

ORACLE USER PRODUCTIVITY KIT 3.1: DATABASE FREQUENTLY ASKED QUESTIONS

Database Overview

Does Oracle's User Productivity Kit require a database?

The multi-user installation of Oracle's User Productivity Kit requires a SQL Server database; however the single-user installation does not. Consult the product documentation to help determine which installation configuration is most appropriate for a given organization.

Why does UPK Multi-User have a database requirement?

The content management features of UPK necessitate a database to support the storage, versioning, and document management features of the software.

What database is required to run UPK?

UPK 3.1 can be used with either Microsoft SQL Server 2000 (Standard or Enterprise Edition) or Microsoft SQL Server 2005 (Standard, Enterprise, or Express Edition). Microsoft SQL Server is currently the only supported database.

The UPK database is separate and independent of any underlying enterprise application database (for example, an Oracle database).

If Oracle's database is being used as the application's database, is SQL Server still needed for UPK? Are there plans for an Oracle database version of UPK?

Yes, SQL Server is currently the only supported database for UPK. There are plans to offer support for the Oracle database in a future release of UPK. (This is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.)

Database Hardware and License

What is the hardware configuration required to support the UPK 3.1 database?

The UPK Technical Requirements document provides complete details regarding minimum system requirements. The following factors affect server choice: bandwidth, concurrent users, data redundancy concerns, etc. More advanced processors and greater memory capacity beyond the stated minimums will result in better performance.

How is SQL Server licensed? Is it per user, per CPU, or other method?

Microsoft offers a number of different versions and editions of the SQL Server software. Both products come in "Standard" and "Enterprise" editions. SQL Server 2005 also comes in an "Express" version that is free to download and use. This is a free version of SQL that is a cost effective option for organizations who do not already have a SQL database. (Note that this version has some scalability limitations which should be considered. However, with the content compression capabilities of UPK 3.1 combined with the relatively low processing requirements, this is a viable choice for many organizations. For more information about the express version, visit <http://www.microsoft.com/sql/editions/express/default.msp.x>.)

Microsoft licenses both editions (Standard and Enterprise) of SQL Server the same way. There are three different options:

Option 1: Processor License – With this type of license, there is a licensing fee for each processor (CPU) that runs SQL Server. There is no additional user fee and there can be an unlimited number of users. Note that “processor” is not the same as “computer” or “server”. “Processor” refers to the physical processor chip in the computer. It is not at all uncommon for high-end servers to have two to four processors. In this case, these servers must have a separate license for each processor. The “multiple processor” rule does not apply to “dual core” or “quad core” processors. These new processor chips essentially have two or four processors on a single chip. Microsoft still treats each of these as a single processor.

Option 2: Server Plus Device CAL (Client Access License) – With this type of license, there is a fee for each Server (not processor), plus a CAL for each device (PC, mobile phone, PDA, etc.) that will access the database. Microsoft says this model will be more cost effective than the alternative Server Plus User CAL model if there are multiple users per device.

Option 3: Server Plus User CAL (Client Access License) – With this type of license, there is a separate fee for each Server (not processor) running SQL Server, plus a separate CAL for each named user accessing the server. Note this is not concurrent user pricing. For example, 100 users cannot switch off using 10 user names -- instead, the Device CAL option should be used and the user accounts assigned to specific devices. Microsoft says the Server plus User CAL type of licensing is most effective if there is a lower user-to-server ratio (25 or fewer per server for Standard Edition and 75 or fewer for Enterprise Edition), or if there are multiple devices per user (for example, PDA and PC). Note that many organizations have multiple servers working with the same database: for example, there may be “mirror” servers; in this case the database is maintained on both servers concurrently and, if one crashes, the other automatically begins supporting operations. Microsoft considers one of these servers as a “passive server”, and it does not require a license provided it has the same number of or fewer processors than the “active” server.

How is SQL Server priced?

Pricing details and examples for processor, server plus device, and server plus user options can be found at: <http://www.microsoft.com/sql/howtobuy/default.mspx> . For a comprehensive listing of SQL Server FAQ’s, refer to: <http://www.microsoft.com/sql/howtobuy/faq.mspx> . To view a SQL Server licensing white paper, go to: <http://www.microsoft.com/sql/howtobuy/sqlserverlicensing.mspx> . SQL Server Licenses can be upgraded by purchasing the new product outright, or by purchasing Software Assurance (SA) in conjunction with the current version licenses to guarantee future version upgrades. For more information on SA, refer to: <http://www.microsoft.com/licensing/programs/sa/default.mspx> . Purchasing the Microsoft Software Assurance package is strongly recommended. The Express edition can be used and is free to download, but has some scalability limitations. <http://www.microsoft.com/sql/editions/express/features.mspx>

Does an existing SQL Server license cover the licensing requirement for UPK?

If the license is a CPU-based Processor License (unlimited users) and UPK is running on the same physical server, no additional license would be required. If however the license is a CAL based license, additional CALs must be acquired to cover the additional users or client PCs. It may not be advisable to run UPK on a server running other mission critical applications as performance could be affected for all the applications.

As use of UPK increases, will the SQL Server product need to be scaled upwards as well?

First, if a CAL License method for SQL server is being used and users are added, the licenses need to be increased to match the number of users. Note that these are named users, not concurrent users. Second, if performance degrades as users are added, Oracle recommends upgrading the Web Application Server [WAS] with more memory or faster processor first; considering clustering, load balancing, or using caching servers for the distributed geographic end user population hubs; or, as a last resort, increasing available bandwidth on the network. Since these options are all tied to

the Web Application Server and not the database server, none of these options would incur additional SQL Server CPU licensing requirements.

Database Maintenance

How much maintenance does the SQL Server portion of the UPK product require?

Backups should be run on a consistent basis to protect the data. In addition, there may be additional maintenance that would improve performance of the database that would be part of a routine database management plan. (Additional information can be found on Microsoft's website.) An Oracle Database Administrator (DBA) should be able to acquire the necessary skills with minimal training. Most companies' IT or MIS departments have the expertise and resources in-house to take care of server backups and maintenance without having to rely on an Oracle DBA resource. It would be beneficial for the specified resource to have basic training in SQL Server. However, if there are issues – for example, if a database crashes or a Microsoft patch impacts the database -- there may be a need to restore the databases. Also, in case of an upgrade to a newer server, the DBA or network server administrator will need to be able to properly install and configure the SQL Server product.