

PSS

Physics Services Support

CERN IT
Department

Oracle Metalink for Tier 1

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Database mini workshop
26.January.2007



The screenshot displays the Oracle Metalink website interface. At the top, there's a navigation bar with tabs for 'Headlines', 'Knowledge', 'Service Request', 'Configuration Support Manager', 'Patches & Updates', 'Forums', and 'Certify'. Below this, a search bar is visible with a dropdown menu open, listing search options: 'All Sources', 'Knowledge Base', 'Bug Database', 'Technical Forums', 'Document ID (Knowledge Base, Forum, or Bug)', 'Service Request Number', 'Error Code', and 'Patch Number'. The main content area is divided into several sections:

- Headlines for Miguel:** A list of recent articles with columns for 'Article', 'Last Updated', and 'Status'.

Article	Last Updated	Status
Service Request Outage: Friday, January 26 - 7 Hours	24-JAN-2007	New
Web Seminar Schedule - Register for Free Training Classes	24-JAN-2007	Updated
Customer Success Story: Southern Utah University Benefits From Simplified Logging & Tracking of SRS	24-JAN-2007	Updated
Learn How to Log Service Requests Faster	24-JAN-2007	Updated
New Customers Start Here - Information Now Available for Anyone New to Metalink or Oracle Support	24-JAN-2007	Updated
- Technical Forums:** A table listing forum posts with columns for 'Forum Name', 'Subject', 'Last Updated', and 'Status'.

Forum Name	Subject	Last Updated	Status
Oracle HTTP Server	Multiple Business Intelligence mid-tier installations.	24-JAN-2007	New
Oracle HTTP Server	Re : Permission denied: make_sock: could not bind to port 443	24-JAN-2007	Updated
Oracle HTTP Server	Permission denied: make_sock: could not bind to port 443	24-JAN-2007	Updated
Oracle HTTP Server	REP-52266: The in-process Reports while accessing showjobs for Reports	24-JAN-2007	New
- Knowledge Base:** A table listing knowledge base articles with columns for 'Doc Id', 'Title', 'Platform', 'Product', 'Last Update Date', and 'Status'.

Doc Id	Title	Platform	Product	Last Update Date	Status
179240.1	Recommended Oracle HTTP Server Post-Install Steps for 9IAS Release 1 (1.0.2.2.x)	All Platforms	Oracle Application Server 10g Enterprise Edition	24-JAN-2007	Updated
312470.1	Oracle's 10 Platform Strategy Advisory	All Platforms	Oracle Application Server 10g Enterprise Edition	24-JAN-2007	Updated
372386.1	Admn-202047_The Dcm-Daemon Process Can Not Be Started Up	All Platforms	Oracle Application Server 10g Enterprise Edition	24-JAN-2007	Updated
351459.1	DCM Admn-906025 Error Resynchronizing Cluster	All Platforms	Oracle Application Server 10g Enterprise Edition	24-JAN-2007	Updated
- Bug Database:** A table listing bug reports with columns for 'Bug Number', 'Problem Statement', 'Platform', 'Product', 'Last Updated', and 'Status'.

Bug Number	Problem Statement	Platform	Product	Last Updated	Status
5671510	ONS DAEMONS WENT DOWN FREQUENTLY	Linux x86-64	Oracle Application Server 10g Enterprise Edition	25-JAN-2007	Updated
5745398	AS10122PS-FILE NOT FOUND LIBLDAPCLNT10.A DURING COPY PHASE	HP-UX PA-RISC (64-bit)	Oracle Application Server 10g Enterprise Edition	25-JAN-2007	Updated
5841710	10132WC-HOT: SLES10 RUNINSTALL FAILED WITH BUG 5723682	Linux x86-64	Oracle Application Server 10g Enterprise Edition	25-JAN-2007	Updated
5846305	VISTA: SOA INSTALLS FAILS AT CONFIG PHASE	Microsoft Windows Vista (32-bit)	Oracle Application Server 10g Enterprise Edition	25-JAN-2007	New



- 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 – Customer 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



- 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

- 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)



- **Status**

SUPPORT

NEW New SR

ASG Assigned to a Support Engineer

WIP Work in Progress

RVW Ready for Review

1CB 1st Customer Business

2CB 2nd Customer Business

IRR Immediate Response

INT Available for Internal

CUSTOMER

WCP Waiting on Customer

CUS Customer

SLP Slept

LMS Less than 3 Months

SCL Scheduled for Closure

HCL Hard Closed

DEVELOPMENT

DEV Assigned to Development

- **Priority**

- how often Oracle analysts will look to your SR

- 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



- 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)

- **Q & A**



- RDA
- check first on 3D list
- possible to change analyst (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

