

ORACLE®

Diagnostic Tools



RDA 4.0 & MyConfig and Projects

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Diagnostic – RDA 4.0

- *Definição*
- *Produtos e Plataformas*
- *Características*
- *Instalação*
- *output*

Definição



- RDA é uma ferramenta de automação em plena evolução. Futuramente será integrada ao My Config and Projects.
- RDA é um conjunto de scripts que capturam várias informações do ambiente operacional de uma só vez onde o cliente está rodando o Oracle.
- O RDA é importante pois minimiza consideravelmente a necessidade de “ping-pong” entre o cliente e o Suporte Técnico para obtenção de informações.
- O RDA é muito útil para vários tipos de chamados em especial para os seguintes tipos:
 - Database performance issues
 - Installation/configuration issues
 - ORA-600, ORA-7445, and ORA-3113 errors
 - Upgrade, migration, and linking issues
 - Corrective issues

Definição

- *O RDA não faz nenhuma alteração (insert, update ou deletes) no ambiente do cliente.*
- *O RDA roda em média em até 10 minutos e se a execução do comando tomar mais que 30 segundos o mesmo é abortado. O consumo de recursos da máquina é baixo.*
- *O RDA somente colhe informações de ambiente. Nenhuma informação sensível do cliente é coletada.*
- *Além de uma ferramenta de auxílio de interação como Suporte , o RDA é uma importante ferramenta para documentação e visualização bastante abrangente do ambiente do cliente. Pode ser utilizada por exemplo para comparação de ambientes.*
- *O RDA 4.0 é uma ferramenta completamente re-escrita em Perl e com isto sua forma de instalação tem algumas dependências.*

Produtos

- **O RDA 4.0 Coleta informações dos seguintes produtos suportados além de informações do sistema operacional:**
 - **Oracle RDBMS Server (Standard and Enterprise Editions)**
 - **Oracle RAC Cluster (Single Node Collection)**
 - **Oracle Application Server (iAS 1.0.2.x/9.0.x/10.1.2.x, HTTP Server)**
 - **Oracle Management Server and Intelligent Agent (Grid Server, Agent Server, DB Control)**
 - **OLAP Products (Express Server, Financial Analyzer, and Demand Planning Server)**
 - **Oracle Developer (Forms and Reports)**
 - **Oracle Collaboration Suites (Email Server and Internet Directory)**
 - **Oracle Networking products**

Novos produtos da Oracle serão adicionados em breve. Estamos constantemente melhorando e adicionando funcionalidades ao RDA, assim tenha certeza de sempre baixar a última versão no momento de rodar.

O RDA também roda em algumas versões já desuportadas, contudo a informação coletada é limitada por questões de mudança de estrutura de dicionário de dados de versão para versão.

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Plataformas

- *O RDA 4.0 está disponível para :*
 - *IBM AIX*
 - *Intel Linux (RedHat and SuSE)*
 - *HP-UX (10.* and 11.*)*
 - *HP Tru64*
 - *Sequent Dynix/Ptx*
 - *Sun Solaris (2.6 - 2.10)*
 - *Windows XP Professional*
 - *Windows 2000 Workstation and Server*
 - *Windows 2003 Server*
 - *OpenVMS (execução diferenciada).*

O RDA pode ser rodado em outros que suportem Perl 5.5 (ou acima), contudo é recomendado testes uma vez que não é possível prever o comportamento, principalmente a nível de performance .

Versão 4.0 – Principais novas Características

- *Completamente Portado para Perl.*
- *Checagens de Unix e Windows unificadas.*
- *Coleta de informações da versão anterior (3.14) mantidas*
- *Todo o código é aberto (Preocupações com segurança)*
- *Coletas modularizadas*
- *Possibilidade de setup e coleta individual de cada módulo (-s option)*
- *Organizado em módulo e sub-índices para facilitar a visualização.*
- *Documentação integrada (-h e -M options)*
- *Pró-atividade. (ex. Verificação de instalação, checagem de conexão)*
- *Opção de geração com traces e debugs.*
- *Possibilidade de definir vários setups para diferentes coletas em uma única instalação.*
- *Aceita configuração de password para execução via batch.*
- *Padrão é pela solicitação de password.*
- *Relatórios e sessões vazias são descartados para não haver consumo de disco desnecessário.*
- *Menor número de arquivos temporários.*
- *Alta auto-adaptação à capacidade do ambiente.*
- *Debug and trace mode*

Download Instructions



- *Acesse o Metalink. “Top Tech Docs”/”Diagnostic Tools”/ “Diagnostic Tools Catalog” / “Database Technologies”.*
- *Escolha o formato que voce deseja baixar.*
 - *Unix Tar format: rda.tar (change the filename to rda.tar when saving)*
 - *Unix Tar and gzipped format: rda.tar.gz (change the filename to rda.tar.gz when saving)*
 - *Windows Zip format: rda.zip (change the filename to rda.zip when saving)*

NOTE: em caso de problemas com o Perl na máquina a ser utilizado o RDA 4.0, pode-se baixar um binário (executável compilado) para execução.

Installando



Para Unix:

- **Crie um novo diretório onde o Oracle Seja o dono (owner).**
- **Faça FTP ou copie o arquivo de RDA baixado para o diretório.**
- **Extraia os arquivos**
tar xvf rda.tar
or
gunzip rda.tar.gz
tar xvf rda.tar

Important: Não “exploda” os arquivos no Windows para transferir depois para o Unix. Voce pode ter problemas de “^M” gerados no final do arquivo.

Para Windows:

O mesmo procedimento do Unix apenas para abrir o arquivo utilize o unzilp:

unzip rda.zip

Em ambas as plataformas voce pode verificar a instalação como a opção “- c”.

RDA Output



- Após a execução voce encontrará os arquivos no diretório de output, assim como o .zip (“caso esteja gerando para um chamado técnico”). Voce pode ver o resultado acessando:

`<output_directory>/<report_group>__start.htm`

DEMONSTRAÇÃO

Em caso de problemas com instalação ou utilização do RDA ou ainda para quaisquer feedbacks, envie um email para:

`st_automation_ww@oracle.com`.

Problemas com RDA não estão sendo tratados via chamado técnico.

MetaLink My Configs & Projects

My Configs & Projects



Por que vocês estão aqui?

- A Oracle apresenta uma nova capacidade do Metalink:



My Configs & Projects

- Incrementar o nível de serviço aos nossos clientes
 - Diagnóstico e resolução dos problemas com mais rapidez
 - Evitar problemas proativamente
 - Entrega de serviços on-line
 - Entender as necessidades de nossos clientes e prover serviços e respostas consistentes.
- Introduzir nossos clientes em fases múltiplas

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My Projects and Configurations

My Favorites
All Configurations
All Projects
All Computers







[My Favorite Configurations](#)
TIP To add projects or configurations to your favorites list, click the "All Projects" or the "All Configurations" tab. The "Permission" column lists those Projects and Configurations in which you have a role. [Getting Started information for new users](#)

My Favorite Projects

Project Name	Description	Phase	Organization	Go Live Date	Permission	TARs	Remove
Phila Production Systems	Marketing Research Support	Production	FRED STAHL MARKET RESEARCH	29-FEB-2004			

row(s) 1 - 1 of 1

My Favorite Configurations

Configuration Name	Description	Configuration Type	Organization	Permission	TARs	Create TAR	Remove
crmav_gts156.us.oracle.com_DB	crmav_gts156.us.oracle.com_DB	Development	FRED STAHL MARKET RESEARCH				
DKUSUNH1	DKUSUNH1	Test	FRED STAHL MARKET RESEARCH				
IGOLD_appsol03.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				

row(s) 1 - 3 of 3

Oracle Collaborative Support
[Click Here](#)

My Configs & Projects

My Projects & Configs



My Projects

Oracle MetaLink interface showing 'My Projects' section. The 'My Configs & Projects' menu item is circled in red. The page displays a table of projects with columns: Project Name, Organization, Project Description, Go Live Date, and Remove. Below the table is a 'My Environments' section with a similar table.

Project Name	Organization	Project Description	Go Live Date	Remove
HR ESS Production	FRED STAHL MARKET RESEARCH	HR Production	01-JAN-2003	
MBS Test	FRED STAHL MARKET RESEARCH	MBS Test 1	01-SEP-2003	

Environment Name	Organization	Environment Description	Environment Type	Remove
ARST Production ERS	FRED STAHL MARKET RESEARCH	ERS Production Systems	Production	
AR ESS	FRED STAHL MARKET RESEARCH	AR ESS Production Instance	Production	
Fred's Environment	FRED STAHL MARKET RESEARCH	Fred's Test Systems	Test	
apps prod env	FRED STAHL MARKET RESEARCH	Production environment for apps	Development	
nochase.srv	FRED STAHL MARKET RESEARCH	nochase-srv	Development	

Oracle MetaLink interface showing 'Project Detail: MBS Test'. The page displays 'General Project Information' and 'Project Contacts'.

Contact Name	Owner	Project Role	Phone	E-Mail Address
Andy Oppenheim		Interested Party	719-337-3843	andy.oppenheim@oracle.com
Margaret Gervye		Interested Party	719-337-3843	Margaret.Gervye@oracle.com



My Configs

Oracle MetaLink interface showing 'My Configs' section. The page displays 'Configuration Information' and 'Additional Software'.

Project Name	Description	Life Cycle	Go Live Date	Version	Ctrl
Fred's Project					

- Acessível pelo MetaLink
- Nova função / capacidade

- Projetos e informações chaves
- Informações críticas

- Configurações e setups detalhados
- Healthchecks de melhores praticas
- Alterações imediatas

Entendendo seu negócio

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My Favorite Configurations

TIP To add projects or configurations to your favorites list, click the "All Projects" or the "All Configurations" tab. The "Permission" column lists those Projects and Configurations in which you have a role. [Getting Started information for new users](#)

My Favorite Projects

Create New Project

row(s) 1 - 1 of 1

Project Name	Description	Phase	Organization	Go Live Date	Permission	TARs	Remove
Phila Production Systems	Marketing Research Support	Production	FRED STAHL MARKET RESEARCH	29-FEB-2004			

row(s) 1 - 1 of 1

Create New Project

My Favorite Configurations

Create New Configuration

row(s) 1 - 3 of 3

Configuration Name	Description	Configuration Type	Organization	Permission	TARs	Create TAR	Remove
crmav_qts156.us.oracle.com_DB	crmav_qts156.us.oracle.com_DB	Development	FRED STAHL MARKET RESEARCH				
DKUSUNH1	DKUSUNH1	Test	FRED STAHL MARKET RESEARCH				
IGOLD_apps0103.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				

row(s) 1 - 3 of 3

- Definindo configurações
 - Automaticamente
 - Manualmente

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row(s) 1 - 1 of 1

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row(s) 1 - 3 of 3

Create New Configuration

- Definindo configurações
 - Automaticamente
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- Definindo Projetos
 - Informações chaves
 - Configurações associadas

My Configs & Projects

My Projects and Configurations

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My Favorite Projects

Project Name	Description	Phase	Organization	Go Live Date	Permission	TARs	Remove
Phila Production Systems	Marketing Research Support	Production	FRED STAHL MARKET RESEARCH	20-03-2014			

My Favorite Configurations

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- Definindo configurações
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Selecione seu favorito!

My Configs & Projects

ORACLE MetaLink

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row(s) 1 - 3 of 3

Create New Configuration

- Definindo configurações
 - Automaticamente
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- Definindo Projetos
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- Selecione seu favorito!
- Chamados (TARs)
 - Abrindo
 - Seguindo
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Project Name	Description	Phase	Organization	Go Live Date	Permission	TARs	Remove
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Create New Project

My Favorite Configurations

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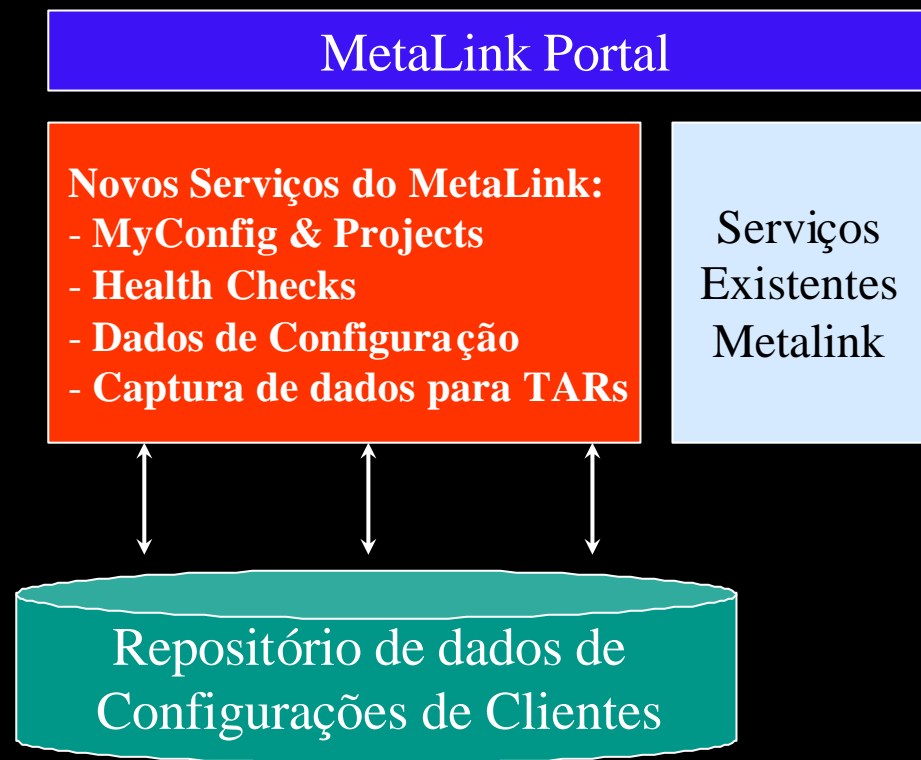
row(s) 1 - 3 of 3

- Definindo configurações
 - Automaticamente
 - Manualmente
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- Chamados (TARs)
 - Abrindo
 - Atualizando
 - Relatorios

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Configuração Automatica

- Usando MetaLink como veiculo de entrega



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Auto Configuration, How It Works

**Support
Agent**

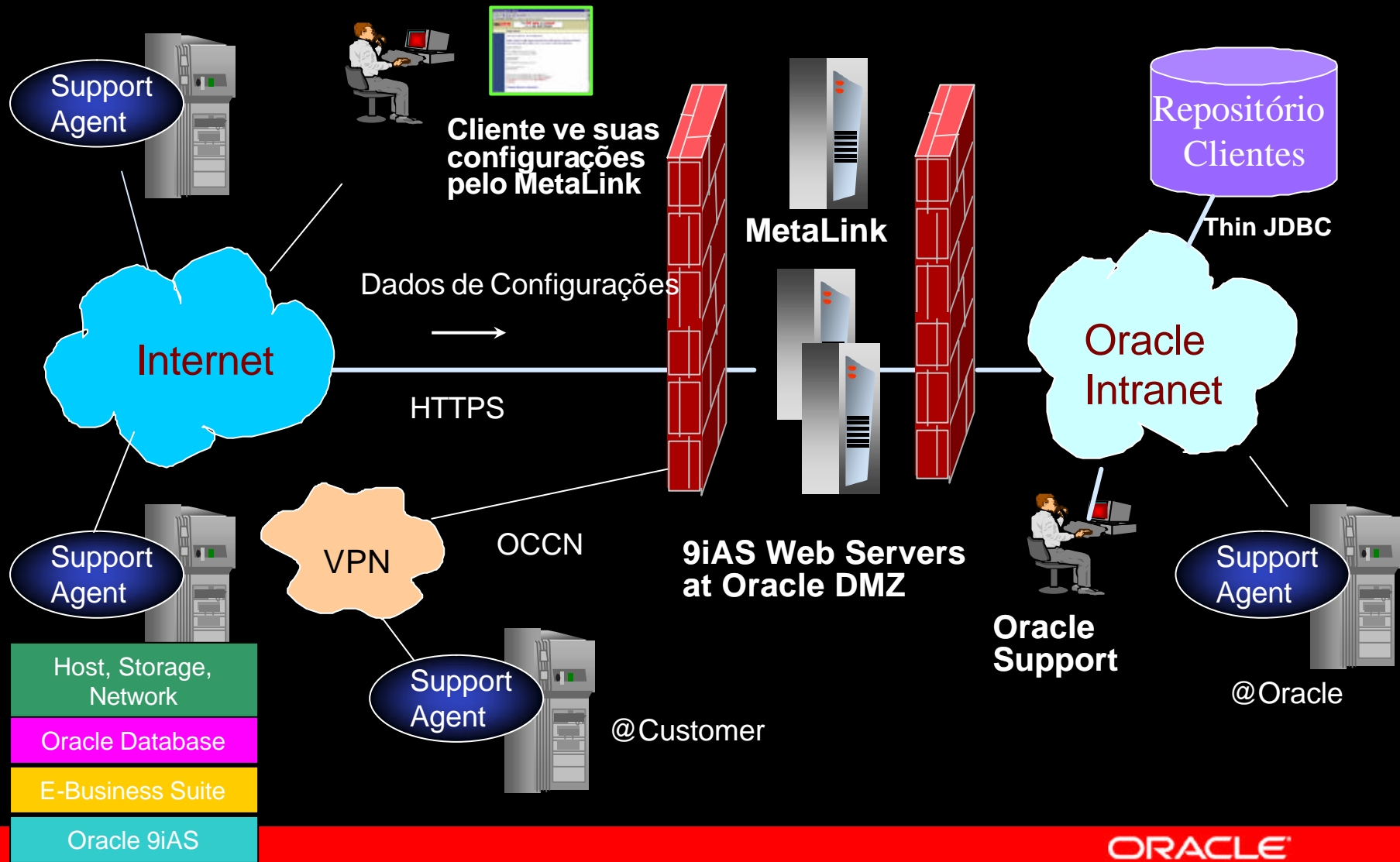
**Customer
Repository**

**MetaLink
UI**

- Roda localmente na maquina do cliente
- Coleta configurações e dados de diagnósticos
- Repositório Central no Suporte da Oracle
- Uso para Suporte proativo e reativo
- Portal Metalink Avançado
- Projetos, ambientes e configurações
- Healthchecks proativos, baseados nas melhores praticas

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Configuração Automatica, como funciona?



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Configuração Automática, Support Agent

- **Funcionalidades**
 - **Coleta automática de dados de configurações para Database, eBusiness Suite, Application Server, Host, Sistemas Operacionais e Rede**
 - **Instalado em cada servidor, HP-UX, Solaris, Linux, AIX & Tru64**
 - **Upload a cada 24 horas**
 - **Totalmente Suportado**
 - **Seguro**

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Configuração Automatica, Support Agent

Demonstração

Running RDA for Unix

- Before you begin: Log on as the UNIX user that owns the Oracle installation. On some operating systems, this user will not have the necessary permissions to run all of the commands and utilities called by RDA (e.g. sar, top, vmstat, etc). If you are running RDA to assist in resolving a tar, the analyst will most likely need the information pertaining to the Oracle owner. The exception to this rule is when RDA is used to assist in a performance related issue. In this case, Oracle support recommends that you run RDA as the UNIX user who owns the Oracle software.

Note: If you use su to connect to root or a privileged user, do not use "su -" as the minus resets the environment.

- Choose the RDA command that you will be using:
 - rda.pl : Use this command if perl is available in the path. To verify if Perl is available, enter the following command:
 - perl -V
 - In the command output, verify that '.' (i.e. the current directory) is present in @INC.
 - rda.sh : Use this command if Perl is not available.
- Note: The RDA command you selected above is represented as <rda> in the rest of this procedure. Therefore substitute rda.sh, rda.bat, or rda.pl in place of <rda>.
- Make sure the RDA command is executable. To verify, enter the following command:
 - chmod +x <rda>
- The data collection requires an initial setup to determine which information should be collected. Enter the following command to initiate the set up:
 - ./<rda> -S
 - Including the dot ensures that RDA is executed from the local directory.
 - After setup completes, review the setup file setup.cfg.
- You can also choose to collect only specific data. For more details, view the command usage help by specifying the -h option, or complete manual page with the -M option.

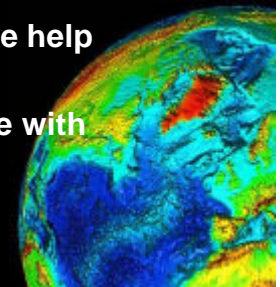
Running RDA for Unix

- At this point, you can collect diagnostic information. sqlplus should connect to the database with the userid that you specified during the setup. Start the data collection using the following command:
 - `./<rda> [-v]`
 - The `-v` option is optional. It allows you to view the collection progression.
 - The output is a set of HTML files that are located in the RDA output directory which you specified at setup. You can review the data collected by using a Web Browser to open the following file located in:
 - `<output_directory>/<report_group>__start.htm`
 - The final output is also packaged in an archive located in the `<output_directory>` chosen during RDA setup -- the packaged output file will have a `.tar` or `.zip` extension. If the data collection was generated to assist in resolving a Service Request, send the report archive (note: file name varies, but ends in `.tar` or `.zip`; e.a: `RDA.RDA_db_autoxyz.tar`) to Oracle Support by uploading the file via MetaLink. If FTP'ing the file, please be sure to FTP in BINARY format. Do not rename the file, as the file name helps Oracle Support quickly identify that RDA output is attached to the service request.
- **NOTE:** For more information or clarification please review the demonstration "viewlets" located in the Training document or please read the RDA FAQ. If you still have problems please follow Troubleshooting Steps .

Running RDA for Windows

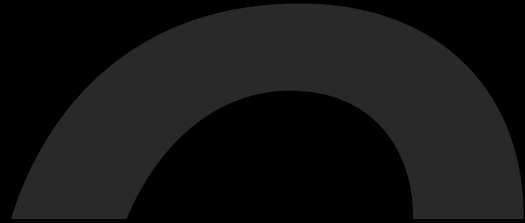


- Before you begin: Log on as the WINDOWS user that owns the Oracle installation. On some operating systems, this user will not have the necessary permissions to run all of the commands and utilities called by RDA (e.g. WinMsd utility, MSInfo32 on Windows 2000, Windows 2003) If you are running RDA to assist in resolving a tar, the analyst will most likely need the information pertaining to the Oracle owner. The exception to this rule is when RDA is used to assist in a performance related issue. In this case, Oracle support recommends that you run RDA as the user who owns the Oracle software.
- Choose the RDA command that you will be using:
 - -- rda.pl - Use this command if Perl is available in the path.
 - To verify if Perl is available, enter the following command:
 - perl -V
 - In the command output, verify that '.' (i.e. the current directory) is present in @INC.
 - -- rda.bat - Use this command if Perl is not available.
- The RDA command is represented as <rda> in the rest of this procedure.
- The data collection requires an initial setup to determine which information should be collected. Enter the following command to initiate the set up:
 - <rda> -S
- After setup completes, review the setup file setup.cfg.
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- **IMPORTANT:** The final output directory may not contain an archive file (`.zip` or `.tar`). If the archive is missing, please archive all the files in the `<output_directory>` manually and send them to Oracle Support. You can use a packaging/archive utility program like <http://www.info-zip.org/Zip.html> to perform this task.
- **NOTE:** For more information or clarification please review the demonstration "viewlets" located in the Training document or please read the RDA FAQ. If you still have problems please follow Troubleshooting Steps



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All Projects
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My Favorite Projects

[Create New Project](#)

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row(s) 1 - 1 of 1

[Create New Project](#)

My Favorite Configurations

[Create New Configuration](#)

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DKUSUNH1	DKUSUNH1	Test	FRED STAHL MARKET RESEARCH				
IGOLD_appsol03.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				

row(s) 1 - 3 of 3

My Configs & Projects

Informações de Auto Configuração

ORACLE MetaLink

Home Configuration HealthCheck

VIS_warblade.us.oracle.com_EBS

Apps Version **11.5.7**
 Database Version **8.1.7.3.0**
 Multi-Lingual **No**
 Last Load Time **11-JAN-2005 13:27:04**

Database Host **warblade**
 Multi-Currency **Is Multi-Currency**
 Multi-Org **Is Multi-Org**

Oracle E-Business Suite Details

Modules

Search by Application Short Name [view history](#)

Application Short Name	Install Status	PatchSet	Last Updated
IEU	Installed	11i.IEU.M	19-May-2002
IEX	Installed	-- Not Available --	19-May-2002
IGC	Installed	-- Not Available --	19-May-2002
IGF	Installed	-- Not Available --	19-May-2002
IGI	Installed	11i.IGI.H	19-May-2002
IGS	Installed	11i.IGS.E	19-May-2002
IGW	Installed	11i.IGW.C	19-May-2002
IMC	Installed	11i.IMC.A	19-May-2002
IMT	Installed	-- Not Available --	19-May-2002
INV	Installed	11i.INV.G	19-May-2002

Localization Modules
 Installed Languages
 NLS Settings
 Operating Units
 Applied Patches
 HR Legal Entities
 Registered Data Groups
 Registered Applications
 Registered Oracle Schemas

My Configs & Projects

Informações de Auto Configuração

ORACLE MetaLink

Home Configuration HealthCheck

APPS91_pselnx17.us.oracle.com_EBS

Hosts
pselnx17.us.oracle.com
Database Instances
Web Servers
Concurrent Managers
Forms Servers

APPS91_pselnx17.us.oracle.com_EBS

Apps Version **11.5.9**
Database Version **9.2.0.3.0**
Multi-Lingual **Not Multi-Lingual**
Last Load Time **31-JAN-2005 05:04:24**

Database Host **pselnx17.us.oracle.com**
Multi-Currency **Not Multi-Currency**
Multi-Org **Not Multi-Org**

Oracle E-Business Suite Details

- Modules
- Localization Modules
- Installed Languages
- NLS Settings
- Operating Units
- Applied Patches

Search by Patch Number [view history](#)

Patch Number	Patch Type	Date Applied
2451702	ONE-OFF	2003-07-21 17:39:21

- HR Legal Entities
- Registered Data Groups
- Registered Applications
- Registered Oracle Schemas

Files

- APPS91.env
- APPS91.xml
- APPSORA.env
- CONFIG.xml
- adconfig.txt
- listener.ora
- sqlnet.ora
- tnsnames.ora

My Configs & Projects Healthchecks e Melhores Praticas

ORACLE MetaLink

Configuration **HealthCheck** Home

Introduction
 - Summary
 Host
 - pselnx7.us.oracle.com
 Database
 - APPS9I
 - Certification Check
 - Instance
 - **Logging and Archiving**
 - Buffer Cache
 - Storage Management
 - Performance Tuning Assistant
 - Object and Password Check
 - Ora600
 - Network Advisor
 - Recovery Advisor
 E-Business Suite
 - APPS9I_pselnx7.us.oracle.com
 - Patch Recommendation
 - Diagnostic Test Summary
 - eBusiness Suite Certification

Issue Summary

Findings	Risk	Recommendation
✘ Datafiles and redo log files are on the same disk.	If the application does a lot of block changes then performance may degrade while the LGWR waits for I/O's to complete.	Place each set of redo log files on a separate disk with no other activity. Dedicating a separate disk to redo log files usually ensures that LGWR runs smoothly with no further tuning attention.
✘ The archive log destination is on the same disk as the redo log files for instance APPS9I.	The LGWR and ARCH processes will compete for the same disk read/write head. This may slow down writes to the redo log files and possibly halt the database for short periods.	Separate the redo log files from the archive log destination.
✘ 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.
✘ 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	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 be eventually be needed for media recovery

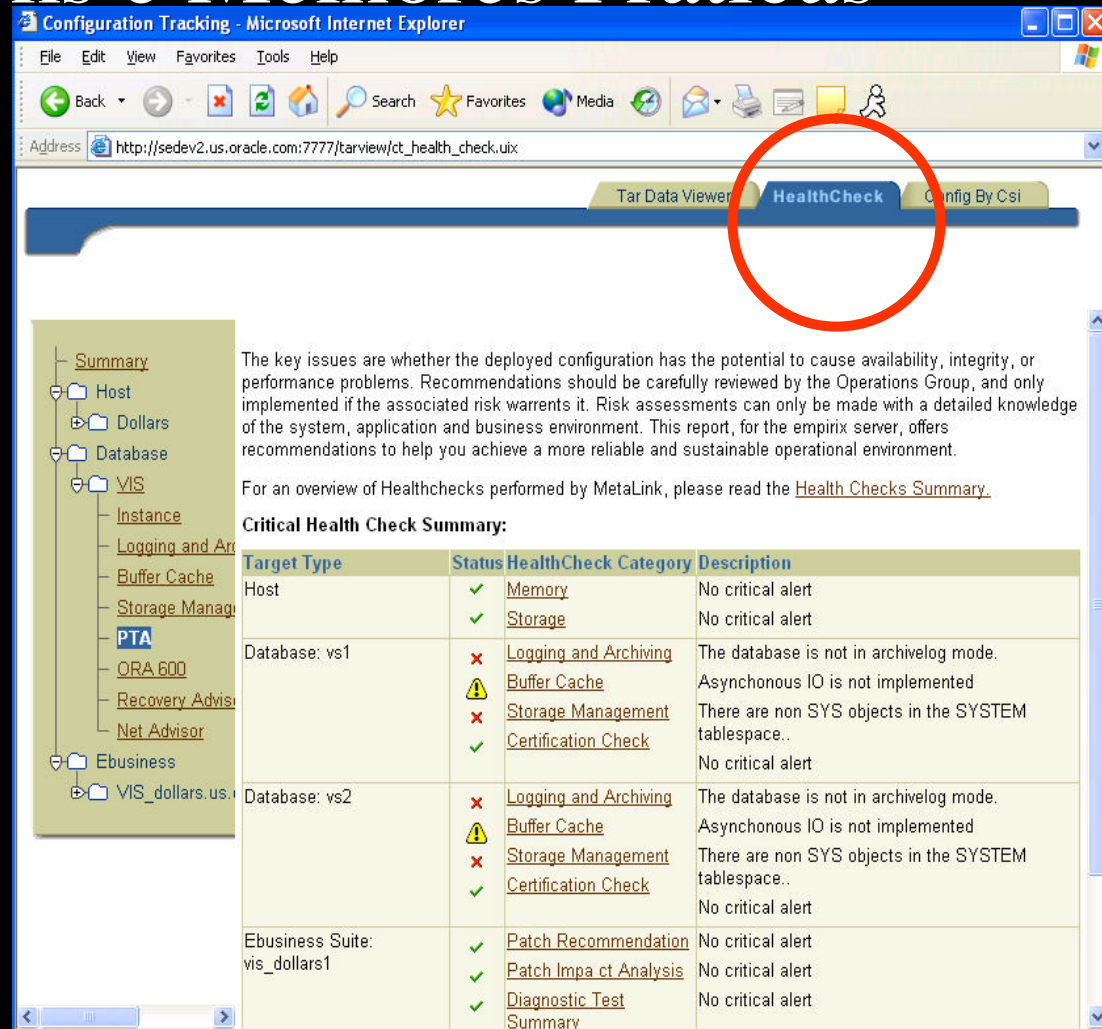
Legend: ✔ Success ✘ Error ⚠ Warning i Information

Detailed Report

Logging enables database recovery in the event of process or hardware failure and some types of human error. Although logging is crucial to the durability of the database, it does not contribute directly to the process of returning results to the application user. Therefore, attempts should be made to minimize the impact of logging on response times and transaction throughput, while at the same time ensuring that recovery can safely and successfully occur in an expeditious manner.

My Configs & Projects Healthchecks e Melhores Praticas

- Pagina de “Consulta Rapida” dos Health Checks, para problemas criticos e alertas.



The screenshot shows the Configuration Tracking web application in Microsoft Internet Explorer. The browser's address bar displays the URL: http://sedev2.us.oracle.com:7777/tarview/ct_health_check.uix. The page has a navigation bar with tabs for 'Tar Data Viewer', 'HealthCheck', and 'Config By Csi'. The 'HealthCheck' tab is highlighted and circled in red. On the left side, there is a tree view showing a hierarchy of folders: Summary, Host, Dollars, Database, VIS, Instance, Logging and Archiving, Buffer Cache, Storage Management, PTA (selected), ORA 600, Recovery Advisor, Net Advisor, Ebusiness, and VIS_dollars.us. The main content area contains a summary paragraph, a link to a Health Checks Summary, and a 'Critical Health Check Summary' table.

The key issues are whether the deployed configuration has the potential to cause availability, integrity, or performance problems. Recommendations should be carefully reviewed by the Operations Group, and only implemented if the associated risk warrants it. Risk assessments can only be made with a detailed knowledge of the system, application and business environment. This report, for the empirix server, offers recommendations to help you achieve a more reliable and sustainable operational environment.

For an overview of Healthchecks performed by MetaLink, please read the [Health Checks Summary](#).

Critical Health Check Summary:

Target Type	Status	HealthCheck Category	Description
Host	✓	Memory	No critical alert
Host	✓	Storage	No critical alert
Database: vs1	✗	Logging and Archiving	The database is not in archivelog mode.
Database: vs1	⚠	Buffer Cache	Asynchronous IO is not implemented
Database: vs1	✗	Storage Management	There are non SYS objects in the SYSTEM tablespace..
Database: vs1	✓	Certification Check	No critical alert
Database: vs2	✗	Logging and Archiving	The database is not in archivelog mode.
Database: vs2	⚠	Buffer Cache	Asynchronous IO is not implemented
Database: vs2	✗	Storage Management	There are non SYS objects in the SYSTEM tablespace..
Database: vs2	✓	Certification Check	No critical alert
Ebusiness Suite: vis_dollars1	✓	Patch Recommendation	No critical alert
Ebusiness Suite: vis_dollars1	✓	Patch Impact Analysis	No critical alert
Ebusiness Suite: vis_dollars1	✓	Diagnostic Test Summary	No critical alert

My Configs & Projects Healthchecks Melhores Praticas

- Ferramenta ORA-600, para Banco de Dados
- Avisos de Rede

Configuration Tracking - Microsoft Internet Explorer

Address: http://setdev3.us.oracle.com/CCTest/frames/ct_detail_ebus_top.uix?bajaPage=flag=true&event=healthcheckEvt

Home Targets Configuration **HealthCheck**

Assessment Summary Analysis ID 15073

Findings	Values
Error Code	600
First Argument	723
Call Stack	ksedmp kgeriv kgesiv ksesic3 ksmdpg opidcl opidrv sou2o
Current SQL Statement	No Current SQL statement found in trace file

Applicable Note	Title	Detail
Note:39308.1	Title: ORA-600 [723] "PGA memory	60

Search Metalink for related documents

My Configs & Projects Healthchecks

Melhores Praticas

Healthchecks	New in V3.0
Database Instance	
Database Single Point of Failure Checks	✓
Database Restart	
Database Logging & Archiving	
Database patch recommendation	✓
Database Buffer Cache	
Database Configuration Checks	
Database Storage Management	
Database Performance Analysis	
Database Network Issues	✓
Database ORA600	✓
Database Recovery Advisor	✓

Healthchecks	New in V3.0
Host Memory	
Host VOS checks	✓
Host Storage	
9iAS middle tier and infrastructure install running?	✓
9iAS OS configuration	✓
9iAS Portal resource check	✓
EBS critical patch recommendation	
EBS patch set recommendation	✓
EBS diagnostic test summary	
EBS certification check	✓

My Configs & Projects

My Projects and Configurations

My Favorites | All Configurations | All Projects | All Computers

My Favorite Configurations

TIP To add projects or configurations to your favorites list, click the "All Projects" or "All Configurations" tab. The "Permission" column lists those Projects and Configurations in which you have a role. [Getting Started information for new users](#)

My Favorite Projects

Project Name	Description	Phase	Organization	Go Live Date	Permission	TARs	Remove
Phila Production Systems	Marketing Research Support	Production	FRED STAHL MARKET RESEARCH	29-FEB-2004			

row(s) 1 - 1 of 1

My Favorite Configurations

Configuration Name	Description	Configuration Type	Organization	Permission	TARs	Create TAR	Remove
crmav_qts156.us.oracle.com_DB	crmav_qts156.us.oracle.com_DB	Development	FRED STAHL MARKET RESEARCH				
DKUSUNH1	DKUSUNH1	Test	FRED STAHL MARKET RESEARCH				
IGOLD_apps03.us.oracle.com_DB	Database	Production	FRED STAHL MARKET RESEARCH				

row(s) 1 - 3 of 3

- Definindo configurações
 - Automaticamente
 - Manualmente
- Definindo Projetos
 - Informações chaves
 - Configurações associadas
- Selecione seu favorito!
- Chamados (TARs)
 - Abrindo
 - Atualizando
 - Relatorios
- Onde ir?

My Configs & Projects Inicio e Novos Usuarios

The screenshot displays the Oracle MetaLink website interface. At the top left is the Oracle logo, and at the top center is the MetaLink logo. A navigation sidebar on the left contains buttons for: My Headlines, Top Tech Docs, Forums, User Profile, Certify & Availability, Patches, TARs, Bugs, My Configs & Projects (highlighted), News & Events, and E-Business 11i. Below the sidebar are buttons for Feedback and Site Map, and an Oracle Collaborative Support link. The main content area features a search bar with 'Submit' and 'Advanced' buttons, and a feedback section with dropdown menus for 'Did this article help solve your problem?' and 'Would you recommend this document to others?'. The main heading is 'Learn More About My Configs & Projects'. The text explains that this feature allows users to define computer configurations and project milestones, enabling Oracle to provide more proactive support. Below the text are links for 'Getting Started', 'Configurations' (with sub-links for 'Support Agent and Automatic Configurations' and 'Manual Configurations'), 'Healthchecks', and 'Projects'. A 'Getting Started' section follows, stating it contains overview information and a list of resources: 'Web Based Tutorial: Introduction (14 minutes 48 seconds)' and 'My Configs & Projects Features Data Sheet'. A 'Configurations' section begins with the text: 'Configurations are a description of a computer or a group of computers and the software those computers are running on. Configurations are either created automatically by installing and running the Support Agent, or manually by clicking on the "Create New Configuration" button.'

My Configs & Projects Download do Support Agent

The screenshot shows the Oracle MetaLink website interface. At the top left is the Oracle logo, and at the top center is the MetaLink logo. Below the logo is a search bar with 'Submit' and 'Advanced' buttons. A left-hand navigation menu contains buttons for 'My Headlines', 'Top Tech Docs', 'Forums', 'User Profile', 'Certify & Availability', 'Patches', 'TARs', 'Bugs', 'My Configs & Projects' (highlighted), 'News & Events', and 'E-Business 11i'. Below the menu are 'Feedback' and 'Site Map' buttons, and an 'Oracle Collaborative Support' box with a 'Click Here' link. The main content area is titled 'Configurations: Download the Support Agent'. It includes a 'Click here' link for more information, a section 'What is the Support Agent?' with a paragraph explaining its function, and two columns of bulleted lists: 'Key Benefits' and 'Key Features'. Below these are sections for 'Before Getting Started' and 'Download Latest Support Agent Patchset', each with a list of links and instructions. A 'Download' button is located at the bottom of the page.

ORACLE MetaLink

My Headlines Submit Advanced

Top Tech Docs

Forums

User Profile

Certify & Availability

Patches

TARs

Bugs

My Configs & Projects

News & Events

E-Business 11i

Feedback Site Map

Oracle Collaborative Support Click Here

Configurations: Download the Support Agent

[Click here](#) for more information.

What is the Support Agent?

The Support Agent is a data collector agent designed to provide continuous tracking of key Oracle and system statistics of the machine it is running on. The support agent provides precise information to Oracle Support analysts so they can understand the problem and deal with it quickly and effectively. One support agent is required per machine running Oracle. Data collected by the support agent is sent via secured HTTP back to Oracle Support where we can maintain an updated view of your Oracle instance.

Key Benefits

- Greatly reduce service request resolution time
- View your latest platform and Oracle configuration online from MetaLink
- Track which Oracle software components are out of date
- Easy to deploy, install, and use.

Key Features

- Lightweight agent that consumes little CPU resources
- Automatic discovery of Oracle and platform profiles at first start-up
- Collects data from Host, Oracle 8i/9i database, Oracle iAS, and Oracle Applications 11i
- Collects data at pre-defined intervals or by event threshold
- Uses HTTPS protocol to communicate securely with Oracle

Before Getting Started

Review the information and training on the [New User's Page](#)

- [Support Agent Readme](#)
- [Support Agent Installation Guide](#)
- [Oracle Support Agent FAQ](#)
- [Network Connection Methods for Automatic Configuration Upload](#)
- [Support Agent Pre-installation Checklist](#)

Download Latest Support Agent Patchset

- Go to the Patches download area in MetaLink
- Click "New MetaLink Patch Search"
- Search patches by "Products & Family" on the drop down
- Enter "Support Agent" in the field and hit ENTER
- Select the latest release
- Select "Any" for the Patch Type
- Hit "GO"

Download

Se precisar de Suporte Como criar chamados (TAR) ref ao MC&P?

- **Selecione o Produto 'OSS Support Tools'**

ORACLE *MetaLink*

My Headlines | Top Tech Docs | Forums | User Profile | Certify & Availability | Patches | **TARs** | Bugs | My Configs & Projects | News & Events | E-Business 11i | Administration

Feedback | Site Map

Oracle Collaborative Support [Click Here](#)

TARs (Technical Assistance Requests)

TAR Search | Create a TAR | Management Reports

Use one of my saved [TAR Profiles](#): None
(select a profile and click 'Go')

OR fill in the required fields below:

*Contact me via: E-mail

*Product: OAC - Oracle Accessibility Checker

*Product Version (e.g.: 11.5.9): OAC - Oracle Accessibility Checker

*Platform: OE Online - ILC

*Operating System Version (12 characters max): OMS Delivery Services

*Database Version (e.g. 9.2.0.4): OPMCDT

*Support Identifier: ORAJTST

*Phone: OSS Support Tools

Save these settings/selections as a TAR Profile for future use.

Se precisar de Suporte Como criar chamados (TAR) ref ao MC&P?

- **Selecione o tipo de problema ‘Support Agent Install Issue’ ou “Outros”**

ORACLE MetaLink

My Headlines | Top Tech Docs | Forums | User Profile | Certify & Availability | Patches | TARs | Bugs | My Configs & Projects | News & Events | E-Business 11i | Administration

Feedback | Site Map

Oracle Collaborative Support [Click Here](#)

TARs (Technical Assistance Requests)

TAR Search | Create a TAR | Management Reports

Create a TAR - Brief Description

*Type of problem: Select One

Error Message (if applicable): Select One

- Database HealthCheck Issue
- Net Advisor Issue
- ORA-600 Issues
- Performance Tuning Assistant Issue
- Portal HealthCheck Issue
- Recovery Advisor Issue
- Support Agent Install Issue**
- Support Agent Upload Issue
- iAS HealthCheck Issue
- Cooperative Technical Support Agreement (CTSA)

*Brief subject statement (80 characters), in English, summarizing your problem/request:

*I will enter the text of this TAR in English:

Make this language preference the default for all my TARs:

Continue >>

Questões?

**Perguntas
&
Respostas**