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Herramientas de Soporte Disponibles en Metalink

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Service Delivery Manager

ORACLE®
CONSULTING

Agenda

- **Oracle Collaborative Support**
- **ORA-600 Tool**
- **Herramientas de Diagnostico**
 - **Database Scripts**
 - **Remote Diagnostic Agent (RDA)**
 - **Health Check (Cheques de preinstalacion)**
- **Configuration Support Manager**

Collaborative Support Model

3rd Party / Partner
Support Personnel



Development

*El mejor Soporte
mucho mas rápido ..
trae todos los
recursos
involucrados en la
solución del
problema*

Consulting /
Implementers

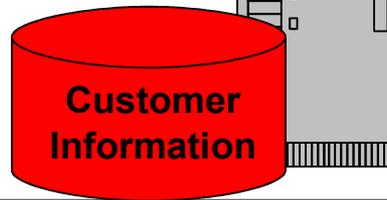


Advanced
Support

Customer's
Support Personnel



Global Product
Support



Connectivity

Oracle *Collaborative Support*

Oracle
Collaborative
Support™

- Accesible a través de *OracleMetaLink*
- Interacción directa con un ingeniero de soporte para ayudar en la resolución de los SRs abiertos.
- Normamente se programan 20 minutos de Web Conference para un mejor entendimiento del problema
- Conexión segura y encriptada entre ORACLE SOPORTE y su sistema
- Hay disponibilidad de chat, de compartir el escritorio del cliente y de transferir archivo.

Acesso através de MetaLink

- Oracle Web Conference (OWC) con Soporte a través de un SR
- Login a Metalink

ORACLE MetaLink



The screenshot shows the Oracle MetaLink navigation bar. It includes tabs for 'Headlines', 'Knowledge', 'Service Request', and 'My Configs & Projects'. Below these is a dark blue bar with 'SR Search', 'SR Create', 'SR Profiles', 'SR Management Reports', and 'Collaborative Support'. A search bar contains 'Quick Find Knowledge Base' and a 'Go' button. A red arrow points to the 'Knowledge' tab.

Collaborative Support

Oracle Collaborative Support (OCS) is a Web-based application that enhances Oracle's ability to support our customers. Collaborative Support enables our Support Engineers to collaborate with our customers in real-time. By securely connecting over the Internet, Oracle Support Engineers have the ability to chat, whiteboard and share desktop and applications to work collaboratively with the customer in resolving their problem. Oracle Collaborative Support sessions are arranged through the Oracle Support Engineer working your SR.

To go to Collaborative Support [Click Here](#)

[Bookmarks](#) [Admin](#) [Profile](#) [Feedback](#) [Sign Out](#) [Help](#)

Accediendo a su Conferencia

ORACLE® Collaboration Suite
Web Conferencing- Oracle Collaborative Support

Conferences

My Upcoming Conferences

Upcoming Conferences that you are invited to attend or that are hosted by you.

Conference Title	Host Name	Date and Time	Update	Delete	Conference Status
None					

Upcoming Public Conferences

Conferences published and available to all users, including nonregistered users

Conference Title	Host Name	Date and Time	Conference Status
3694302.994	CHARPENTIER, MARC	27-Apr-2004 2:07 PM	In progress
3680066.994	NOC, ELIANE	27-Apr-2004 2:29 PM	Not Started
3849216.999	Le...me, Joseph	27-Apr-2004 2:38 PM	Not Started
3967115.995	Venkatanarasappa, Harish	27-Apr-2004 3:48 PM	In progress
3962851.995	Besaw, Jenny	27-Apr-2004 4:21 PM	In progress

- Ubique el número de conferencia que sea igual al número de su SR y acceda a la conferencia con un solo click!

ORA-600 Tool

- Los errores de ORA-600 aparecen cuando se presenta una inconsistencia o una condición inesperada del Kernel (RDBMS) de ORACLE
- La herramienta ORA-600 fue desarrollada para ayudar a los usuarios a entender mejor estos errores.
- La búsqueda esta basada en el primer argumento de Error del ORA.

TIP: Click help for a detailed explanation of this page.

Bookmark

Go to End



ORA-600/ORA-7445 Troubleshooter

Lookup By Code

Error Code

ORA-600

ORA-600 First Argument

Database Version (optional)

Choose...

Lookup Error

Reset Form

Search Call Stack

Show Search Criteria

Search Call Stack

Reset Form

Help and Documentation

- [\[Note:146580.1\]](#) Additional ORA-600 related information.
- [\[Note:211909.1\]](#) Additional ORA-7445 related information.
- [General help on using this troubleshooter.](#)
- [How to use the "Search Call Stack" feature?](#)
- [Which call stacks are supported?](#)

Herramientas de Diagnóstico

- Recolecta información detallada sobre el ambiente de ORACLE
- Ayuda al analista en el diagnóstico del problema, reduciendo el número de interacciones.
- Se obtienen mejoras en el tiempo de resolución del SR

Knowledge Browser

Alphabetical List of Categories:

Accounts Payable MRC



Go

Support Categories

- ◆ [Application Server](#)
- ◆ [Applications](#)
- ◆ [Collaboration Suite](#)
- ◆ [Database](#)
- ◆ [Developer Suite](#)
- ◆ [Enterprise Manager](#)
- ◆ [Networking](#)
- ◆ [System Administration and Platforms](#)

Support Tools

- ◆ [Business Flows](#)

Diagnostic Tools

- ◆ [E-Business Install and Upgrade](#)

[Home](#) > [Support Tools: Diagnostic Tools](#)

Diagnostic Tools

General Diagnostic Tools

- ◆ [Diagnostic Tools Catalog](#)

E-Business Suite Diagnostic Tools

- ◆ [Diagnostic Tools Catalog](#)
- ◆ [Oracle Diagnostics Support Pack](#)
- ◆ [FAQ - General](#)
- ◆ [Technical FAQ & Troubleshooting Guide](#)

Diagnostic Tools Training

- ◆ [Web Seminars](#)
- ◆ [OD 2.3 - New And Enhanced Features](#)

Oracle Support Services Diagnostic Tools

Diagnostic tools gather and validate information from your system. These tools will assist you in verifying your setup and data or when you are experiencing a technical issue. Tool results identify potential errors and suggest appropriate actions to take. If a Service Request is necessary to resolve an issue, Oracle Support Services will require the information contained in the tool output.

Note: The tools provided do not alter any data or system setup settings.

E-Business Suite

- ◆ [Release 11.5](#)

- ◆ [Release 11.0](#)

- ◆ [Release 10.7](#)

Application Server

- ◆ [Health Check/Validation Engine Rule Sets](#)

Database Technologies

- ◆ [Remote Diagnostic Agent \(RDA\) for Unix, Windows NT/2000/XP](#)

- ◆ [Database Scripts: All Releases](#)

- ◆ [Health Check/Validation Engine Rule Sets](#)

- ◆ [Remote Diagnostic Agent \(RDA\) for OpenVMS](#)
- ◆ [Remote Diagnostic Agent \(RDA\) for Rdb on OpenVMS](#)

Additional Information

- ◆ [Instructional Viewlets \(Applications\)](#)

Detailed information on downloading, installing, running and interpreting Oracle Applications diagnostic tools

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Scripts de Base de datos

ORACLE MetaLink

[Bookmarks](#) [Admin](#) [Profile](#) [Feedback](#) [Sign Out](#) [Help](#)

[Headlines](#)

Knowledge

[Service Request](#)

[My Configs & Projects](#)

[Patches & Updates](#)

[Forums](#)

[Certify](#)

[Knowledge Browser](#)

Advanced Search

[Bug Search](#)

[Quick Find](#)

Knowledge Base



[Go](#)

[Advanced](#)

[Saved Searches](#)

[Bookmark](#)

[Go to End](#)

[Help](#)

Database Scripts

Last updated on December 26, 2005

[AdvancedQueueing](#)

[ContentMgmt.Spatial](#)

[ContentMgmt.Text](#)

[ContentMgmt.interMedia](#)

[DBA.Admin](#)

[DBA.Architecture](#)

[DBA.Database Create Config](#)

[DBA.Monitoring](#)

[DBA.SQL](#)

[DBA.Security](#)

[DBA.Storage](#)

[DBA.UpgradeandMigration](#)

[Distributed.MaterialView](#)

[Distributed.Replication](#)

[Distributed.Streams](#)

[Globalization](#)

[HA.DataGuard](#)

[HA.OPS](#)

[HA.RAC](#)

[Install.Installer](#)

[Install.UnixGeneric](#)

[Internals.Corruption](#)

[Internals.ORA600](#)

[Performance.Database](#)

[Performance.Locking](#)

[Performance.ParallelExecution](#)

[Performance.Partitioning](#)

[Performance.SqlTuning](#)

[Recovery](#)

[Recovery.RMAN](#)

[Utilities.ExportImport](#)

[Utilities.SqlLoader](#)

AdvancedQueueing - Advanced Queuing

- [AQ PL/SQL Notification: PL/SQL Callback and Email Notification](#) (Note:225749.1)
- [AQBasicCleanup.sql](#) (Note:116841.1)
- [AQBasicDequeue.sql](#) (Note:116840.1)
- [AQBasicEnqueue.sql](#) (Note:116838.1)
- [AQBasicSetupQueue.sql](#) (Note:116837.1)
- [AQBasicSetupUser.sql](#) (Note:116834.1)
- [AQMultiConsumerCleanup.sql](#) (Note:117062.1)
- [AQMultiConsumerDequeue.sql](#) (Note:117061.1)
- [AQMultiConsumerEnqueue.sql](#) (Note:117056.1)
- [AQMultiConsumerRegisterSubscribers.sql](#) (Note:117053.1)
- [AQMultiConsumerSetupQueue.sql](#) (Note:117051.1)

ORACLE

Agente de Diagnóstico Remoto

(Remote Diagnostic Agent, RDA en Ingles)

Note:175853.1

- El RDA es un conjunto de de scripts usados para recolectar información detallada de un ambiente ORACLE.
- El propósito de los scripts es recolectar información útil para el diagnóstico de un problema, además puede ser usado para obtener una visió general de la configuración del ambiente.
- RDA es esencial para los siguientes tipos de SRs :
 - Problemas de performance en la base de datos.
 - Problemas de instalación y configuración
 - Errores ORA-600, ORA-7445 e ORA-3113
 - Problemas durante una actualización de la versión del software o una migración.

Remote Diagnostic Agent

- Disponible version 4.7.
- El RDA no modifica su ambiente, el simplemente recolecta datos útiles para el Soporte de Oracle.
- Actualmente el RDA es un “Agente recolector”. A mediano plazo esta herramienta tendrá un componente de diagnóstico para analizar la información recolectada.
- RDA existe por plataforma y la información generada puede ser diferente debido al S.O.
- Su retroalimentación es bienvenida (errores, solicitud de mejoras, comentarios) puede ser enviado a la siguiente dirección electrónica
st-automation_ww@oracle.com
- Ejemplo RDA

SUNOS__START.htm

The screenshot shows a Microsoft Internet Explorer browser window titled "Remote Diagnostic Agent 4.0 - Microsoft Internet Explorer". The address bar shows the URL "C:\PERSONAL\FISCAL_YEAR_2006\RDA_4.0\SUNOS__start.htm". The main content area is divided into two columns. The left column contains a "RDA 4.0 Main Index" with a list of links: Introduction, Operating System Setup, User Profile, Performance, Network, Gateways, and Oracle Installation. Below this is an "Introduction" section with links for Report Settings, System Information, and Database Information. The right column displays the "SET Remote Diagnostic Agent (RDA)" report. It includes the text: "Written by: Oracle Corp.", "Version: 4.0", and "Report created on: 04-Jul-2005 18:43:30 GMT". Below this are links for "System Settings", "Oracle Product Settings", and "SQL Request Overview". The "System Settings" section contains a table with the following data:

Machine and version	SunOS rmtdsunclu1 5.9 Generic_112233-12 sun4u
Fully qualified host name	rmtdsunclu1.us.oracle.com
Platform	64-bit Sun
O/S Version	2.9
Logged in as	haclu
Output file prefix	SUNOS
Output file directory	output
RDA install directory	/haclu/home/rda
Perform network pings?	No

Below the table is a "Back to top" link. The "Oracle Product Settings" section contains another table with the following data:

Oracle Home	/haclu/64bit/app/oracle/product/10g
Gather database information?	Yes
Oracle SID	HA10g1
Is the PFILE local?	Yes
PFILE location	/haclu/64bit/app/oracle/product/10g/dbs/initHA10g1.ora
Is Express Server installed?	No
Is Intelligent Agent in use?	Yes

The browser's taskbar at the bottom shows the Start button, several open application windows, and the system tray with the time "18:30" and the "My Computer" icon.

SUNOS__START.htm

Remote Diagnostic Agent 4.0 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Links Customize Links Free Hotmail Global IT Home Page

Address C:\PERSONAL\FISCAL_YEAR_2006\RDA_4.0\SUNOS__start.htm

RDA 4.0 Main Index

- Introduction
- Operating System Setup
- User Profile
- Performance
- Network
- Gateways
- Oracle Installation

Operating System Setup

- CPUs
- Memory
- Intimate Shared Memory
- Disk Drives
- Kernel Tables and IPC
- Operating System Packages
- Operating System Patches
- System/Kernel Settings
- System Error Log
- NLS Environment Information
- Java Version
- /etc/*conf Files
- Tracing Tools
- Links(Patches)(Docs)

Kernel Tables and IPC

- Kernel Tables
- Semaphores
- Shared Memory

Kernel Tables

SunOS rmtdsunclul 5.9 Generic_112233-12 sun4u 07/04/2005

Time	proc-sz	ov	inod-sz	ov	file-sz	ov	lock-sz	ov
12:34:00	93/30000	0	93636/129797	0	0/0	0	0/0	

[Back to top](#)

Semaphores

IPC status from <running system> as of Mon Jul 4 12:34:01 MDT 2005

T	ID	KEY	MODE	OWNER	GROUP
Semaphores:					
s	655360	0xd76e7fa0	--ra-r-----	haclu	haclu
s	655361	0x5303461c	--ra-r-----	haclu	haclu

[Back to top](#)

Shared Memory

IPC status from <running system> as of Mon Jul 4 12:34:01 MDT 2005

T	ID	KEY	MODE	OWNER	GROUP
Shared Memory:					
m	177900	0xe82c6118	--rw-r-----	haclu	haclu
m	301	0x67f98fdc	--rw-r-----	haclu	haclu

[Back to top](#)

file:///C:/PERSONAL/FISCAL_YEAR_2006/RDA_4.0/SUNOS_OS_kernel_info.htm

My Computer

Start AC... SC... Qu... RD... Or... Al... BB... MS... Re... IT... Ro...

19:01

Health Check

- Chequeos de preinstalación para la base de datos y el servidor de aplicaciones

Oracle Support Services Diagnostic Tools

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Oracle 9iAS Portal

- [Note 241212.1](#) - Pre-Installation Checks
- [Note 241218.1](#) - Post-Installation Checks

Pre Install checks for the Oracle Application Server 10g (9.0.4)

- [Note 275347.1](#) - Pre Install checks for the Oracle Application Server 10g (9.0.4) - AIX Platforms
- [Note 273584.1](#) - Pre Install checks for the Oracle Application Server 10g (9.0.4) - HPUX Platforms
- [Note 270683.1](#) - Pre Install checks for the Oracle Application Server 10g (9.0.4) - Linux Platforms
- [Note 270688.1](#) - Pre Install checks for the Oracle Application Server 10g (9.0.4) - Solaris Platforms

Pre Install checks for the Oracle Application Server 10g (10.1.2)

- [Note 331904.1](#) - Pre Install checks for the Oracle Application Server 10g (10.1.2) - HPUX Platforms
- [Note 309401.1](#) - Pre Install checks for the Oracle Application Server 10g (10.1.2) - Linux Platforms
- [Note 313341.1](#) - Pre Install checks for the Oracle Application Server 10g (10.1.2) - Solaris Platforms

Pre-Install checks for 10g RDBMS (10.1.x)

- [Note 283743.1](#) - Pre-Install checks for 10gR1 RDBMS (10.1.x) - AIX Platforms
- [Note 296661.1](#) - Pre-Install checks for 10gR1 RDBMS (10.1.x) - Apple MAC OS X Platforms
- [Note 283747.1](#) - Pre-Install checks for 10gR1 RDBMS (10.1.x) - HPUX Itanium Platforms
- [Note 283731.1](#) - Pre-Install checks for 10gR1 RDBMS (10.1.x) - HPUX Platforms
- [Note 283748.1](#) - Pre-Install checks for 10gR1 RDBMS (10.1.x) - Linux Platforms
- [Note 283749.1](#) - Pre-Install checks for 10gR1 RDBMS (10.1.x) - Linux Itanium 64 Platforms
- [Note 296665.1](#) - Pre-Install checks for 10gR1 RDBMS (10.1.x) - Linux AMD64/EM64T Platforms
- [Note 283750.1](#) - Pre-Install checks for 10gR1 RDBMS (10.1.x) - SUN Solaris Platforms
- [Note 283751.1](#) - Pre-Install checks for 10gR1 RDBMS (10.1.x) - Tru64 Platforms

Pre-Install checks for 10g RDBMS (10.2.x)

- [Note 334562.1](#) - Pre-Install checks for 10gR2 RDBMS (10.2.x) - AIX Platforms
- [Note 334563.1](#) - Pre-Install checks for 10gR2 RDBMS (10.2.x) - HPUX Platforms
- [Note 334567.1](#) - Pre-Install checks for 10gR2 RDBMS (10.2.x) - Solaris Platforms

“Configuration Support Manager”



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Configuration Support Manager

MetaLink Note 250434.1

- Iniciativa global para ofrecer un Soporte proactivo
- Nuevas capacidades en MetaLink:
 - Organizar su ambiente de soporte de acuerdo con los proyectos
 - Catalogar todos sus ambientes
 - Visualizar detalles actuales de configuración de los ambientes
 - “Health check” basados en reglas de mejores prácticas para evitar posibles problemas
 - Anexar las Configuraciones y los Proyectos a los SRs para hacer más rápida la solución

Conf Support Manager

Configuration Support Manager

My Favorite Configurations

Configuration Support Manager

My Favorite Projects

Project Name	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
10g test	training test	Test	FRED STAHL MARKET RESEARCH	15-SEP-2006			

My Favorite Configurations

Configuration Name	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
asdb_ukp16595.uk.oracle.com_DB		Production	FRED STAHL MARKET RESEARCH				
Core banking	Core banking	Production	FRED STAHL MARKET RESEARCH	Own			
VIS1159_minerva.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				
VIS1159_minerva.us.oracle.com_EBS	E-Business Suite	Production	FRED STAHL MARKET RESEARCH				
VISLA01_apps_db_celalnx4.us.oracle.com_ebs	E-Business Suite	Production	FRED STAHL MARKET RESEARCH				
VISLA01_celalnx4.us.oracle.com_db	Database	Production	FRED STAHL MARKET RESEARCH				

Configuraciones

My Favorites - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

https://metalink.oracle.com/metalink/plsql/f?p=117:1:12603087787521818648

ORACLE METALINK

Headlines Knowledge Service Request **Configuration Support Manager** Patches & Updates Forums Certify

My Favorites All Configurations All Projects All Computers Download Collector

Quick Find Knowledge Base Go Secure Enterprise Search Advanced Saved Searches

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. [Create New Project](#)

row(s) 1 - 1 of 1

Project Name	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
10g test	training test	Test	FRED STAHL MARKET RESEARCH	15-SEP-2006			

row(s) 1 - 1 of 1

[Create New Project](#)

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](#) [Create New Configuration](#)

row(s) 1 - 6 of 6

Configuration Name	Description	Type	Organization	Permission	SRs	Create SR	Remove
asdb_ukp16595.uk.oracle.com_DB		Production	FRED STAHL MARKET RESEARCH				
Core banking	Core banking	Production	FRED STAHL MARKET RESEARCH	Own			
VIS1159_minerva.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				
VIS1159_minerva.us.oracle.com_EBS	E-Business Suite	Production	FRED STAHL MARKET RESEARCH				
VISLA01_apps_db_celalnx4.us.oracle.com_ebs	E-Business Suite	Production	FRED STAHL MARKET RESEARCH				
VISLA01_celalnx4.us.oracle.com_db	Database	Production	FRED STAHL MARKET RESEARCH				

row(s) 1 - 6 of 6

[Create New Configuration](#)

Done

start Av... Inb... Qu... My ... ITS... 2 N... htt... Loc... Mic... CS... 05:52 p.m.

metalink.oracle.com

Configuration Support Manager

“Configs”

- Permite catalogar todas configuraciones
 - Descripción detallada de los ambientes de alta criticidad (Producción, Pruebas etc)
 - Información de hardware, sistema operativo y software que esta corriendo en cada computador.
 - Recolección automática via un Agente de Soporte (Support Agent) o mediante el registro manual de esta información.
 - Los Proyectos pueden ser asociados a las configuraciones

Configuration Support Manager

ORACLE MetaLink

Bookmarks Admin Profile Feedback Sign Out Help

Headlines Knowledge Service Request **My Configs & Projects** Patches & Updates Forums Certify

My Favorites All Configurations All Projects All Computers Download Agent

Quick Find Knowledge Base Go Advanced Saved Searches

My Favorite Configurations

My Configurations and Projects

TIP My Configs and Projects 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

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Project Name	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
BCP	CRM	Production	BANCO DE CREDITO DEL PERU				

row(s) 1 - 1 of 1

[Create New Project](#)

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](#) [Create New Configuration](#)

Configuration Name	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
BCP Producción	BCP Producción 9ias	Production	BANCO DE CREDITO DEL PERU				
CRM	Oracle ebusiness Suite 11i	Production	BANCO DE CREDITO DEL PERU				

row(s) 1 - 2 of 2

[Create New Configuration](#)

Definición de Configuraciones

- Automáticamente
- Manualmente

Definición de Proyectos

- Información Clave
- Configuraciones asociadas

Configuration Support Manager

“Projects”

- Permite gerenciar sus “configuraciones” por proyecto :
 - Visualizar las configuraciones del sistema de la manera en que usted gerencia su negocio.
 - Identificar Contactos para sus proyectos
 - Identificar ‘milestones’ y fechas críticas para que el Soporte de Oracle pueda entender mejor el cronograma comprometido de su proyecto, además como el impacto sobre sus negocios.

Conf Support Manager

ORACLE MetaLink

[Bookmarks](#) [Admin](#) [Profile](#) [Feedback](#) [Sign Out](#) [Help](#)

[Headlines](#) [Knowledge](#) [Service Request](#) **My Configs & Projects** [Patches & Updates](#) [Forums](#) [Certify](#)

My Favorites [All Configurations](#) [All Projects](#) [All Computers](#) [Download Agent](#)

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

My Favorite Configurations

My Configurations and Projects

TIP My Configs and Projects 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

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[Create New Project](#)

row(s) 1 - 1 of 1

Project Name	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
BCP	CRM	Production	BANCO DE CREDITO DEL PERU				

row(s) 1 - 1 of 1

[Create New Project](#)

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](#)

[Create New Configuration](#)

row(s) 1 - 2 of 2

Configuration Name	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
BCP Producción	BCP Producción 9ias	Production	BANCO DE CREDITO DEL PERU				
CRM	Oracle ebusiness Suite 11i	Production	BANCO DE CREDITO DEL PERU				

row(s) 1 - 2 of 2

[Create New Configuration](#)

Service Request

- Apertura
- Actualización
- Resúmenes

Configuration Support Manager

Quick Find Knowledge Base Go Advanced Saved Searches

My Favorite Configurations

My Configurations and Projects

TIP My Configs and Projects 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.

Create New Project

row(s) 1 - 1 of 1

Project Name	Description	Phase	Organization	Go Live Date	Permission	SRs	Remove
BCP	CRM	Production	BANCO DE CREDITO DEL PERU				

row(s) 1 - 1 of 1

Create New Project

Top

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](#)

Create New Configuration

row(s) 1 - 2 of 2

Configuration Name	Description	Configuration Type	Organization	Permission	SRs	Create SR	Remove
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CRM	Oracle ebusiness Suite 11i	Production	BANCO DE CREDITO DEL PERU				

row(s) 1 - 2 of 2

Create New Configuration

• Donde ir?

Detalles de la configuración

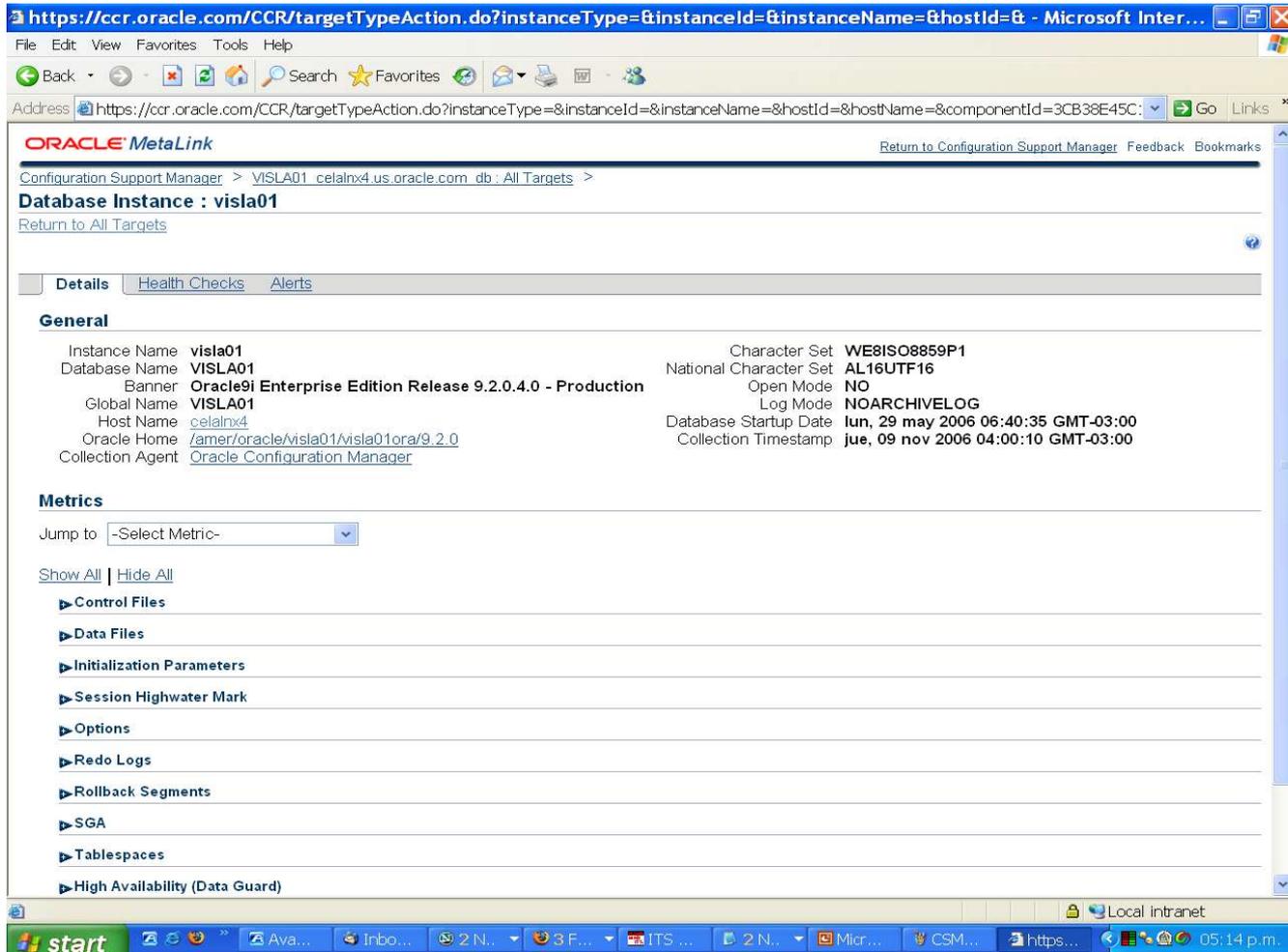
✓ El Support Agent puede ser instalado en cada servidor

✓ Se actualiza la información cada 24hrs; bajo impacto en el sistema

✓ Visión detallada de la configuración

✓ La actualización y carga de la información al sistema se hace de manera segura y encriptada

✓ La información es almacenada en un repositorio de Configuraciones de Metalink



“Health Check” para Áreas Críticas

✓ Reglas aplicadas para las configuraciones recolectadas Agente de Soporte

✓ Salida : Retroalimentación y recomendaciones sobre el ambiente

✓ Puntos clave : Disponibilidad, integridad y Desempeño

✓ Reportes resumen que presentan una vision general de los sistemas



https://ccr.oracle.com/CCR/queryHCResultsById.do?dest=dbMetricAction.do&ttype=db - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Mail Print

ORACLE MetaLink Return to Configuration Support Manager Feedback Bookmarks

Configuration Support Manager > VISLA01_celainx4.us.oracle.com_db : All Targets >

Health Checks: VISLA01
[Return to All Targets](#)

Details Health Checks Alerts

Automatic Health Checks

Health Check Finding	Risk	Recommendation
Certification Check ! Installed Oracle version does not have the most recent patchset applied.	The database may be effected by known issues which could be prevented by the application of the latest patchset.	Apply the latest patchset available for the installed Oracle versions.
Instance ✓ No Issues		
Logging and Archiving ✗ There is only a single member to each group for this instance.	To prevent a single point of failure, there should be multiple members to each log group. Each member should be on separate disks.	There should be multiple members to each redo log group. Members of a group should be on separate disks.
Logging and Archiving ✗ Archive log start is not enabled.	The database will eventually hang if the database is in archivelog mode, and no redo logs have been manually archived. Loss of unarchived online logs will also limit recovery options.	Set <code>archive_log_start</code> to TRUE
Logging and Archiving ✗ The Archive logs are vulnerable	If primary destination gets damaged, archive logs could be lost before they can be backed up to tape or shipped to a remote site, thus limiting media recovery options. If no alternate location is provided, the database may hang if the primary archive log destination becomes full or goes offline. This risk is mitigated if disk mirroring and system monitoring is used.	Configure Oracle to have a primary and alternate local destination to avoid hangs. Then supply a third destination that is either a remote standby database or local mandatory location so that loss of one destination does not result in lost archive logs that may eventually be needed for media recovery
Logging and Archiving ✗ The database is not in archivelog mode.	Loss of a single database object will require restoration from a full offline backup. You will not be able to recover transactions performed since your last complete offline backup	Put the database in Archivelog mode.
Buffer Cache ! Database writer IO slaves are not enabled on this instance. Asynchronous IO is not implemented.	If the database application is write intensive IO throughput may be affected, since there is also only a single DBWR process enabled.	Where asynchronous IO is not available, it may be beneficial to use Database writer IO slaves if the application is write intensive. First ensure that the IO subsystem is tuned.
Buffer Cache ! There is one database writer enabled on this instance	Performance may be affected for write intensive applications.	If the database application is write intensive, then set <code>db_writer_processes</code> equal to the number of LRU latches (<code>db_lru_latches</code>). Do not exceed the number of CPUs on the system.
Storage Management ✓ No Issues		

Details Health Checks Alerts

Local intranet

start | Ava... | Inbo... | 2 N... | 3 F... | ITS ... | 2 N... | Micr... | CSM... | https... | 05:19 p.m.

Abrir SR para reportar problemas con CSM

- Seleccione el Producto 'OSS Support Tools'

ORACLE MetaLink

Bookmarks Admin Profile Feedback Sign Out Help

Headlines Knowledge **Service Request** My Configs & Projects Patches & Updates Forums Certify

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

Quick Find Knowledge Base Go Advanced Saved Searches

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 licensed products.

Use one of my saved [SR Profiles](#):

(select a profile and click 'Go')

OR fill in the required fields below:

*Contact me via:

*Product:

*Product Version (e.g.: 11.5.9):

*Platform:

*Operating System Version (12 characters max):

*Database Version (e.g. 9.2.0.4):

*Support Identifier:

*Phone:

Bookmarks Admin Profile Feedback Sign Out Help

le for future
)

Abrir SR para reportar problemas con CSM

- Seleccione el tipo de problema 'Support Agent Install Issue'

ORACLE MetaLink [Bookmarks](#) [Admin](#) [Profile](#) [Feedback](#)

[Headlines](#) [Knowledge](#) **Service Request** [My Configs & Projects](#) [Patches & Updates](#)

[SR Search](#) **SR Create** [SR Profiles](#) [SR Management Reports](#) [Collaborative Support](#)

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

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:

Make this language preference the default for all my SRs:

Preguntas

ORACLE®