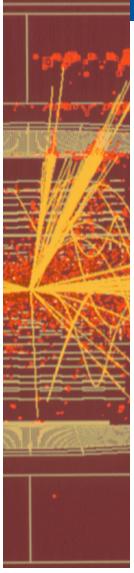


PSS Physics Services Support





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Oracle Metalink for Tier 1

Miguel Anjo

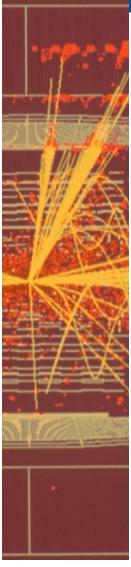
Database mini workshop 26.January.2007





PSS Metalink at a glance





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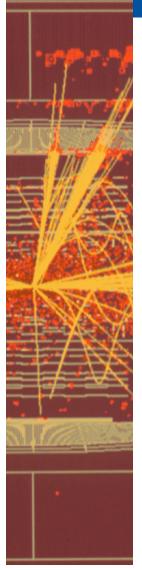
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	- Register for Free Training Classes	2 T		24-JAN-2007	Updated
Learn How to Log Servi	ry: Southern Utah University Benefits From Simplified Logging	3 & Tracking of SRS		24-JAN-2007 24-JAN-2007	Updated
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Metalink 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
 - Oracle/Linux joint team (no results so far)
 - 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>



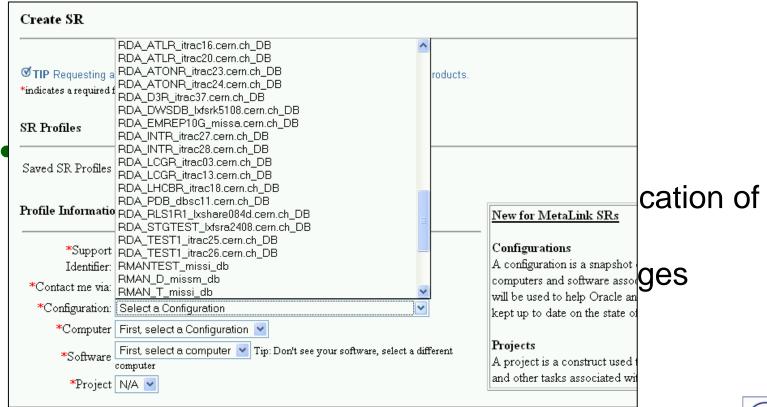


Remote Diagnostic Agent (RDA)



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- Gathers information of Oracle environment
- Command line diagnostic scripts
- Saved as 'Configuration'

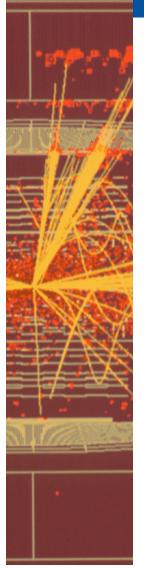




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Opening SR





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- 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)



PSS SR Status, Priority, Severity, Close

Knowledge Base

16382902.6

Oracle Server -

Enterprise

Edition

Linux x86

5485483.993

Update SR



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Status SUPPORT

WIP

NFW New SR ASG

R **RVW** 1CB 2CB

IRR INT

CUSTOME **WCP** CUS SLP Sld

LMS S SCL **HCL**

DEV

DEVELOP

Assigned to Development

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

Close SR

Support Identifier 10498364

SR Number

Severity

Product

Platform

Abstract

SR Reference

Priority (invisible to user)

how often Oracle analysts will look to your SR

Open Date 09-JUN-06 13:44:23

Eva Dafonte Name

Go to End

Last Update 21-JAN-07 11:22:28

Product Version 10.2.0.2

Detailed Status Waiting on Customer

BUG Reference 5330663

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

HUL - Hard Closed

Final Status - SR cannot be updated

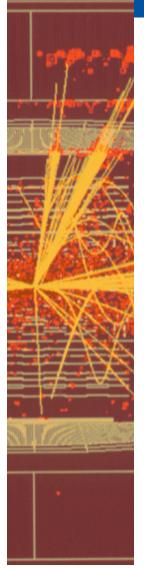
Ask Support Engineer to extend SCL default period if you need additional time before SR moves over to HCL status





Patches / upgrades





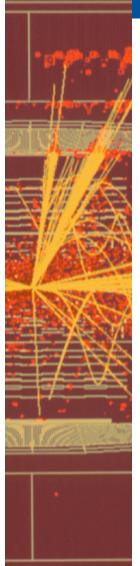
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- Patch types
 - Patchset release (1 or 2/year)
 - Security upgrade CPU (4/year)
 - Patch for bugs
- Important patches will typically be discussed first in the 3D meetings
 - your experience is very welcome
 - we test patches on integration setup for 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)









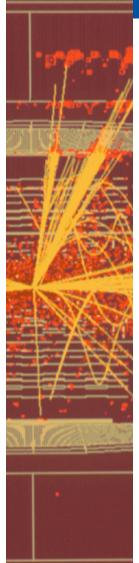
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- RDA
- check first on 3D list
- possible to change analist (timezone/QoS)
- personal accounts and need email/postal address
- SR status
- Priority vs Severity
- Soft close / Hard close
- Callbacks
- reproducible and small test case
- not necessary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

