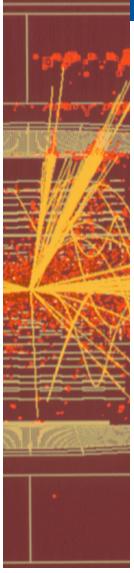


## **PSS** Physics Services Support





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#### **Oracle Metalink for Tier 1**

Miguel Anjo

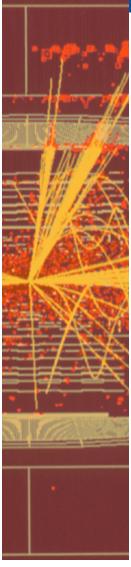
Database mini workshop 26.January.2007





# PSS Metalink at a glance





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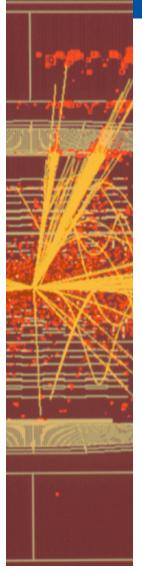
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### Metalink at a glance





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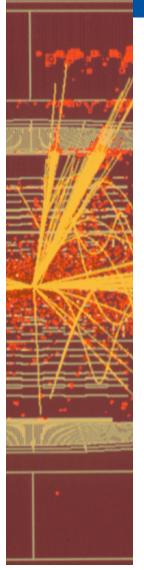
- Oracle support main channel
  - Aimed at Database Administrators
  - Knowledge base
  - Place to file errors / bugs
  - Consultative questions
  - Patch download
  - does not replace documentation
  - is a tool, not a free support line
- CSI Costumer Support Identifier
  - T1s CSI administrated by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





#### Remote Diagnostic Agent (RDA)





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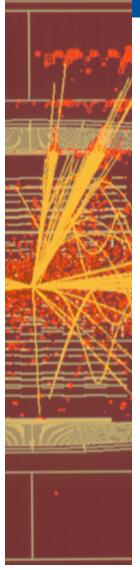
- Gathers information of Oracle environment
- Command line diagnostic scripts
- Saved as 'Configuration'
  - can be used in following SR
  - avoids re-describing architecture
- Configuration Support Manager
  - configuration collection, pro-active notification of security and general alerts
  - tried but not used at CERN, no advantages found over RDA



# **PSS**

### Opening SR





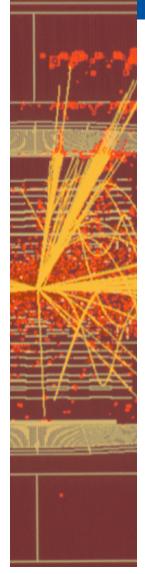
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- send e-mail to 3D mailing list
- choose a RDA from Configurations (next slide)
  - if not yet there: run RDA and upload tar file
  - not necessary fill all fields
- reproducible and small test case
- OCS Oracle Collaborative Support
  - usually not 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)



# PSS SR Status, Priority, Severity, Close





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**Status Priority** SUPPORT how often Oracle analysts will look NFW New SR to your SR ASG Knowledge Base WIP Close SR Update SR Go to End R **RVW** 1CB ess SR Number 16382902.6 Open Date 09-JUN-06 13:44:23 Support Identifier 10498364 2CB Eva Dafonte Name Severity Last Update 21-JAN-07 11:22:28 **IRR** Product Oracle Server -Product Version 10.2.0.2 INT Enterprise CUSTOME а Edition **WCP** Platform Linux x86 **Detailed Status** Waiting on Customer CUS SR Reference 5485483.993 BUG Reference 5330663 SLP Sle **LMS** Abstract

[22/01] <BUG:5330663> OEMAGENT BLOCKING START PROPAGATION

DEV Assigned to Development

S

DEVELOP

SCL

**HCL** 

Go to End Close SR Update SR Open Date SR Number 16382902.6 09-JUN-06 13:44:23 Support Identifier 10498364 Name Eva Dafonte 21-JAN-07 11:22:28 Last Update Severity Product Version 10.2.0.2 Product Oracle Server -Enterprise Edition Platform Linux x86 Detailed Status Waiting on Customer SR Reference 5485483.993 BUG Reference 5330663 Abstract [22/01] <BUG:5330663> OEMAGENT BLOCKING START PROPAGATION

- HUL 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

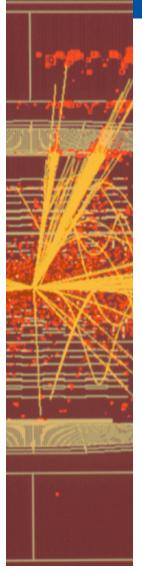


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### Patches / upgrades



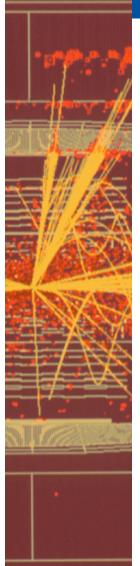


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- Patch types
  - Patchset release (1 or 2/year)
  - Security upgrade CPU (4/year)
  - Patch for bugs
- Tentatively wait from green light from CERN before applying on production
- CERN will provide patch number for bug patches (request to be open to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







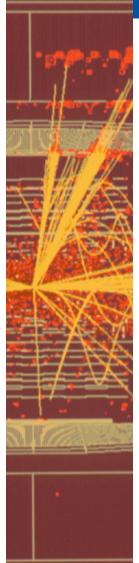
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- RDA
- check first on 3D list
- possible to change analist (timezone/QoS)
- personal accounts and need email/postal address
- SR status
- Priority vs Severity
- Soft close / Hard close
- Callbacks
- reproducible and small test case
- not necessary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

