

Oracle Proactive Support Tools Diagnostics

**PREDICT.
PRIORITIZE.
PREVENT.**

Oracle proactive support tools can help prevent issues before they arise.

With Oracle Premier Support you get access to diagnostic support tools and best practices included at no additional charge.

Make the move from reactive to proactive systems management. Managing your systems is no longer a game of waiting for issues to occur and fixing them. Today, you must be able to identify and address issues before they become problems to assure critical applications are always available. Oracle Support together with Oracle product development has created proactive diagnostic tools that put you ahead of system issues and move you from reactive resolution to allow you to preempt downtime.

Diagnostics is a key area of focus for Oracle Support because it enables customers to experience high levels of success. Based on lessons learned from millions of customer interactions each year we have developed a powerful set of tests designed to avoid downtime and increase performance and productivity.

Working closely with Oracle product development, Oracle Support has developed over 500 scripts and tools that combine a user-friendly interface with a powerful set of tests designed to help you manage your Oracle solution. These embedded diagnostics can help your IT group automate, optimize, and integrate manual support processes and drive down the cost of maintaining Oracle solutions.

THREE REASONS TO USE ORACLE DIAGNOSTIC SUPPORT TOOLS

Predict system behavior

- Move from reactive to a proactive systems management.
- Identify optimal configuration for installation, upgrade, and setup.
- Speed implementation of new technology.

Prioritize your actions

- Reduce system maintenance time and effort.
- Get complete and accurate technical information to identify potential issues.
- Use diagnostic tools to simplify resolution.

Prevent potential issues

- See greater details regarding system behavior and performance.
- Receive data in actionable formats.
- Get automated information and updates.

ADVANCED RESOURCES TO DRIVE SUCCESS

Oracle diagnostics support tools enable you to proactively manage the key areas of your Oracle environment. Accessed through My Oracle Support, these exclusive tools assist your IT group with setup and installation, and help prepare your system for upgrades to newer technologies.

Oracle is committed to delivering faster, easier, and more cost effective ways to help you manage and support the complete Oracle stack. The proactive support tools from Oracle Support offer personalized, proactive and collaborative support capabilities that can help you better manage system change, performance, and upgrades as well as diagnose issues. And these tools are included as part of your annual Oracle Premier Support subscription.

Oracle Proactive Support Tools

Diagnostics

Oracle Diagnostic Tools – An Overview	
Oracle Database	
Remote Diagnostics Agent (RDA)	<p>RDA includes a suite of data collection and diagnostic scripts that aid in analysis and support of Oracle products. Use of these tools helps you more efficiently optimize system performance and security, as well as manage pre-installation, upgrade, and setup activities.</p> <ul style="list-style-type: none"> Automated resolution by enabling self service problem diagnosis. Pre-installation validation checks to avoid error during installation. Bundled with on-board tools (Network Advisor, Ora-600, and RAC and EM Post checks).
ORA-600/7445 Tool	<p>The ORA-600/ORA-7445 is a form based tool that provides a description of ORA-600 and ORA-7445 errors based on the argument reported with the error.</p>
Lightweight Transaction OnBoard Monitor (LTOM)	<p>LTOM is a proactive, java diagnostic program that provides real-time automatic problem detection and data collection. It is tightly integrated with the host operating system and provides a solution for detecting and collecting trace files for system performance issues to solve problems and reduce downtime.</p> <ul style="list-style-type: none"> Collect metrics on virtual memory, resident size memory, pga memory and db time. Compare system profiles. Identify top sessions with respect to cpu utilization, db time, session pga, aggregate pga and process memory resident size.
Operating System Watcher (OSW)	<p>OSW is a collection of UNIX shell scripts intended to collect and archive operating system and network metrics to aid support in diagnosing performance issues. Collects specific data using Unix operating system diagnostic utilities.</p> <ul style="list-style-type: none"> Controls data collector processes to collect specific data, timestamp the data output and append the data to pre-generated and unique named files. Invokes distinct operating system utilities with defined background process as data collectors.
Hang File Generator	<p>Hang File Generator is a series of Unix shell scripts used to automate the generation and collection of <i>hanganalyze</i> and <i>systemstate</i> trace files. This support tool helps reduce the amount of pinging between the user and Oracle Support.</p> <ul style="list-style-type: none"> Automated generation and collection of hang diagnostic traces. Collects the appropriate data when issues occur. Gathers all trace files produced from the time the first hang diagnostic is performed.
Stack Trace Extraction	<p>Stack Trace Extraction is a shell script utility for extracting diagnostic stack trace information from core files on UNIX/LINUX platforms. Core files are typically created when an application program fails and contain information on program functions called immediately prior to program failure.</p> <ul style="list-style-type: none"> Extracts stack trace information and puts it into human readable form to determine the cause of a program failure.
Oracle E-Business Suite	
E-Business Suite Diagnostic Framework	<p>Oracle's eBusiness Suite Diagnostics provide detailed system intelligence and recommend proactive actions. These diagnostic tests gather and analyze information and produce test results that enable easier administration by exposing issues before they become a problem. Use these diagnostics for problem avoidance, self resolution of known issues, and to reduce resolution time in the case that you need to open a service request.</p> <ul style="list-style-type: none"> Assists with set up, installation, and upgrade. Compares different instances such as test and production. Examines activity configuration data, provides feedback and suggests appropriate actions. Provides error, warning, and action details.
PeopleSoft Enterprise	
PeopleSoft Setup Assistant	<p>PeopleSoft Setup Manager enables your organization to quickly identify the products your organization will implement and the setup required to support your implementation. Furthermore, Setup Manager brings together the list of tasks required to support your implementation and the relevant documentation by providing PeopleBooks documentation links.</p> <ul style="list-style-type: none"> Implementation support. Streamlines PeopleSoft setup. Online documentation help.

Oracle Diagnostic Tools – An Overview

Oracle Fusion Middleware

BEA Guardian

For BEA customers, Oracle Support provides a pre-emptive support tool that recognizes situations that can lead to failure, alerts you to them, and communicates the actions to take to avoid potential system problems. Guardian helps you optimize system performance and security through root cause analysis, change management, and tracking tools.

- Finds potential configuration, missing patch, performance, and security problems.
- Provides specific fix recommendations.
- Utilizes Signature Patterns™ to provide timely, low over-head solutions.

JD Edwards

JD Edwards Support Assistant

Support Assistant is a powerful tool that helps to streamline the support process by providing a means to quickly capture specific information about a problem and package the results for easy electronic transmission via the internet.

- Quickly capture environment and package information.
- Package the results so they can be sent to an Oracle Support engineer electronically.

For more information:

<http://www.oracle.com/support/premier/proactive-automated-support.html>

Copyright © 2009, Oracle Corporation and/or its affiliates. All rights reserved.

This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it intended to create any warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.