2), Provide Business Case, 24 \* 7 contacts (Manager, Technician)**

- **Fast SR Creation**

Use configuration (right click)  
Use Profile

- **Powerview / Small Filter**

Enhance and speedup Browsing

- **Advantage of Configurations**

- SR Creation easier/faster
- Proactive Advices
- Patch Conflict Check
- Projects

- **Autofill SR**

using: SR Profile or Existing SR

- **MRU (most recently used)**

- **Support Identifier Group**

- **Advance Search for Systems/Hosts**

# My Oracle Support

## Known Errors & Best Practices

### Updates of OCM

Please check regularly for updates in My Oracle Support.  
Only the connected mode OCM will automatically check & download updates.

### Updated of My Oracle Support

Only major changes will be announced.  
For minor changes please check the „customize page“ link in Dashboard.

### Upload to My Oracle Support

Virus warnings ... Refused uploads: Please rename the file and upload it again.

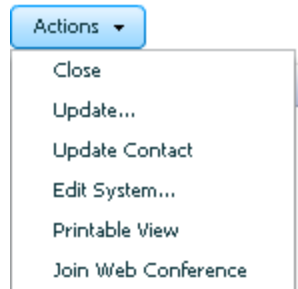
### Priority Handled Service Request

SRs with attached configuration are being handled with higher priority.  
Configuration can be uploaded anytime.



### Update Contact

You need your contact changed in the SR. Update the contact  
(see the Action menu).



### Check the files you have uploaded [View Files](#)

Right side of SR view:

### Check the time

Make clear statements at the end of business hours. Remember the duty shifts.

### TIP

Any problems with uploading files to My Oracle Support? Rename the file and try it again.  
As the files for one Service Request will be stored in a "SR-Directory" duplicated filenames are not possible.

# My Oracle Support

## Live Demo

ORACLE MY ORACLE SUPPORT PowerView is ON Support Identifier: 182740 (ORACLE Deutschland GmbH - Sal... Welcome, Jens | Contact Us | Sign Out | Help

Dashboard Knowledge Service Requests Patches & Updates Community More... Favorites Search Knowledge Base Advanced

Dashboard Last refreshed 1 hour, 18 minutes ago [Other Regions are Hidden! Restore Dashboard](#)

**Systems**

Filters: **Using PowerView** (Support Identifier)

Actions Search System Name

| Name   | ★ | Last Collected 1 ▼ | Type                           | Oracle Home                    | Organization              |
|--|---|--------------------|--------------------------------|--------------------------------|---------------------------|
| <a href="#">racdb_crs_plinuxs1.de.oracle.com_rac</a>                                     | ★ | ✔ Yesterday        | Oracle Cluster Database Sys... | /opt/oracle/product/10.2.0/... | ORACLE Deutschland Gmb... |
| <a href="#">RACDB_crs_plinuxs1.de.oracle.com_rac</a>                                     | ★ | ✔ Yesterday        | Oracle Cluster Database Sys... | /opt/oracle/product/10.2.0/... | ORACLE Deutschland Gmb... |
| <a href="#">RAC Plinuxs1</a>   | ★ | ✔ 2 days           | Database Instance              | /opt/oracle/product/10.2.0/... | ORACLE Deutschland Gmb... |
| <a href="#">RAC Plinuxs2</a>   | ★ | ✔ 2 days           | Database Instance              | /opt/oracle/product/10.2.0/... | ORACLE Deutschland Gmb... |
| <a href="#">/Farm_SOA_domain/SOA_domain_lksoalinx64.de.oracle.com_wbl</a>                | ★ | ✘ 17+ weeks        | Oracle WebLogic System         | /opt/oracle/mw/utills          | ORACLE Deutschland Gmb... |
| <a href="#">/OER_domain_lksoalinx64.de.oracle.com_wbl</a>                                | ★ | ✘ 17+ weeks        | Oracle WebLogic System         | /opt/oracle/mw/utills          | ORACLE Deutschland Gmb... |
| <a href="#">/OSR_domain_lksoalinx64.de.oracle.com_wbl</a>                                | ★ | ✘ 17+ weeks        | Oracle WebLogic System         | /opt/oracle/mw/utills          | ORACLE Deutschland Gmb... |
| <a href="#">EP_SIT_ghb1a0i6_siebel</a>   | ★ | ✘ 28+ weeks        | Siebel Enterprise System       | /siebel/sit/gtwysrvr           | ORACLE Deutschland Gmb... |
| <a href="#">ghb1a0i6_ghb1a0i6_siebel_gate</a>  | ★ | ✘ 28+ weeks        | Siebel Gateway System          | /siebel/sit/gtwysrvr           | ORACLE Deutschland Gmb... |
| <a href="#">Sieb78_ezeora_siebel</a>   | ★ | ✘ 30+ weeks        | Siebel Enterprise System       | d:\sea782\gtwysrvr             | ORACLE Deutschland Gmb... |
| <a href="#">ezeora_ezeora_siebel_gate</a>  | ★ | ✘ 30+ weeks        | Siebel Gateway System          | d:\sea782\gtwysrvr             | ORACLE Deutschland Gmb... |
| <a href="#">ORCL_stucrs_sturachh1_rac</a>  | ★ | ✘ 1 year           | Oracle Cluster Database Sys... | /u01/db102                     | ORACLE Deutschland Gmb... |
| <a href="#">EMREPO_EM_em</a>   | ★ | ✘ 1 year           | Oracle EM System               | /u01/app/oracle/product/1...   | ORACLE Deutschland Gmb... |
| <a href="#">EnterpriseManager0.mpeters-de.de.oracle.com_mpeters-de.de.oracle.com_jas</a> | ★ | ✘ 1 year           | Oracle Application Server S... | /u01/app/oracle/product/1...   | ORACLE Deutschland Gmb... |
| <a href="#">ORCL_PRIMARY_CRS_STURACHH_ORCL1_sturachh1_db</a>                             | ★ | ✘ 1 year           | Database Instance              | /u01/db102                     | ORACLE Deutschland Gmb... |

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# My Oracle Support

## Links

- [My Oracle Support](#)
- [Oracle Technology Network](#)
- [Oracle Configuration Manager Companion Distribution Guide \[ID 791357.5\]](#)
- [Oracle Software Configuration Manager: Disconnected Mode Collection \[ID 453412.1\]](#)
- [How to upload the collection file ocmconfig.jar to My Oracle Support for Oracle Configuration Manager \(OCM\) running in Disconnected Mode. \[ID 763142.1\]](#)
- [OCM \( Oracle Configuration Manager \) and My Oracle Support : FAQ and Troubleshooting \[ID 369619.1\]](#)
- [Oracle Configuration Manager Release 10.3 FAQ \[ID 369111.5\]](#)
- [Oracle Configuration Manager Installation and Administration Guide \[ID 728989.5\]](#)
- [My Oracle Support FAQ \[ID 747242.5\]](#)
- [How to install the Oracle Support Hub \(aka OCM Repeater\) on your EM Grid Control \[ID 886615.1\]](#)
- [Using Enterprise Manager Grid Control To Upload Configuration Data to My Oracle Support \[ID\] 848962.1\]](#)
- <http://www.oracle.com/us/support/contact/index.html>
- [My Oracle Support Release Notes \[ID 780132.5\]](#)
- <http://www.oracle.com/us/support/myo-support-quick-reference-1957377.pdf>
- [Oracle Configuration Manager FAQ\[Article ID 369111.5\]](#)
- [My Oracle Support Release 6.8](#)  
**My Oracle Support Release Notes (Doc ID 780132.5)**

# My Oracle Support Questions



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