

PSS

Physics Services Support

CERN IT
Department

Oracle Metalink for Tier 1

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Database mini workshop

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The screenshot shows the Oracle Metalink website interface. At the top, there's a navigation bar with 'Headlines', 'Knowledge', 'Service Request', 'Configuration Support Manager', 'Patches & Updates', 'Forums', and 'Certify'. Below this, there's a search bar and a 'Quick Find' dropdown menu. 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'.
- News & Notes:** A section for news items.
- Technical Forums:** A table listing forum posts with columns for 'Forum Name', 'Subject', 'Last Updated', and 'Status'.
- Knowledge Base:** A table listing knowledge base articles with columns for 'Doc Id', 'Title', 'Platform', 'Product', 'Last Update Date', and 'Status'.
- Bug Database:** A table listing bug reports with columns for 'Bug Number', 'Problem Statement', 'Platform', 'Product', 'Last Updated', and 'Status'.



- 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'

Create SR

TIP Requesting a configuration. *indicates a required field.

SR Profiles

RDA_ATLR_itrac16.cern.ch_DB
 RDA_ATLR_itrac20.cern.ch_DB
 RDA_ATONR_itrac23.cern.ch_DB
 RDA_ATONR_itrac24.cern.ch_DB
 RDA_D3R_itrac37.cern.ch_DB
 RDA_DWSDB_lxsrk5108.cern.ch_DB
 RDA_EMREP10G_missa.cern.ch_DB
 RDA_INTR_itrac27.cern.ch_DB
 RDA_INTR_itrac28.cern.ch_DB
 RDA_LCGR_itrac03.cern.ch_DB
 RDA_LCGR_itrac13.cern.ch_DB
 RDA_LHCBP_itrac18.cern.ch_DB
 RDA_PDB_dbsc11.cern.ch_DB
 RDA_RLS1R1_lxshare084d.cern.ch_DB
 RDA_STGTEST_lxsra2408.cern.ch_DB
 RDA_TEST1_itrac25.cern.ch_DB
 RDA_TEST1_itrac26.cern.ch_DB

Saved SR Profiles

Profile Information

*Support Identifier: RMANTEST_missi_db

*Contact me via: RMAN_D_missm_db
RMAN_T_missi_db

*Configuration:

*Computer:

*Software: Tip: Don't see your software, select a different computer

*Project:

configuration of
resources

- send e-mail to 3D mailing list
- choose a RDA from Configurations (previous 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 Slow Progress

LMS Low Maintenance

SCL Scheduled for Closure

HCL Hard Closed

DEVELOPMENT

DEV Assigned to Development

- **Priority (invisible to user)**

- 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
- Important patches will typically be discussed first in the 3D meetings
 - your experience is very welcome
 - we test patches on integration setup for some time before deploying on a production setup
- CERN will provide patch number for bug patches (and request Oracle to give access also 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

