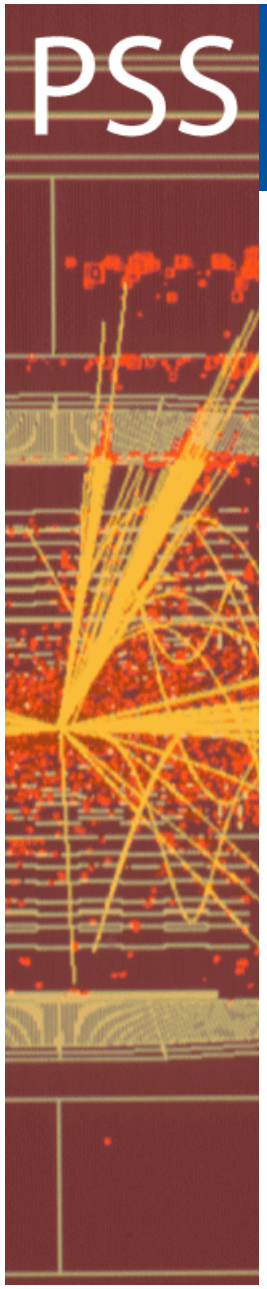

PSS Physics Services Support

CERN IT Department

Oracle Metalink for Tier 1

Miguel Anjo

Database mini workshop
26.January.2007

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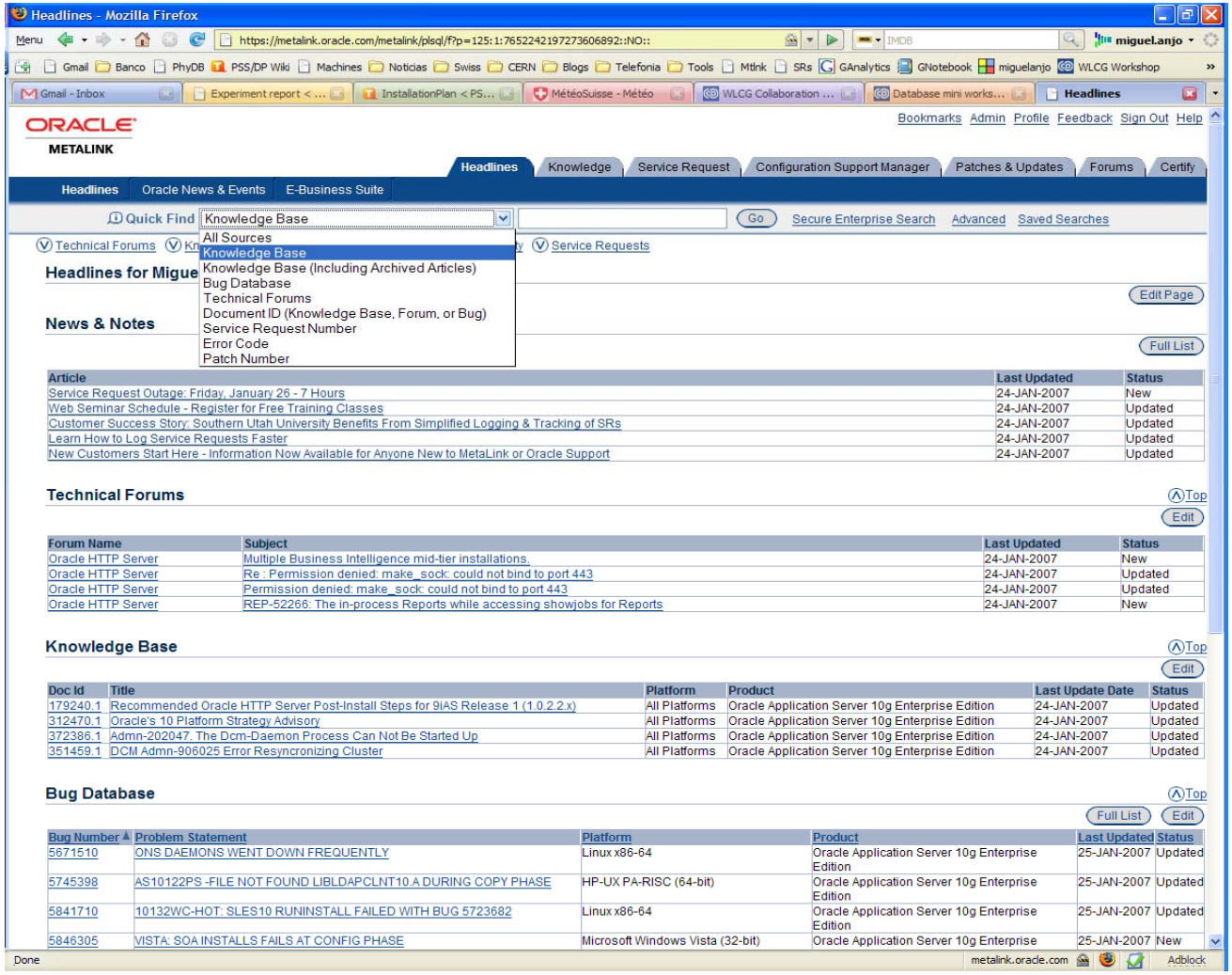
Metalink at a glance



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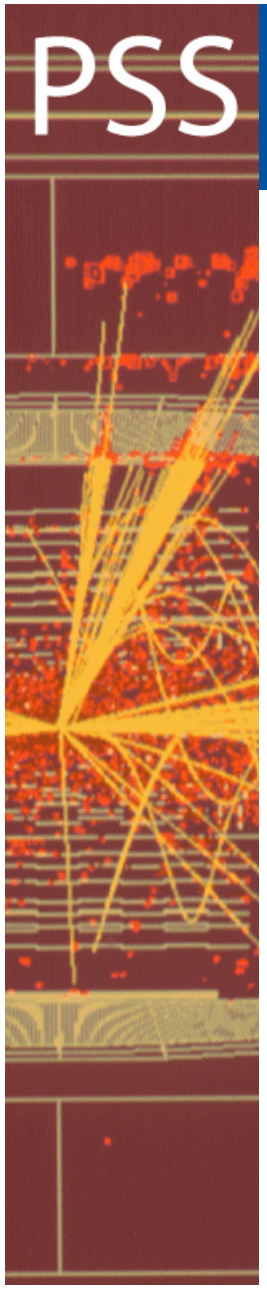

Metalink at a glance

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- Oracle support main channel
  - Aimed at Database Administrators
  - Knowledge base
  - Place to file errors / bugs
  - Consultative questions
  - Patch download
  - does not replace documentation
  - is a tool, not a free support line
- CSI – Costumer Support Identifier
  - T1s CSI administrated by CERN
  - login with e-mail address
  - accounts to DBAs: send e-mail address and postal address to Dirk.Duellmann@cern.ch or Eva.Dafonte.Perez@cern.ch

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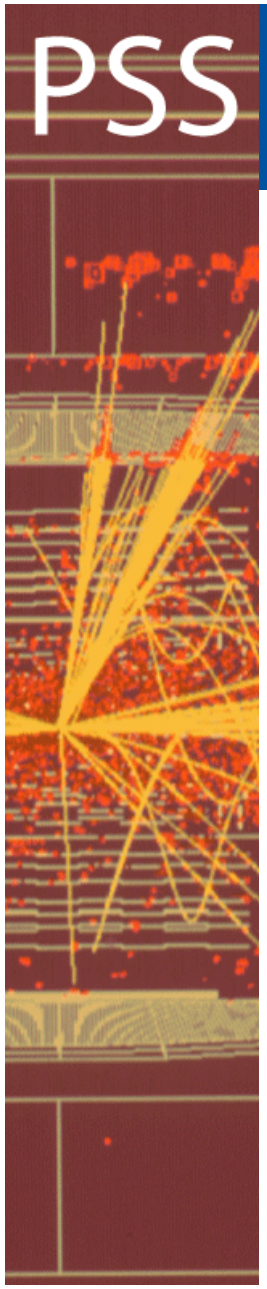

Remote Diagnostic Agent (RDA)

- Gathers information of Oracle environment
- Command line diagnostic scripts
- Saved as ‘Configuration’
  - can be used in following SR
  - avoids re-describing architecture

- Configuration Support Manager
  - configuration collection, pro-active notification of security and general alerts
  - tried but not used at CERN, no advantages found over RDA

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Opening SR

- send e-mail to 3D mailing list
- choose a RDA from Configurations (next slide)
  - if not yet there: run RDA and upload tar file
  - not necessary fill all fields
- reproducible and small test case
- OCS – Oracle Collaborative Support
  - usually not very helpful
- Ask for new analyst
  - when is in different time zone
  - when answers given do not entirely satisfy
- if SR takes long time to get useful answers
  - Make updates to SR (increases the status and ‘alarms’)
  - Contact CERN administrator (Dirk / Eva)

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SR Status, Priority, Severity, Close

- **Status**

SUPPORT

NEW New SR

ASG Assigned to a Support Engineer

WIP W

RVW R

1CB 1s

2CB 2r

IRR Im

INT Aw

CUSTOME

WCP W

CUS W

SLP Sle

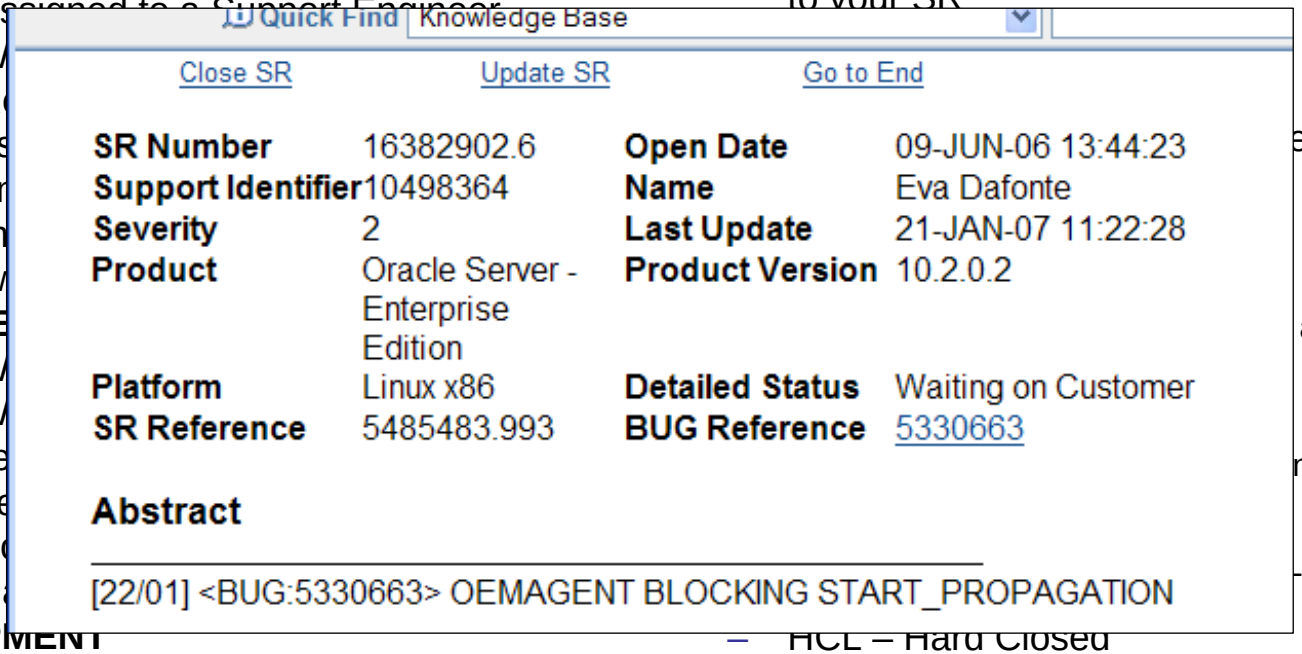
LMS Le

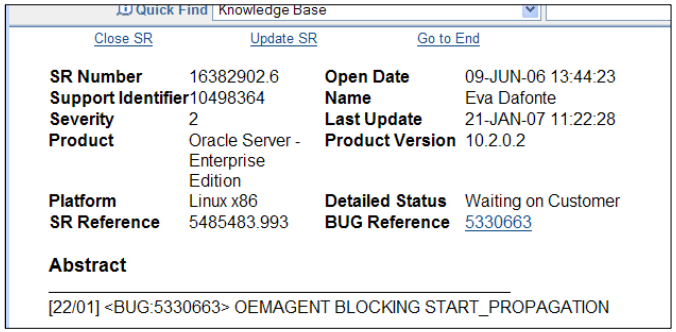
SCL Sc

HCL Ha

DEVELOPMENT

DEV Assigned to Development





- **Priority**
  - how often Oracle analysts will look to your SR

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  - HCL – Hard Closed
    - Final Status – SR cannot be updated
  - Ask Support Engineer to extend SCL default period if you need additional time before SR moves over to HCL status

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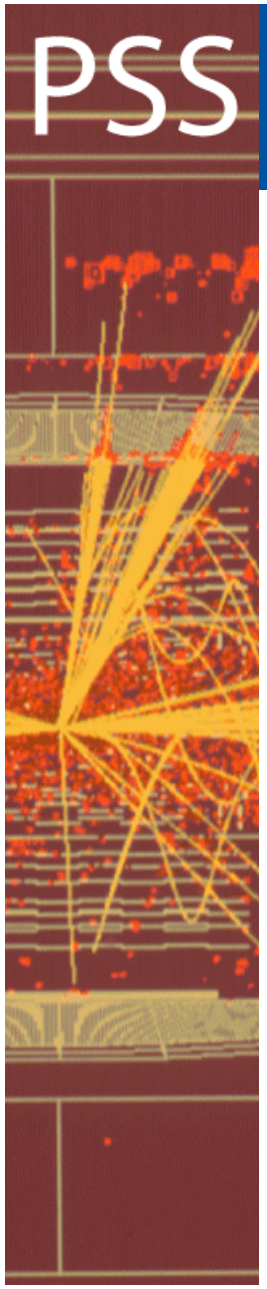

Patches / upgrades

- Patch types
  - Patchset release (1 or 2/year)
  - Security upgrade – CPU (4/year)
  - Patch for bugs
- Tentatively wait from green light from CERN before applying on production
- CERN will provide patch number for bug patches (request to be open to T1' CSI if needed)

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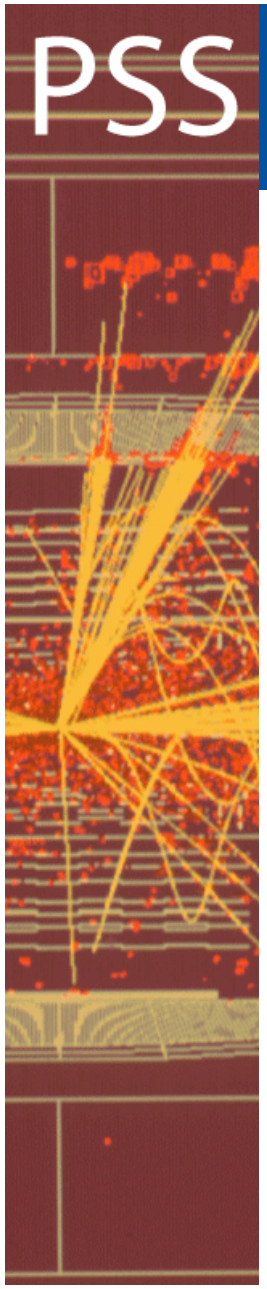

- Q & A

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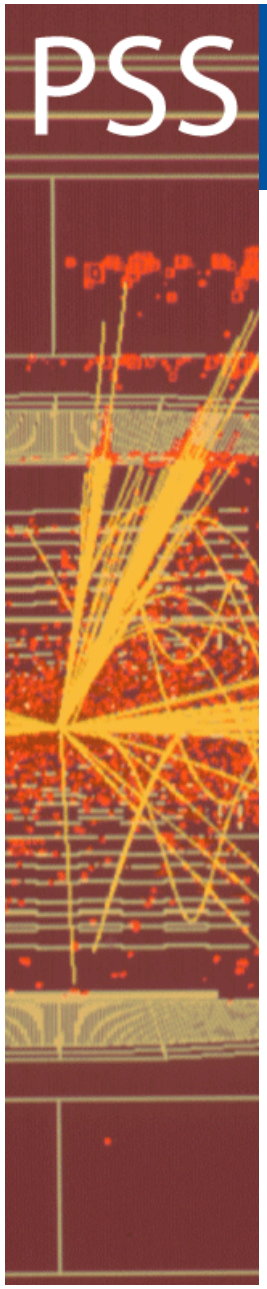

Outlook

- RDA
- check first on 3D list
- possible to change analist (timezone/QoS)
- personal accounts and need email/postal address
- SR status
- Priority vs Severity
- Soft close / Hard close
- Callbacks
- reproducible and small test case
- not necessary fill all fields

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