

Oracle Proactive Support Tools Upgrade Management

**ASSESS.
EXECUTE.
OPTIMIZE.**

**Oracle proactive support tools
make the upgrade process
easier and more predictable.**

**With Oracle Premier Support you get access
to upgrade management tools and best
practices included at no additional charge.**

Software upgrades are critical. Upgrading ensures that you're deriving maximum benefit from your IT investments. Proactive support tools can facilitate seamless upgrade with minimal disruption to application availability. Whether implementing new product features or tackling an entire upgrade project, organizations are under pressure to act quickly and efficiently. New software functionality can enable achievement of key business objectives and deliver higher service levels.

Accessed through My Oracle Support, this extensive array of tools, documentation, packaged upgrade kits and lessons learned, can help make the upgrade process easier, more accurate and less time consuming. With end-to-end instructions and the ability to identify critical patch information, you can realize faster, easier upgrades. And when your upgrade is complete, these support tools provide confirmation and documentation so you can quantify the results.

With upgrade management support tools from Oracle, customers can focus more on the value of their applications rather than the complexities of maintaining them. When combined with other proactive tools from Oracle Support, you have a complete set of support tools that can help you get the most from your investments.

THREE REASONS TO USE ORACLE UPGRADE MANAGEMENT SUPPORT TOOLS

Assess and plan for upgrade readiness

- Make well-informed decisions that minimize business disruption.
- Apply standardized methods and procedures.
- Gain faster ROI with planning and assessment tools.

Execute upgrades efficiently and accurately

- Reduced system maintenance time and effort.
- Minimize upgrade risks.
- Increase staff efficiency through access to knowledge and tools.

Optimize deployment of new services and applications

- Speed implementation of new technology.
- Faster implementation of new features.
- Save time and resources involved with system upgrades.

ADVANCED RESOURCES TO DRIVE SUCCESS

Oracle upgrade management support resources are key to software management and maintenance functions. These tools put you in control of your upgrade strategy so you can enjoy continued peace of mind knowing that your business strategy will drive your upgrade strategy.

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

Upgrade Management

Oracle Upgrade Management Tools	
Summary of the most popular tools used to assist throughout the lifecycle of an upgrade project.	
Oracle Database	
Remote Diagnostics Agent (RDA)	<p>Oracle Support provides 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).
Database 10g/11g Upgrade Companion	<p>Database Upgrade Companion helps you upgrade to the latest Oracle Database release. This resource center provides guidance from the planning stage through post-upgrade testing.</p>
Oracle E-Business Suite	
Maintenance Wizard	<p>Oracle Maintenance Wizard helps to reduce upgrade tasks with step-by-step instructions, automatic task execution, and recommendations to help reduce the possibility of errors during an upgrade project. It performs schema/data upgrade, repository import and preparation, and seed data import.</p> <ul style="list-style-type: none"> Consolidated, personalized set of instructions in a step-by-step format. Automatically migrates current data. Confirmation and documentation of a successful upgrade.
PeopleSoft Enterprise	
PeopleSoft Change Assistant	<p>The PeopleSoft Change Assistant is a standalone tool for applying application updates and performing upgrades. Change Assistant utilizes the Environment Management Framework.</p> <ul style="list-style-type: none"> Assembles and organizes the steps necessary to apply patches and fixes for PeopleTools maintenance updates. Automates the application of change packages to ensure systems have the latest maintenance software.
Siebel	
Siebel Upgrade Wizard	<p>The Siebel Upgrade Wizard automates and executes the upgrade of the Siebel database. It takes a master configuration file as input containing environment information and a driver file name and executes the steps in the driver file to perform the upgrade.</p>
Siebel Script Checker Utility	<p>The Siebel Script Checker is a window-based editor designed to create and maintain Siebel VB, Siebel eScript, and Browser Script programs and is used to add scripts to Siebel objects. Scripting is used to implement functionality that cannot be achieved declaratively by changing object properties in the Siebel repository.</p> <ul style="list-style-type: none"> Facilitates migration of scripts. Outputs all scripts in the repository to text or HTML. Produces a summary report on each script and identifies items for review (MsgBox, Obsolete Methods, etc.)
JD Edwards	
JD Edwards Net Change Analyzer	<p>Net Change Analyzer lists control file changes that occur during merges and is helpful for retrofitting custom code. It compares your environment with the new release and can be used to compare test and live environment control files. It identifies and downloads current patches when you install a new release.</p>

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

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