

# CONFIGURATION SUPPORT MANAGER

ORACLE DATASHEET

## KEY BENEFITS AND CUSTOMER RESULTS

Offered to you as part of your annual Oracle Premier Support contract, Configuration Support Manager helps ensure that critical system issues do not get in the way of your business.

### Key benefits:

- Simplified Configuration Management
- Faster Problem Resolution
- Proactive Issue Notification
- Optimized Performance

### Configuration Support Manager customers report these results:

- A 30 % reduction in the time it takes to log a Service Request
- A 20 % faster response time to Service Requests
- 40 % faster issue resolution
- 25 % problem avoidance with Alerts and HealthChecks

*Diagnose system issues before they become critical. Increase system performance and availability. Get faster problem resolution and reduce IT risks and costs. Configuration Support Manager, a proactive automated support capability included in Oracle Premier Support, offers you a simpler way to track, manage, and support your Oracle configurations while reducing the risk of unplanned system downtime. Expect higher system availability with a faster, easier, way to support and maintain your Oracle solutions. Expect more with Configuration Support Manager – only from Oracle.*

### The Advanced Way to Support Your Oracle Configurations

To help ensure that critical system issues never get in the way of your business, Oracle offers Configuration Support Manager as part of your annual Premier Support contract. Configuration Support Manager is Oracle's simplified support framework for collecting and centralizing configuration information based on your Oracle technology stack. Oracle support engineers use secure, centralized, access to your configuration information to more quickly diagnose and resolve your system-critical issues – and to help you avoid issues before they occur.

Security Alerts and General Alerts unique to your environment notify you of potential system issues, and HealthChecks provide proactive recommendations to help you improve the performance of your Oracle systems. These notifications offer you greater control over your Oracle environment, with proactive recommendations and risk assessments to prevent the escalation of known issues before they become critical. This enhanced, ongoing information exchange between Oracle and your enterprise systems, automates labor-intensive tasks and significantly reduces IT-infrastructure risks and costs, making system changes easier to manage.

In addition, Oracle safeguards the security and confidentiality of your enterprise data. The information made available to Oracle support engineers is strictly limited to your system's configuration and settings data. Oracle uses Secure Socket Layer (SSL), HTTPS, and 128-bit encryption to secure all configuration information. Operational information, business information, and personal and user data are never collected. Should you wish to review the data sent to Oracle, you have the ability to see exactly what information is collected on each host uploading and configuration within Configuration Support Manager.

Oracle has committed to delivering ongoing innovation in proactive automated support to its customers. Configuration Support Manager delivers on that commitment – by helping you significantly lower the cost, time, and effort involved in maintaining and enhancing your Oracle solutions.

### **Expect Simplified Configuration Management**

Configuration Support Manager provides you with a simpler and more intelligent way to track, manage, and support even the most complex multi-component test, development, and production environments through configuration capture and viewing. You can catalog each of these environments and identify key contacts, owners, and project dependencies – even third-party software applications – associated with them. Configuration Support Manager gives you a complete, dynamic, view of your current configurations – including application, middleware, and database versions, plus operating system and hardware platform details specific to your Oracle environment. Viewing and centrally managing the key details of your Oracle-associated projects and environments are now simpler than ever.

With Configuration Support Manager, you have access to Oracle Configuration Manager, an automated tool that collects configuration information (configuration settings and parameters) and sends it back to Oracle via a secure connection. After a simple download from Oracle *Metalink*, Oracle Configuration Manager is quickly installed into your Oracle environment. During installation, it automatically discovers supported components and configuration data that you can have collected and transmitted to Oracle on command, or uploaded at user-specified automatic intervals. By maintaining current configuration information about your Oracle environment, Oracle Configuration Manager expedites the resolution of support-related issues while ensuring the security of your systems.

With Configuration Support Manager, you can expect optimization of your IT resources and reduced administration effort, along with greater control of your Oracle environment. For a complete configuration management solution – including richer configuration information, deeper analytic capability and better change management capabilities – combine Configuration Support Manager with the powerful Oracle Enterprise Manager and Configuration Management Packs.

### **Expect Faster Problem Resolution**

When you enable Configuration Support Manager for your enterprise systems, it is easier for you to submit and track your Service Requests. Plus, the information exchange between your systems and Oracle's support engineers is accelerated, leading to faster problem diagnosis and reduced time to resolution. And, because Oracle support engineers can see critical configuration information across your environment, your enterprise benefits from more intelligent problem resolution and higher system availability.

To further enhance the consultative exchange between Oracle and your systems, Configuration Support Manager allows you to organize your support environment around projects. Within each project, you can identify contacts and roles, as well as key milestones and project dependencies. Sharing this information with Oracle support professionals enables them to better understand your critical milestones and deadlines and their potential impact on your business. This lets the team identify issues faster in the context of your business priorities and key projects, and allows for optimal routing and prioritization of your Service Requests. Plus, the support engineers can more easily give you critical guidance on which patches (one-offs, family packs, or maintenance packs) to apply and when to apply them within the context of your specific projects and deadlines.

With Configuration Support Manager, you can expect faster problem resolution and higher system availability of your Oracle technology and applications.

### Expect Proactive Issue Notification

Product Alerts inform you of potential configuration performance risks by providing you with both General Alerts and Security Alerts. These are automated, secure, notifications about issues that could have a serious impact on your business. General Alerts notify you of patches, fixes, and updates, while Security Alerts identify vulnerabilities that could result in unauthorized access or disclosure of information, data corruption, and denial of service – and advise users about which patch or patches to apply to avoid exposure to risk. With Configuration Support Manager, you save time by not having to search the Knowledge Base for the latest General and Security Alerts. Simply clicking on the Alerts tab in Configuration Support Manager is all it takes to see configuration-specific General and Security Alerts with recommendations for you to follow. Take advantage of Configuration Support Manager to make sure you have the latest General and Security Alerts for your specific configurations. By being alerted about problems before they occur, you benefit from more efficient use of your IT resources, significantly reduced risk to your enterprise, and more effective change management.

With Configuration Support Manager, you can expect smoother system performance with the best in proactive and preventive issue notification.

### Expect Optimized Performance

Developed by Oracle's most experienced engineers, HealthChecks help you avoid the need for Service Requests due to configuration issues. HealthChecks are built from knowledge gained through resolving customers' most pressing support problems and from Oracle Support best practices, providing you with automated recommendations on your configurations. These checks identify potential issues that may affect the overall stability, performance, and scalability of your Oracle environment and inform you of the risks associated with these issues. HealthChecks let you streamline the isolation and resolution of configuration issues during implementation, production, and upgrades. They help you benefit from optimized configuration performance for higher availability, even during peak system loads. And when you use Oracle Configuration Manager to collect information about your infrastructure, you can then run HealthChecks against your configurations, significantly reducing the need for incident escalations.

HealthChecks improve configuration performance and help you validate these components:

- **Oracle Database**, by checking top database configuration issues; checking database host and highlighting incorrect parameter usage; and recommending improvements in table and index layout, storage management, table space allocation, and performance. Oracle E-Business Suite, by validating current patch configuration; recommending critical missing patches and dependencies; providing patch impact analysis, and capturing test summary information from Oracle Diagnostics.
- **Oracle Application Server**, by performing OS (operating system) configuration and parameter checks for optimal configuration, verifying Oracle Portal database objects required and their validity.
- **Host/OS**, by checking host/kernel parameter settings, platform memory configuration, storage and system utilization, and system configuration.
- **Software Certify**, by checking latest patch set applied and validating your current configuration against the latest Oracle Certify database.

No one knows your Oracle solutions better than the engineers at Oracle. With HealthChecks, you benefit from the best collective experience that Oracle Database and Oracle E-Business Suite experts have to offer.

With Configuration Support Manager, you can expect that your systems will always be tuned to Oracle's best practices and latest technical advice.

### How to Get Started

Configuration Support Manager is now available on *MetaLink* as part of your annual Premier Support contract. To get started, log on to *MetaLink* and click on the Configuration Support Manager tab to access the new capabilities. Then click on the "Learn More" link to access additional reference and training.

### Expect the Best – with Oracle Premier Support

Oracle customers demand the best in support. Oracle Premier Support delivers with Configuration Support Manager, one of the proactive automated support capabilities provided by Oracle. By optimizing performance and helping you gain greater control over your Oracle environment, Configuration Support Manager will help lower the cost of maintaining and enhancing your Oracle solutions. Your enterprise demands nothing less.

---

#### Contact us

For more information on Configuration Support Manager, visit [oracle.com/support](http://oracle.com/support)

---



#### Worldwide Headquarters

500 Oracle Parkway  
Redwood Shores, CA  
94065 U.S.A.

#### Worldwide Inquiries

Phone +1.650.506.7000  
+1.800.ORACLE1  
Fax +1.650.506.7200  
[oracle.com](http://oracle.com)