



ORACLE®

Support Tools

Damir Pleško, GCA Operations



Agenda

- Upgrade Advisor
- Configuration Manager

My Oracle Support Phase Overview



Database Upgrade from 10.2 to 11.2 > Evaluate

1. Evaluate
2. Plan
3. Configure
4. Test
5. Implement
6. Accept

Phase Overview

Step by Step Guide

- Learn about the value of upgrading
- Review Product Enhancements
- Consider Configuration Efficiencies
- Learn about performance and scalability improvements.
- Review Product Quality Improvements
- Review Lifecycle Improvements
- Review hardware and 3rd party software stack changes.
- Review Potential Environmental Impact Support Matrix

Overview

The goal of the UPGRADE- EVALUATE phase is to help you understand business requirements and explore new possibilities for the enterprise to improve efficiency, effectiveness or competitive advantage. Emphasis on improving business through upgrading existing hardware/software in the current system.

Areas of Focus:

- o Potential business improvements which can be achieved by upgrade. Examples:
 - o Performance and scalability improvements
 - o Process improvements
 - o Resource optimization
 - o Risk reduction
- o Upgrade strategies
- o Upgrade impact

Expected Outcome / Deliverables:

- o Documented GO/NO-GO decision for upgrading to a new and specified version
- o Documented understanding of the impact for the business
 - o Expected benefits for the business
 - o Expected costs (people, other resources, time, impact on other systems)
- o Documented Risk Assessment

Scope:

... to guide customers on the path to plan for and execute the upgrade of Oracle Database from Oracle Database 10g release 2 (10.2) to Oracle Database 11g release 2 (11.2). Guided paths for other versions will be available at a later date. Customers wishing to upgrade from 9.2 to any later Database version may consult the [10g Upgrade Companion \[ID 466181.1\]](#).

Knowledge:

Oracle 11g Release 2 Information Center	Doc ID 988222.1
11.2 Certification Highlights	Doc ID 1065024.1

Communities:

Join the [Upgrade Advisor Community](#) to take advantage of an extensive resource network including Oracle's Upgrade SMEs to get answers to your questions, share best practices with others and give us your suggestions to improve the Upgrade Advisors.

For all other types of 'technical questions' related to your products, please keep on using the existing product specific communities:

- o [Linux/UNIX DB Install/Upgrade Support Community](#)
- o [Windows DB Install Support Community](#)
- o [Database Administration Community](#)

News and Announcements

- Why Upgrade to Oracle Database 11g? (.pdf)
- Lowering Your IT Costs with Oracle Database 11g Release 2 (.pdf)

Multimedia Training

- Why Upgrade to Oracle Database 11g?
- Oracle Customers Talk About DB 11.2

Related Resources

- Oracle Database Upgrade (OTN)
- DB 11.2 New Features Guide
- Database 11.2 Value Propositions (.ppt)

Related

Products

[Oracle Database Products > Oracle Data](#)

[Back to top](#)

My Oracle Support UI Phase Overview

Database Upgrade from 10.2 to 11.2 > Evaluate

1. Evaluate	2. Plan	3. Configure	4. Test	5. Implement	6. Accept
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Phase Overview

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- Review Lifecycle Improvements
- Review hardware and 3rd party software stack changes.
- Review Potential Environmental Impact Support Matrix

Overview

The goal of the UPGRADE- EVALUATE phase is to evaluate future and core business requirements and explore new possibilities for the enterprise advantage. Emphasis on improving business in the current system.

LifeCycle Phase Overview

Areas of Focus:

- o Potential business improvements which can be achieved by upgrade. Examples:
 - o Performance and scalability improvements
 - o Process improvements
 - o Resource optimization
 - o Risk reduction
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 - o Expected benefits for the business
 - o Expected costs (people, other resources, time, impact on other systems)
- o Documented Risk Assessment

Scope:

This document is intended to guide customer to plan for and execute an upgrade from Oracle Database 10g release 2 (10.2) to Oracle Database 11g release 2 (11.2). Guided path for later versions will be made available at a later date. For more information on upgrading to any later Database version (up to 11.2) please refer to the Upgrade Advisor (6181.1).

Content based knowledge

Knowledge:

- Oracle 11g Release 2 Information Center
- 11.2 Certification Highlights

Community interaction

Communities:

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Step by Step Guided Path
L1 (BOM) steps – common to all Product Areas



Step by Step Guided Paths



Upgrade Advisor: Database [ID 251.1]

Step by Step Guided Path
L1 (BOM) steps

Modified 24-JUN-2010 Type REFERENCE Status PUBLISHED

Database Upgrade from 10.2 to 11.2 > Plan

1. Evaluate 2. Plan 3. Configure 4. Test 5. Implement 6. Accept

Phase Overview

Step by Step Guide

- Learn How to Partner with Oracle Support
- Project Organization and Governance
- Review Architecture and Implementation needs
- Review Potential Environmental Impact
- Review the Support Model
- Review Upgrade Installation Guide
 - Choose upgrade path and method
 - Make list of recommended DB patches
 - Review Oracle Clusterware resource changes
 - Review DB Behavior Changes
 - Create your Test Environment
 - Run Pre-Upgrade Information Tool
 - Review non-ASCII parameters
 - Define your tablespace
 - Consider Impact on Documentation
 - Define your Test Strategy
 - Consider Trailing Nulls
 - Review latest product documentation
 - List obsolete artifacts

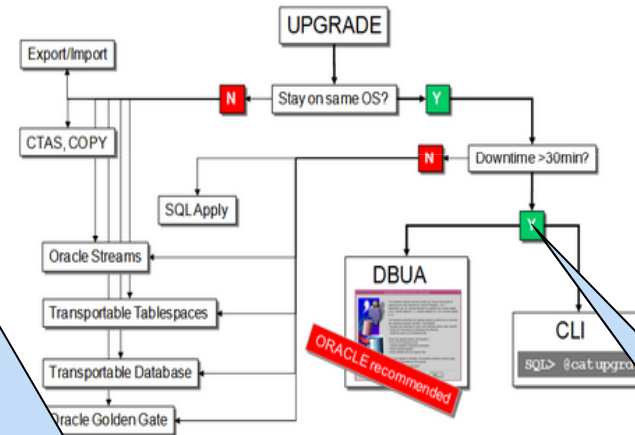
Prev Next

Choose upgrade path and method

Description: Choose an upgrade path based on what your starting version is, and an upgrade method based on your business and technical requirements.
Durations: 4-8 hours, depending on the number of choices you consider
Audience: Technical management, implementation staff

First, determine your **upgrade path**. You may not be able to upgrade directly to 11.2 from the version you are currently on. The upgrade path will affect the upgrade method you choose.

Related Video: Database Upgrade Paths



Step by Step Guided Path
L2 workflow steps – Product Area specific

L2 workflow step content

- Automatically reports errors found in spool logs
 - Provides complete HTML report of the upgrade process
 - Command-line interface allows ISVs to automate
- Disadvantage
 - Offers less control over individual upgrade steps
- Manual Upgrade
 - Command-line upgrade using Oracle supplied SQL scripts and utilities (My Oracle Support Complete Checklist for Manual Upgrades to 11gR2 (Doc ID 837570.1) provides a checklist for manual upgrades.)
 - Advantage
 - The DBA controls every step of the upgrade process
 - Disadvantages
 - Manual checks required of spool logs for errors



Rich Content at L2 level

Upgrade Advisor: Database [ID 251.1]

Modified 24-JUN-2010 Type REFERENCE Status PUBLISHED

Database Upgrade from 10.2 to 11.2 > Plan

- 1. Evaluate
- 2. Plan
- 3. Configure
- 4. Test
- 5. Implement
- 6. Accept

Phase Overview

Step by Step Guide

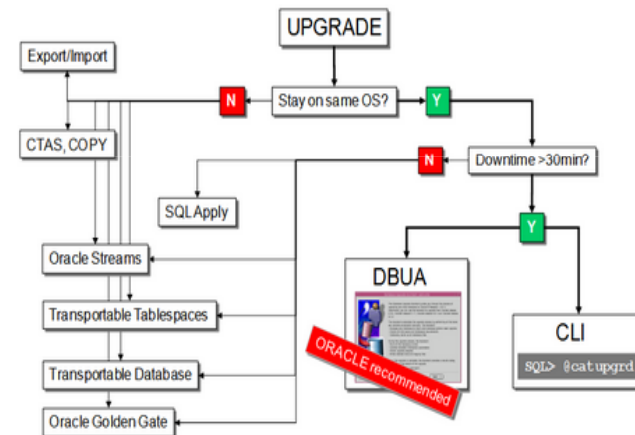
- Learn How to Partner with Oracle Support
- Project Organization and Governance
- Review Architecture and Implementation needs
- Review Potential Environmental Impact
- Review the Support Matrix
- Review Upgrade Installation Guide
 - Choose upgrade path and method
 - Make list of recommended DB patches
 - Review Oracle Clusterware resource changes
 - Review DB Behavior Changes
 - Create your test environment
 - Run Pre-Upgrade Information Tool
 - Review your database configuration parameters
 - Define your rollback plan
 - Consider Impact on User Documentation
 - Define your Test Strategy
 - Consider Training Needs
 - Review latest product documentation
 - List missing artifacts

Prev Next

Choose upgrade path and method

Description: Choose an upgrade path based on what your starting version is, and an upgrade method based on your business and technical requirements.
Durations: 4-8 hours, depending on the number of choices you consider
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First, determine your [upgrade path](#). You may not be able to upgrade directly to 11.2 from the version you are currently on. The upgrade path will affect the upgrade method you choose.



Related Video: Database Upgrade Paths

MM Objects – L2 step content

Potential future options planned, such as:
 Product Upgrade Sandbox
 VM- or Cloud-based Virtual Hands-On Lab

and you will use to upgrade. Oracle Database 11g supports the following methods:

- **Database Assistant**
 - Graphical user interface to Guide you through the process
 - Preferred method of upgrading
 - NOTE: If you choose this path, we still recommend that you review the steps for [Manual Upgrade](#) to help you understand what DBUA is doing.
 - Advantages
 - Automates all tasks
 - Performs both Release and Patch set upgrades
 - Supports Single Instance databases and Oracle RAC
 - Informs user and fixes upgrade prerequisites
 - Automatically reports errors found in spool logs
 - Provides complete HTML report of the upgrade process
 - Command-line interface allows ISVs to automate
 - Disadvantage
 - Offers less control over individual upgrade steps
- **Manual Upgrade**
 - Command-line upgrade using Oracle supplied SQL scripts and utilities (My Oracle Support [Complete Checklist for Manual Upgrades to 11gR2](#) (Doc ID 837570.1) provides a checklist for manual upgrades.)
 - Advantage
 - The DBA controls every step of the upgrade process
 - Disadvantages
 - Manual checks required of spool logs for errors

Rich Content at L2 level



Upgrade Advisor: Database [ID 251.1]

Modified 24-JUN-2010 Type REFERENCE Status PUBLISHED

Database Upgrade from 10.2 to 11.2 > Configure

- 1. Evaluate
- 2. Plan
- 3. Configure
- 4. Test
- 5. Implement
- 6. Accept

Phase Overview

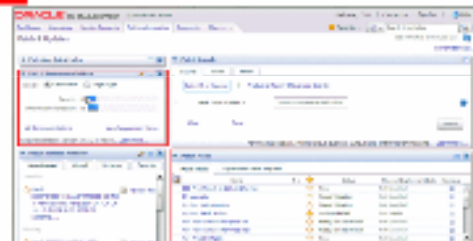
- Step by Step Guide
- Review Critical Patch Advisory
- Perform Upgrade on Test System
- Perform post-upgrade tasks
- Implement Operational training
- List milestone artifacts

Review Critical Patch Advisory

Are there any new critical patches that should be included in the upgrade?

Description: Create list of any *new* critical patches to be applied to your target ORACLE_HOME as part of the upgrade process.
Duration: 1 hour
Audience: Implementation staff

Patches and Updates Tab



Patch Recommendation Webcast

Review Current Critical Patches

Plan phase you constructed a list of recommended patches to apply. When reconfiguring your test system before each test cycle, wish to find out if any critical patches have been released that should be included in your next test cycle. We don't recommend changes to your patch plan that are not critical at this time, but before the upgrade is it worth finding out. Test the application of patches discovered at this time in your test environment and request any merged patches needed to apply the new critical patches without roll back any patches that are part of your final patch plan. Then apply any new patches to your target ORACLE_HOME before

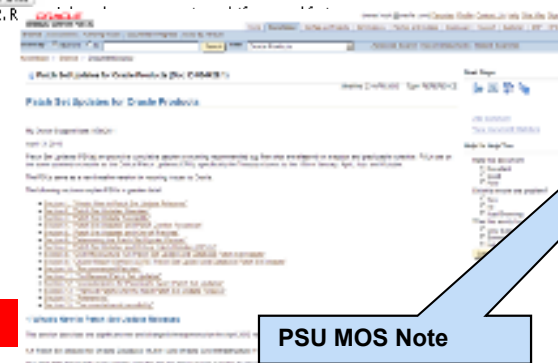
Related Video:
[Patch Recommendations](#)

Critical Patches

My Oracle Support Patch Recommendations feature:

must be done AFTER you have installed 11.2 on your test system, and then requires installation of Configuration Manager 10.3.2 or later which will collect your configuration and upload it to My Oracle Support. You can search for patch recommendations, assemble a set of patches from your patch plan, analyze for prerequisites, and automatically generate requests for replacement (merged) patches when two or more patches conflict. For more information, please read [My Oracle Support Patch Recommendations \(Doc ID 847411.5\)](#).

Knowledge
[Patch Set Updates for Oracle Products \[ID 854428.1\]](#)
[11.2.0.X Grid Infrastructure Bundle Patch Information \[ID 1082394.1\]](#)



PSU MOS Note

Doc ID 880782.1 will contain links to notes documenting known issues for each 11.2 patch set. Availability and Known Issues (Doc ID 880707.1). Review each known issue to determine if it might

For the patch set version and PSU version you are running, PSUs and CPUs are always available. Since the advent of the PSU, most individual fixes which would have become a recommended patch are now included in the latest PSU and CPU.

1082394.1]

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Specific Guided Pathways for V1



DB

- 10.2.0.4 to 11.2.0.1
- 9.2.0.8 to 11.2.0.1 (*Pending)

EBS

- 11.5.10 CU2 to 12.1.2
- Technical Upgrade path (Techstack)
- Financials
- HRMS HCM

FMW

- FMW: OAS 10.1.2 Forms/Reports Services to FMW 11g Forms/Reports Services
- FMW: OAS 10.1.2 Portal to FMW 11g Portal

PeopleSoft

- HCM 8.9 to 9.1
- FSCM 8.9 – 9.1
- PeopleTools 8.48/49 to 8.50

JDE

- OneWorld Xe to EnterpriseOne 9.0
- EnterpriseOne 8.11 to 9.0

Siebel

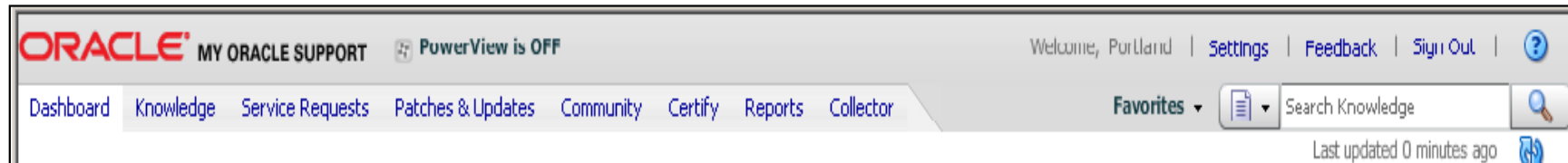
- Siebel CRM 7.8/8.0 to 8.1.1

ORACLE

My Oracle Support Configuration Manager



What is it?



A Support capability that automates configuration information exchange between Oracle and our customers enabling faster resolution and proactive detection of issues that our customers might encounter. My Oracle Support utilizes core configuration management capabilities available from Oracle Enterprise Manager and provides:

- The ability to define configurations and organize projects
- A view of System details and changes
- Create, track, and status Service Requests
- Advanced Knowledge Management capabilities
- Proactive problem avoidance with HealthChecks
- Proactive Product and Security Alerts
- Service Request Priority Handling

Configuration Manager

The Four C's



- Configuration Collector (at Customer)
 - Collector deployed into each Oracle Home
 - Allows configuration information to be collected and uploaded directly from the customer site
 - Collector can be set to auto-update, minimizing customer maintenance
 - Uploads initiated by collector over a secure pipe
- Centralized repository (at Oracle)
 - Contains the customer configuration information
 - Can be leveraged to provide:
 - Health checks
 - Patch advice
 - Inventory and usage
- Content Server (at Oracle)
 - Acts as publisher of revised configuration collector content for download by the collector.
- Connection with My Oracle Support (at Oracle)
 - Allow customers to log SRs referencing the uploads configurations
 - Allow customers to view their configuration details
 - GC: enables proactive health & patch recommendations
 - GC: inventory reports

How do we ensure Security?

- **All** connections go through https/ssl 128 bit with public/private key exchange
- **All** connections go to <https://ccr.oracle.com:443>
- You can instruct OCM to **use a proxy** if you are not connected to the internet directly
- You can create firewall rules to allow **outgoing** traffic to CCR Host
- More information:
http://download.oracle.com/docs/html/E12881_01/security.htm
http://download.oracle.com/docs/html/E12882_01/connectivity.htm

What is a System?

The screenshot shows the Oracle My Oracle Support dashboard. The 'Systems' table is circled in red and contains the following data:

Name	Last C...	Type	Oracle Home	Organization
EnterpriseManager0.ssibils-desktop_ssibils-desktop_ias	Today	Oracle Application ...	/u02/app/oms2/om...	USinternetworking...
MOS.dscdap04.us.oracle.com_dscdap04.us.oracle.com_ias	Today	Oracle Application ...	/scratch/oracle/pr...	Oracle Sales
MOS.dscdap03.us.oracle.com_dscdap03.us.oracle.com_ias	Today	Oracle Application ...	/scratch/oracle/pr...	Oracle Sales
prod_jpdcl1200.jpdel1200.jp.oracle.com_jpdcl1200.jp.oracle.com_...	Today	Oracle Application ...	/u01/oracle/prod/a...	Oracle Support Se...
PROD_apps_db_jpdcl1200.jp.oracle.com_ebs	Yesterday	Oracle E-Business ...	/u01/oracle/prod/...	Oracle Support Se...

The dashboard also includes sections for Site Alerts, Health Recommendations (Total Issues: 396), Inventory (See Report) with a pie chart showing OS types, Getting Started, Targets, Task: Associate Collectors, Service Requests (Technical SRs Only), Projects, News, and Knowledge Articles.

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

Main Dashboard

The screenshot displays the Oracle My Oracle Support Main Dashboard. The interface includes a navigation bar at the top with the Oracle logo and 'MY ORACLE SUPPORT' text. Below the navigation bar, there are several sections:

- Getting Started:** A section with a header image and a list of links for 'Welcome to My Oracle Support', 'My Oracle Support Training', and 'My Oracle Support Tools'.
- Inventory (Last Month):** A section featuring a pie chart showing the distribution of systems by operating system. The legend includes: Linux x86, Linux x86_64, Microsoft Windows, Linux Itanium (64-bit), Sun Solaris SPARC (64-bit), UNKNOWN, PROMISED_OS, and Other.
- Health Recommendations:** A section with a horizontal bar chart showing the total number of systems in different health states: Critical (30), Warning (164), and Info/Normal (114).
- Systems:** A table listing various systems with columns for Name, Last Date, Type, Oracle ID, and Organization. A context menu is open over this table, showing options like 'Refresh', 'Delete', 'On Demand', 'Add to Favorites', 'Print', 'Download', 'Settings', and 'Download System Settings'.
- Projects:** A section listing various projects with columns for Name, Last Date, Type, Oracle ID, and Organization.
- Knowledge & Help:** A section displaying a list of knowledge articles with columns for Title, Last Date, and Organization.

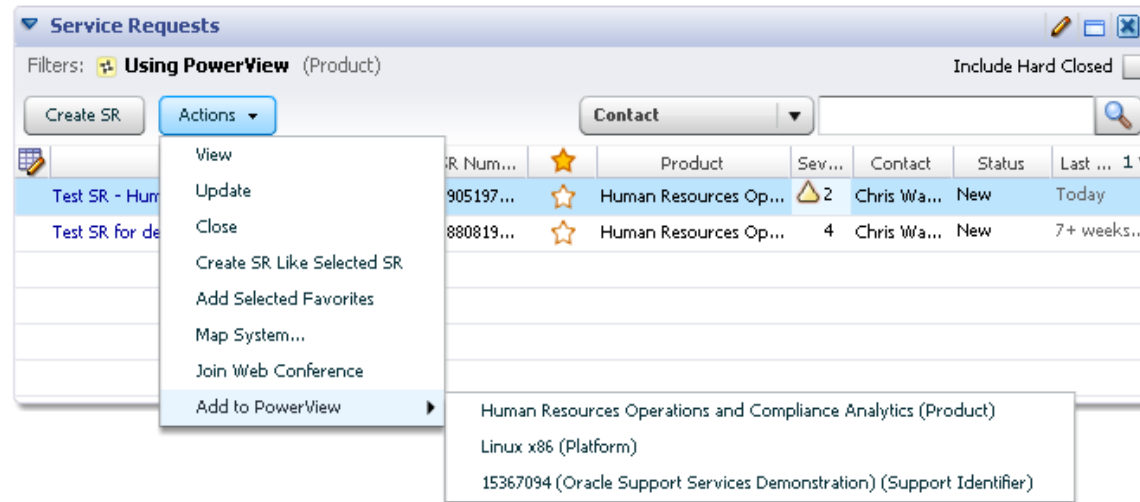
At the bottom of the dashboard, there is a footer with the text: 'Copyright © 2007, 2015 Oracle and/or its affiliates. All rights reserved. Oracle and/or its affiliates are trademarks of Oracle Corporation and/or its affiliates. Other brands and product names are trademarks of their respective owners.' and a link to 'View all documents'.

PowerView



Resulting in exactly what you want to see

You can now create/modify PowerView filters directly from the content attributes of a specific region via the Action menu.



Systems Region – Advanced Search



The screenshot shows the Oracle My Oracle Support interface. At the top, there is a navigation bar with "ORACLE MY ORACLE SUPPORT" and "PowerView is OFF". The user is logged in as "Garry". The main content area is titled "Systems" and includes an "Advanced Systems Search" dialog box. The dialog box has a "Select Filter" dropdown menu with the following options: Favorite, Host Name, Lifecycle, Platform, Product, Support Identifier, System Description, System Name, and Target Type. The "is" operator is selected in the search criteria. A red circle highlights the search icon in the top right corner of the dialog box.

Snapshot and Compare Configurations

The screenshot shows the Oracle Configuration tool interface. The 'Actions' menu is open, and the 'Compare' option is selected. A sub-menu is displayed with the following options: Latest (22 Jan 2009), 27+ weeks ago (21 Jan 2009), 27+ weeks ago (20 Jan 2009), 28+ weeks ago (19 Jan 2009), 28+ weeks ago (18 Jan 2009), 28+ weeks ago (17 Jan 2009), 28+ weeks ago (16 Jan 2009), 28+ weeks ago (15 Jan 2009), and Other Date... The 'Other Date...' option is highlighted. A date selection dialog is open, showing the date 04/08/2009. The dialog has a 'To Date' field set to July 2009 and a calendar grid with the 14th of July selected. A 'Cancel' button is visible at the bottom of the dialog.

The screenshot shows the Oracle Configuration tool interface. The 'Actions' menu is open, and the 'Compare' option is selected. A sub-menu is displayed with the following options: Latest with Another Date... and Between Two Dates... The 'Between Two Dates...' option is highlighted. A date range selection dialog is open, showing the 'From Date' as 25/08/2008 and the 'To Date' as 04/08/2009. The dialog has two calendar grids. The first grid is for August 2008, with the 25th selected. The second grid is for August 2009, with the 4th selected. A 'Cancel' button is visible at the bottom left, and an 'Apply Dates' button is visible at the bottom right.

System Dashboard View of the Host



ORACLE MY ORACLE SUPPORT

Welcome, Charles | Contact Us | Sign Out | Help

Dashboard Knowledge Service Requests Patches & Updates Community More...

Dashboard > RACASM1_crs_aulnx11_rac > RACASM1_crs_RACASM11 >

aulnx11 (Host)

Last refreshed 0 minutes ago

Customize Page...

Target Overview

Name: aulnx11
Type: Host
Last Collected: Nov 11 2009 3:07 pm
Host: aulnx11
Oracle Home:
Support ID: 15292666 (Oracle Support Services)

Target Health

Total Issues: 1

Critical	0
Warning	0
Informational	1

Target Patch Recommendations

View by: Classification Target Type

Other Recommendations	0
Security	0

No recommendations to report. [Learn Why...](#)

Requires collector version 10.3.2 or newer. [Learn More...](#)

Configuration

Actions

All None Today (Nov 11 2009)

Hardware

Host ...	Domain	Vendor N...	System C...	Machine ...	Clock Fr...	Memory ...	Local Dis...	CPU Count	CPU Boa...	I/O Card...	Fan Count	Power S...	Boot Disk...	System B...	System S...	Available ...	Available ...
aulnx11.a...	au.oracle...	Intel Base...	x86_64	GenuineIn...	100	3383	0	2	1	15							

- Operating System
- Network Information Configuration
- IO Devices
- Operating System Modules
- Operating System ULIMITs
- Operating System Properties
- Operating System Components
- File Systems
- Operating System Registered Software
- Host User Defined Products

System Health – Health Checks



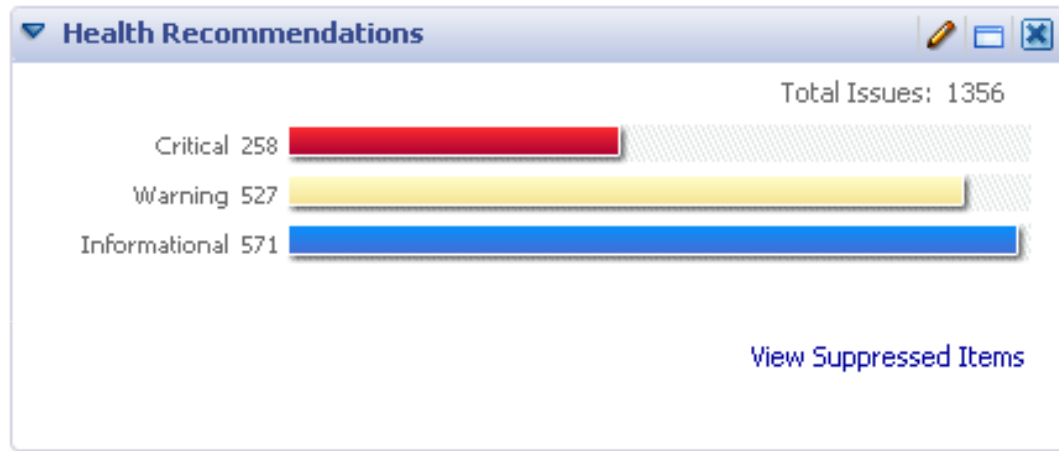
ORACLE MY ORACLE SUPPORT PowerView is OFF Welcome, Chris | Contact Us | Sign Out | Help

Dashboard Knowledge Service Requests Patches & Updates Community More..

Search Knowledge Base

Last refreshed 2 minutes ago

Customize Page...



System Health Dashboard



ORACLE | MY ORACLE SUPPORT | Home | Help | Search

Home | Knowledge | Oracle Support | Alerts & Updates | Community | My Oracle Support

Dashboard | Health: Performance Alerts

Health Recommendations

Control (2/0) | Warning (2/2) | Info (1/0) | No Suppressed Items

Configure (0) | Performance (2) | Availability (0) | Config. Manag. (0) | Patch (0) | Security (0)

Item	Item Label	Item ID	Item Type	Item Status	Item Action	Item Details
<input checked="" type="checkbox"/>	Database trace files are readable by users	DB-10000	Health - Info	Active	View Details	Database trace files are readable by users
<input type="checkbox"/>	Database trace files are readable by users	DB-10000	Health - Info	Active	View Details	Database trace files are readable by users
<input type="checkbox"/>	Database trace files are readable by users	DB-10000	Health - Info	Active	View Details	Database trace files are readable by users
<input type="checkbox"/>	Database trace files are readable by users	DB-10000	Health - Info	Active	View Details	Database trace files are readable by users
<input type="checkbox"/>	Database trace files are readable by users	DB-10000	Health - Info	Active	View Details	Database trace files are readable by users
<input type="checkbox"/>	Database trace files are readable by users	DB-10000	Health - Info	Active	View Details	Database trace files are readable by users
<input type="checkbox"/>	Database trace files are readable by users	DB-10000	Health - Info	Active	View Details	Database trace files are readable by users
<input type="checkbox"/>	Database trace files are readable by users	DB-10000	Health - Info	Active	View Details	Database trace files are readable by users
<input type="checkbox"/>	Database trace files are readable by users	DB-10000	Health - Info	Active	View Details	Database trace files are readable by users
<input type="checkbox"/>	Database trace files are readable by users	DB-10000	Health - Info	Active	View Details	Database trace files are readable by users

Database trace files are readable by users

Red

The `_debugging_dump_files_are_readable_by_users` debugging trace flag is set by Oracle. The feature can be disabled by setting the `_debugging_dump_files_are_readable_by_users` parameter to `FALSE`. Oracle uses this debugging trace flag to debug the database in order to prevent running over the information and to the database. For the `_debugging_dump_files_are_readable_by_users` parameter, the default value is `TRUE`.

Please consider:

```
SQL> SELECT VALUE FROM DBMS_MONITOR WHERE NAME = '_debugging_dump_files_are_readable_by_users';
```

Value: TRUE

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Transferring data from source to the destination

System Health Dashboard



ORACLE MY ORACLE SUPPORT

Dashboard

Health Recommendations

Critical (250)

Health Check	Task	Target	Type	Oracle ID	Id	Decided
Database trace files are readable by users	CONSOLE	Database	Database	CONSOLE	CONSOLE	1 day ago
Database trace files are readable by users	SQL					1 day ago
Database trace files are readable by users	PIBOL					1 day ago
Database trace files are readable by users	SQL					1 day ago
Database trace files are readable by users	CONSOLE					1 day ago
Database trace files are readable by users	CONSOLE					1 day ago
Inherited privileges for CONSOLE on sys.JTLP package	DBDP_priv					1 day ago
Inherited privileges for CONSOLE on sys.JTLP package	DBDP_priv					1 day ago

Database trace files are readable by users

Risk

The `_TRACE_FILES_PUBLIC` parameter indicates whether or not debugging trace files generated by Oracle in the directory specified by the `USER_DUMP_DEST` parameter are readable to everyone. Access to these debugging trace files should be restricted in order to protect information regarding the database as well as the applications running on it.

Recommendation

Set `_TRACE_FILES_PUBLIC` to FALSE.

Name `_trace_files_public`

Value TRUE

Targets Region



ORACLE MY ORACLE SUPPORT PowerView is OFF Welcome, Charles | Contact Us | Sign Out | Help

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

Dashboard Last refreshed 27 minutes ago Restore Dashboard

Targets

Actions Search Target Name

Name	Type	Oracle Home	Host	Last Collected	Items
Agent					8 Items
Automatic Storage Management					6 Items
+ASM1_rmsclnxclu1.ntbde2003-pc.com	Automatic Storage Management	c:\oracle\product\... rmsclnxclu1.ntbde200		Today	
+ASM2_rac1.idc.oracle.com	Automatic Storage Management	/home/oracle/oracl... rac1.idc.oracle.com		9+ weeks	
+ASM2_rmsclnxclu2.ntbde2003-pc.com	Automatic Storage Management	c:\oracle\product\... rmsclnxclu2.ntbde200		14+ weeks	
+ASM2_ro-rac2.ro.oracle.com	Automatic Storage Management	/u01/app/oracle/pr... ro-rac2.ro.oracle.com		Today	
+ASM_probu-lap.ro.oracle.com	Automatic Storage Management	d:\oracle\product\... probu-lap.ro.oracle.c		40+ weeks	
+ASM_yaca.idc.oracle.com	Automatic Storage Management	/u01/app/oracle	raca.idc.oracle.com	13+ weeks	
BEA Install					3 Items
Cluster					17 Items
Cluster Database					17 Items
Database Instance					160 Items
Host					136 Items
JServ					2 Items
Listener					98 Items
OC4J					63 Items
OMS and Repository					4 Items
Oracle Application Server					51 Items
Oracle Application Server System					51 Items
Oracle BI Presentation Server					1 Item
Oracle BI Web Plugin					1 Item
Oracle Cluster Database System					17 Items
Oracle Concurrent Manager					5 Items
Oracle Configuration Manager					142 Items
Oracle Discovery					2 Items

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Inventory and Usage Region

ORACLE MY ORACLE SUPPORT PowerView is OFF

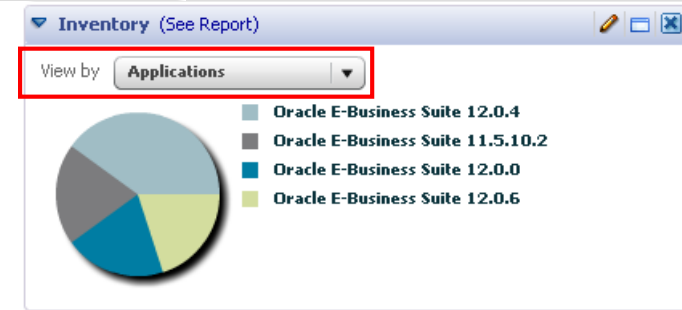
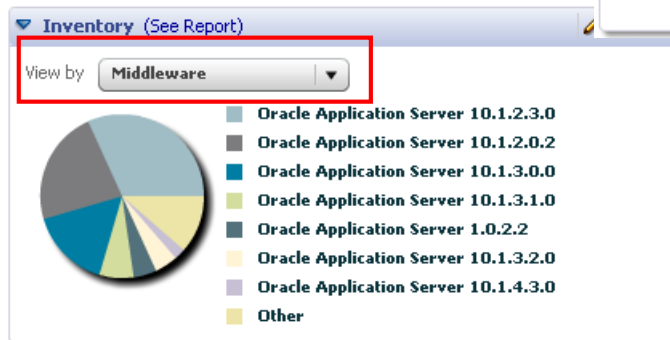
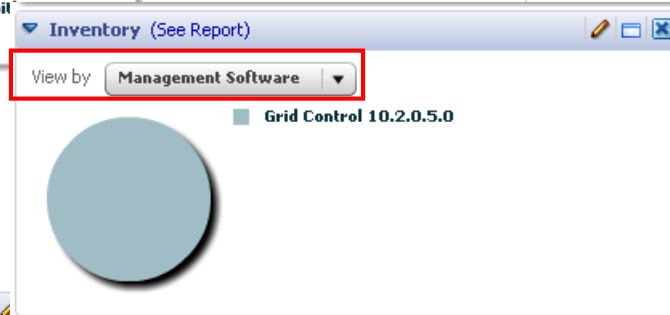
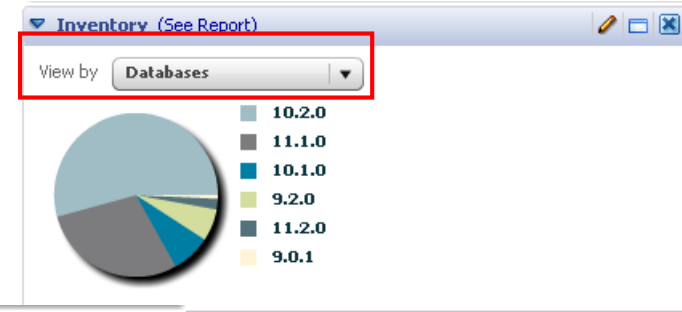
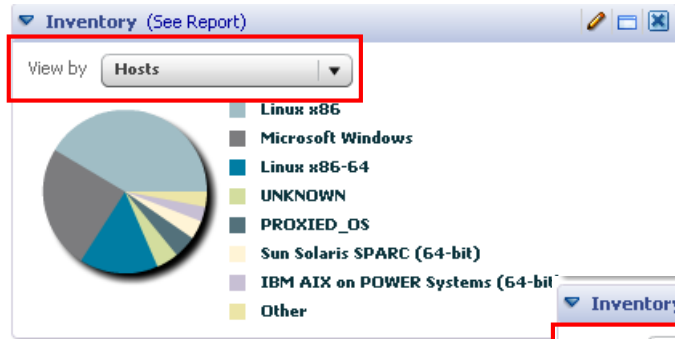
Welcome, Charles | Contact Us | Sign Out | Help

Dashboard Knowledge Service Requests Patches & Updates Community More...

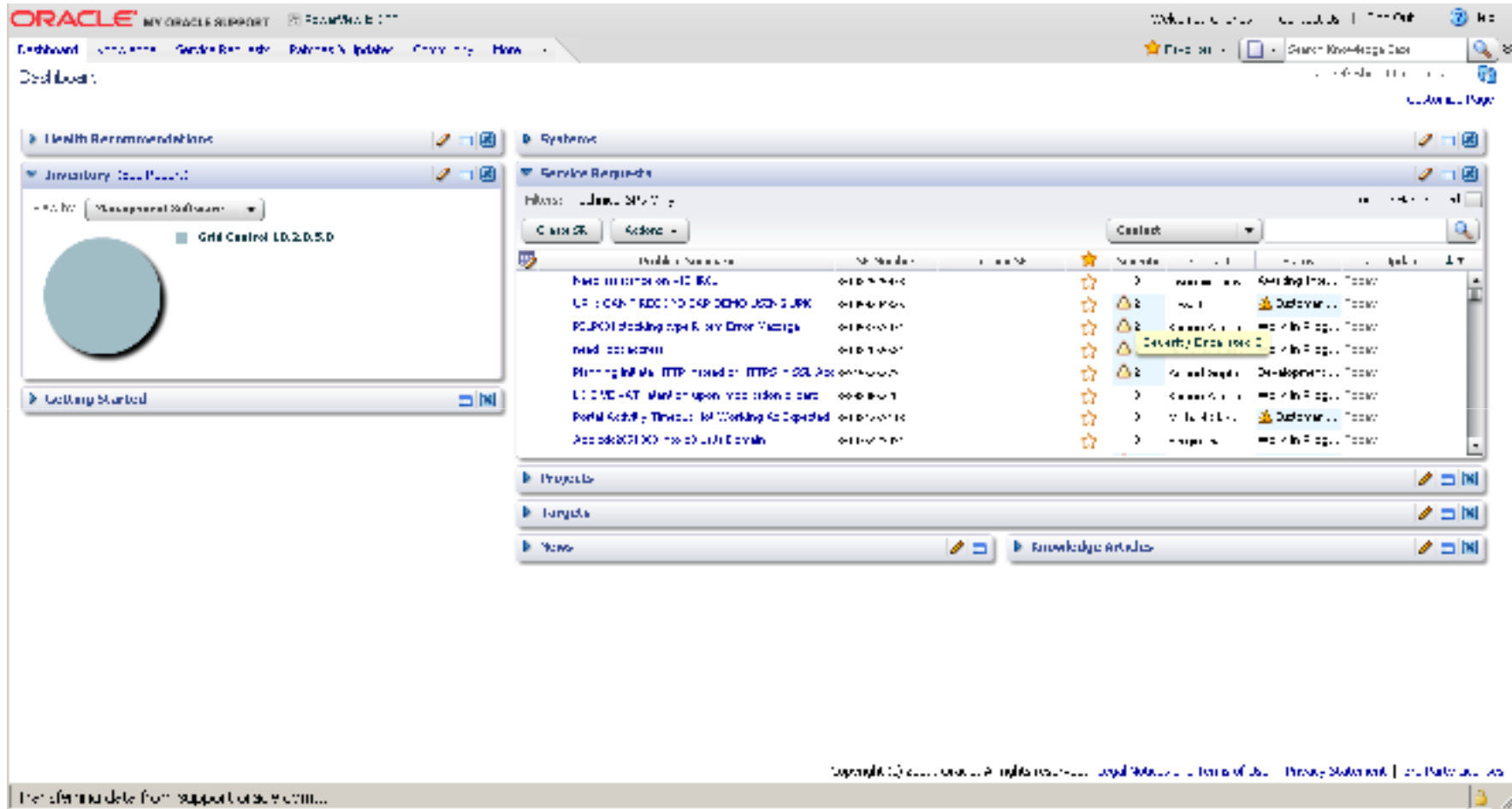
There are no Site Alerts [Hide Message](#)

Search Knowledge Base

Customize Page...



Service Request Region



The screenshot displays the Oracle My Oracle Support (MOS) interface. The top navigation bar includes 'Dashboard', 'Service Requests', 'Patches & Updates', 'Change My Home', and 'Search Knowledge Base'. The main content area is divided into several sections:

- Health Recommendations:** A section on the left showing a 'Grid Control 10.2.0.5.0' recommendation.
- Service Requests:** A central table listing various requests. The table has columns for 'Title', 'Status', 'Priority', and 'Actions'. One request is highlighted with a yellow background: 'Security Error 1002'.
- Projects, Targets, News, Knowledge Articles:** Additional sections at the bottom of the main area.

At the bottom of the page, there is a copyright notice: 'Copyright (c) 2015 Oracle. All rights reserved. Legal Notices | Terms of Use | Privacy Statement | Site Preferences'.

Viewing a Service Request



The screenshot displays the Oracle My Oracle Support (MOS) interface for viewing a service request (SR). The browser address bar shows the URL: https://metalink2.oracle.com/metalink/plsql/f?p=117:13:::::P1_PROJ_ID:4442.994. The page title is "SR for Demo Purposes - Database".

Product: Oracle Server - Enterprise Edition
Last Update: 15/01/2009 02:00:00 AM GMT-07:00

Information:

- Status: Product Release
- Severity: 3
- Resolution Status: Escalated
- Request Number: 25044017
- Logon ID Number: 210981995
- Requester Name: Oracle Support Team
- Contact: Oracle Support
- Support ID: 1536-000
- Opened: 31/12/2008 10:00:02 AM GMT-07:00
- Last Updated: 15/01/2009 02:00:00 AM GMT-07:00
- Priority: P3 - Low

Host: gldemo-11i.us.oracle.com
Product: Oracle Server - Enterprise Edition
Product Version: 9.2.0.8.0
Platform: Linux x86
Project: Charlie's Project
Project Milestone:
Bug Reference: 7359366
Attachments: Upload...
View Files

Related Articles: No Related Articles
Collaboration: Join Web Conference

Text Content:

December 31, 2008 10:00:02 AM GMT-07:00

This SR was saved as a draft on: 31-DEC-2008 08:59:37

Project:
https://metalink2.oracle.com/metalink/plsql/f?p=117:13:::::P1_PROJ_ID:4442.994

Configuration:
https://metalink2.oracle.com/metalink/plsql/f?p=117:9:::::P1_CONF_ID:372899.992

Computer: gldemo-11i.us.oracle.com

Problem Description:
This is a test SR for Demo purposes

Describe the sequence of events leading to the current situation/error:

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Projects Region



The screenshot shows the Oracle My Oracle Support interface. The main content area is titled "Projects" and contains a table with the following data:

Name	Type	Description	Status	Organization	Completion Date
Charlie Log side	★	Edward Man of the Field Fund onally	Other	Oracle Support Se...	
E ID	☆	ids	Production	Oracle Support Se...	Not Specified
E'N Eans System	★	Edward Man configuration version 2.0.0	Production	Oracle Support Se...	7/1/2015
E'N Eans 2	☆	Eans system in 2600pc	Production	Oracle Support Se...	7/1/2015
Eans PH 2.0.0	☆	PH 2.0.0 Devs Proj	Production	Oracle Support Se...	7/1/2015
Eans 2.0.0.0.0	☆	Eans 2.0.0.0.0.0.0.0.0	Production	Oracle Support Se...	Not Specified
Eans 2.0.0.1	☆	Eans 2.0	Application	Oracle Support Se...	7/1/2015
Eans 2.0.0.1	☆	Eans 2.0.0.1	Application	Oracle Support Se...	7/1/2015
Eans 2.0	☆	Eans 2.0.0.0.0	Production	Oracle Support Se...	7/1/2015

Project Dashboard



The screenshot displays the Oracle Project Dashboard interface. At the top, there is a navigation bar with the Oracle logo and 'MY ORACLE SUPPORT' text. Below this is a breadcrumb trail: 'Dashboard > My Oracle Support > Project Dashboard > My Oracle Support > Home'. A search bar is located in the top right corner.

The main content area is divided into several sections:

- Project Health:** A summary section showing 'Total for all' with three bars representing 'Critical', 'Warning', and 'Informational' statuses.
- Service Requests:** A table listing service requests. The first row shows a request with a status of 'Resolved' and a date of '2014-09-10'. The table has columns for 'Request Summary', 'SR Number', 'Status', 'Contact', and 'Last Updated'.
- Project Overview:** A section providing a high-level view of the project, including 'Project Name', 'Project Manager', and 'Project Status'.
- Systems:** A table listing systems associated with the project. The first row shows a system with a status of 'Resolved' and a date of '2014-09-10'. The table has columns for 'System Name', 'Status', 'Contact', and 'Last Updated'.

At the bottom of the dashboard, there is a footer with copyright information and a link to the Oracle website.

Patches and Update – Patch Recommendations

ORACLE MY ORACLE SUPPORT PowerView is OFF Welcome, OOW | Contact Us | Sign Out | Help

Dashboard | Knowledge | Service Requests | **Patches & Updates** | Community | More... | Favorites | Search Knowledge | Last refreshed 28 minutes ago | Customize Page...

Patch & Updates

Patching Quick Links

Patch Recommendations
View by: Classification Target Type
Security 12
Other Recommendations 15
All Recommendations | View Suppressed Items
Requires collector version 10.3.2 or newer. [Learn More...](#)

Patch Search
Search | Saved | Recent
Patch ID or Number | Product or Family (Advanced Search)
Patch ID or Number is
Clear | Save | Search
For Oracle Database, Middleware, E-Business Suite, Siebel and Hyperion Products. [Learn More...](#)

Patch Related Activity
Downloaded | Viewed | Reviewed | Favorites
Tuesday
Patch
E824F349B34118A13F477C0EB48E7B8
3: MERGE LABEL REQUEST ON TOP OF
11.1.0.7 FOR BUGS 6059178
6840740,.... [Review this](#)
Monday
Patch 8868555: MERGE LABEL
REQUEST ON TOP OF 10.2.0.4.0 GC
FOR BUGS 8625956 7534008 [Review this](#)
Patch 8875095: MERGE LABEL [Review this](#)

Patch Plans
Patch Plans | Replacement Patch Requests

Name	Status	Planned Deployment Date	Remove
EBS Prod Mpack to 11.5.10.2 Review	New	Not Specified	✖
EN Upgrade	Needs Validation	Not Specified	✖
My Nov Main Window	Needs Validation	Not Specified	✖
My Nov Patch Rollout	Analysis Failed	In 4 weeks	✖
Nov Main Window for prod DB	Ready for Download	Not Specified	✖
Nov Main Window for Prod DBs	Ready for Download	Not Specified	✖
Nov Prod DB Patch	New	Not Specified	✖

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Patch Recommendations



ORACLE MY ORACLE SUPPORT PowerView is OFF Welcome, Charles | Contact Us | Sign Out | Help

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

Patch & Updates > Patch Recommendations

Patch Recommendations

View Suppressed Items All Classifications Choose Filter

Patch ID	Classification	Description	In Plan	Target	Type	Oracle Home	Host	Detected
4899479	Other Recom...	UNDO/REDO CORRUPTION WITH STORED P...	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago
4899479	Other Recom...	UNDO/REDO CORRUPTION WITH STORED P...	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago
5363584	Other Recom...	ARRAY INSERT INTO PARTITIONED TABLE C...	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago
5363584	Other Recom...	ARRAY INSERT INTO PARTITIONED TABLE C...	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago
5364143	Other Recom...	UUNPREDICTABLE CHANGE II	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago
5364143	Other Recom...	UUNPREDICTABLE CHANGE IN QUERY OPTIM...	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago
5514109	Other Recom...	ORA-600 [KQL-HASH-COLLISION] AND ORA-...	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago
5514109	Other Recom...	ORA-600 [KQL-HASH-COLLISION] AND ORA-...	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago
5577046	Other Recom...	ADD OR DROP ATTRIBUTE BREAKS UNION Q...	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago
5577046	Other Recom...	ADD OR DROP ATTRIBUTE BREAKS UNION Q...	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago
5605370	Other Recom...	APPLIED BDL 6 AND 4966417 - HITTING ORA-...	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago
5605370	Other Recom...	APPLIED BDL 6 AND 4966417 - HITTING ORA-...	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago
5728380	Other Recom...	STMAIL 2 PROCESSES SPIN ON INSERT STA...	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago
5728380	Other Recom...	STMAIL 2 PROCESSES SPIN ON INSERT STA...	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago
5892355	Other Recom...	ASSERT IN KOPEPIC THROWING 22635 INTE...	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago
5892355	Other Recom...	ASSERT IN KOPEPIC THROWING 22635 INTE...	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago
5896963	Other Recom...	PERF REGRESS LGWR KSLPSTEVENT	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago
5896963	Other Recom...	PERF REGRESS LGWR KSLPSTEVENT	ORCL		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	14+ weeks ago
5907779	Other Recom...	CURSOR PIN S WAIT ON X RUNNING DBMS...	EMREP		Database Insta...	/u01/app/oracle/produ...	aperez-cl.cl.oracle.com	18+ weeks ago

1 Patch selected Full Screen Add to Plan Download Suppress

★ Patch 5363584: ARRAY INSERT INTO PARTITIONED TABLE CAN CORRUPT REDO

Last Updated Feb 27 2007 (2+ years ago) Size 79.9 KB

Product RDBMS Server Support Level General

Release 10.2.0.3 Classification Other Recommendations

Patch Target ORCL

Bugs Resolved by This Patch

5363584 ARRAY INSERT INTO TABLES CAN CORRUPT REDO

Related Knowledge to this Patch

Platform Linux x86-64

Release 10.2.0.3

View Read Me Download

1 Files, Total 79.9 KB Show File Details

Downloads 310 View Trends

Patch Details – Full Screen View

The screenshot shows the Oracle My Oracle Support interface for a patch. The main content area includes:

- Product:** Oracle Database, Patch
- Release:** 10.2.0.4
- Patch Target:** PSU10_2009
- Support Level:** Critical
- Classification:** Other Patch Categories
- Platform:** Linux x86
- Release:** 10.2.0.4

Buttons for **View Patch Info** and **Download** are visible. A **Downloads** section shows 31 downloads with a bar chart. The **Community Reviews** section includes:

- User57312:** **NOT working - solved** (8+ weeks ago). Comment: "Works on internal disks so the storage was the problem..."
- EricaH - Moderator:** **Re: Not working** (9+ weeks ago). Comment: "Hi, Please log an SR for this issue after applying PSU 2. Thanks, Erica"

Related Knowledge to this Patch table:

Doc ID	Doc Title	Doc Type	Doc Status
8436582.8	Bug 8436582 - 10.2.0.4 CRS Recommended Patch Bundle #4	Modified	10/19/2009
80000.0	Doc 80000.0 - J2009-010 Patch 2009010	Yes/No	10/10/2009
80000.1	Doc 80000.1 - J2009-010 Patch 2009010 - Compatibility: Ecosystem for Linux RHEL	Yes/No	02/02/2010
80000.2	Doc 80000.2 - J2009-010 Patch 2009010 - Compatibility: RHEL	Yes/No	02/02/2010
80000.3	Doc 80000.3 - J2009-010 Patch 2009010 - Compatibility: Oracle	Yes/No	02/02/2010
80000.4	Doc 80000.4 - J2009-010 Patch 2009010 - Compatibility: Oracle	Yes/No	02/02/2010
80000.5	Doc 80000.5 - J2009-010 Patch 2009010 - Compatibility: Oracle	Yes/No	02/02/2010
80000.6	Doc 80000.6 - J2009-010 Patch 2009010 - Compatibility: Oracle	Yes/No	02/02/2010
80000.7	Doc 80000.7 - J2009-010 Patch 2009010 - Compatibility: Oracle	Yes/No	02/02/2010
80000.8	Doc 80000.8 - J2009-010 Patch 2009010 - Compatibility: Oracle	Yes/No	02/02/2010
80000.9	Doc 80000.9 - J2009-010 Patch 2009010 - Compatibility: Oracle	Yes/No	02/02/2010
80000.10	Doc 80000.10 - J2009-010 Patch 2009010 - Compatibility: Oracle	Yes/No	02/02/2010

Patch Plan Wizard - Validation

The screenshot shows the Oracle My Oracle Support Patch Wizard in the Validation step. A yellow warning box titled "Conflicts Detected" is visible, stating: "Some of the patches in the selected plan conflict with the software in your environment. These conflicts can be resolved by applying replacement patches (if available) or by deleting the data files to be replaced (if available). A button labeled 'Request Replacement Patches' is located below the warning box.

Below the warning, a table lists the detected conflicts:

Conflict ID	Conflict Description	Resolution
78224	ORA-474: INVALID LOCATION OF DIRECTORY ENTRY	Request Replacement Patch
X2793	ORA-474: INVALID DIRECTORY ENTRY CALLED TO DO DIRECTORY ENTRY	Request Replacement Patch
X2500	ORA-474: INVALID DIRECTORY ENTRY CALLED TO DO DIRECTORY ENTRY	Request Replacement Patch
X4020	ORA-474: INVALID DIRECTORY ENTRY CALLED TO DO DIRECTORY ENTRY	Request Replacement Patch

At the bottom of the window, there are "Back", "Next", and "Cancel" buttons.

Patch Plans – Replacement Patch Requests

The screenshot displays the Oracle My Oracle Support interface for Patch & Updates. The page is divided into several sections:

- Patching Quick Links:** A sidebar on the left with links for Software and Patch Download Sites, Oracle E-Business Suite, and Oracle Server/Tools.
- Patch Search:** A search area with filters for "Ready, Selected and Progress" and "Global" vs "Local". It includes a search bar and a "Search" button.
- Patch Plans:** A table listing patch plans with columns for Name, Status, and Expires. The table shows several entries with a status of "Ready for Download" and an expiration date of "Not Specified".
- Replacement Patch Requests:** A section below the Patch Plans table, currently showing two pending requests for the "Tableau - patching window" patch.

Name	Status	Expires
DB-11	Ready for Download	Not Specified
DB-11	Ready for Download	Not Specified
Tableau - patching window	Ready for Download	Not Specified
Tableau - patching window	Ready for Download	Not Specified
Tableau - patching window	Ready for Download	Not Specified
Tableau - patching window	Ready for Download	Not Specified

Status	Request ID	Request Description	Expires
Pending	XXXX	Tableau - patching window	Today
Pending		Tableau - patching window	Not Specified