Session S316966:
My Oracle Support – Upgrade Planner
Aka, Make Upgrades Uneventful Using Oracle Enterprise Manager and My Oracle Support

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Make Upgrades Uneventful Using Oracle Enterprise Manager and My Oracle Support

Major and minor upgrades for Oracle products sometimes require up-front planning. Wouldn't it be great to know what is really needed to upgrade to a specific version of the Database, Enterprise Manager, Fusion Middleware and other Oracle products? What base software is needed? What patches need to be reapplied? What new security patches are available? What is the right documentation? And will all of this install correctly? All of these answers are in one tool to help you avoid risk right from the get-go. In this session, we will demonstrate how forthcoming features of My Oracle Support and Oracle Enterprise Manager can ensure an effective and deployable upgrade plan that mitigates risks associated with the upgrade process.
Program Agenda

• Enterprise Manager Product Strategy
• Integrate Systems Management & Support
  – Challenges
  – Pieces of the Puzzle
• Upgrade Planner
• Certification
• Integration with Enterprise Manager
Business-Driven IT Management

Business Services

- Business Transactions
  - WEB PORTAL
  - PRODUCT CATALOG
  - ORDER ENTRY
  - OTHER SERVICES

User Experience

Business Users and Customers

Business-Driven Application Management
- Understand business needs
- Manage from business perspective

Integrated Application-to-Disk & Cloud Management
- Eliminate management silos
- Create agile IT for dynamic business

Integrated Systems Management & Support
- Proactively identify and fix problems
- Maximize business productivity

Oracle Support

Integrated Application-to-Disk and Cloud Management

APPLICATIONS
MIDDLEWARE
DATABASES
SERVERS
STORAGE
Challenge
Work is Split Between Two Different Worlds

IT Operation

- Performance Management
- Configuration Management
- Provisioning, Patching
- Service Level Management
- ...

Support

Incomplete View

Disparate Tools

Limited Communication

- Service Requests
- Knowledge Management
- Patch Downloads
- View Community Posts
- ...

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Enterprise Manager 11gR1: Single Integrated Support and Systems Management

Industry’s first combined solution that helps to:

- Avoid problems with real-time Oracle proactive alerts
- Rollout planned changes in a single downtime
- Solve problems faster with Configuration Management
- Stay current with Oracle best practices with configuration driven recommendations and community forums

✓ SR Management
✓ Proactive Recommendations
✓ Best Practices & Health Checks
✓ In-context Knowledge
✓ Community Feedback

✓ Configuration Drift Management
✓ Pre-flight Dependency Analysis
✓ Patch Automation
✓ Configuration Compliance
My Oracle Support (MOS): Overview
Oracle Support Portal used by 300,000 customers

- Service Request (SR) processing
- Search for tips and techniques
- Download software patches and updates
- Use general system health checks and diagnostic tools
- Check certified platforms and software obsolescence
- Get answers through customer support forums

### Customer Benefit

- 25% of problems avoided
- 30% faster Service Request creation
- 40% faster problem resolution

### Feature

- Personalized Knowledge Management
- Simplified Incident (SR) Management
- Proactive Problem Management
My Oracle Support: Proactive Customer Support

Using Aggregated Configuration Data, aka, "The Collector"

1. Millions of Configurations uploaded to My Oracle Support
2. Support Configuration Database mined to generate proactive best-practice recommendations
3. Customers acquire configuration knowledge as product of aggregate information

- Personalized Knowledge Management
- Simplified SR Management
- Proactive Config Management

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MOS@EM: Going From Advice to Action

My Oracle Support

Oracle

Customer

Knowledge Management
Problem/SR Management
Configuration Management

Performance Management
Problem Diagnosis
Provisioning & Patching

Operating Systems
Databases
Middleware
Applications

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<table>
<thead>
<tr>
<th><strong>One Unified System @ Work</strong></th>
<th><strong>Benefits of My Oracle Support and Enterprise Manager</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Personalized</strong></td>
<td>“We have saved 25% of internal support time across our DBA team”</td>
</tr>
<tr>
<td><strong>Proactive</strong></td>
<td>“It took the ... 36 hours (of trying to understand the configuration) out of the equation completely”</td>
</tr>
<tr>
<td><strong>Collaborative</strong></td>
<td>“My Oracle Support Community now goes beyond ‘customer satisfaction’ ... beyond ‘customer delight’. The new paradigm ... is ‘customer ecstasy’”</td>
</tr>
<tr>
<td><strong>Integrated</strong></td>
<td>“We've been able to reduce the amount of time to apply critical patch updates by up to 80%”</td>
</tr>
</tbody>
</table>
My Oracle Support – Upgrade Planner
What Are We Announcing?

• New Feature in My Oracle Support
  – Assist customers in planning upgrades for Oracle technology
  – Assist customers in understanding certifications and support dates
‘End-to-End’ Upgrade Lifecycle

Phase
- Preparation
- Upgrade
- Post-Upgrade

Sub-Phase
- Upgrade Plan
- Upgrade Testing
- Rehearsal
- Production Upgrade
- Monitor & Maintain

My Oracle Support Upgrade Plan*

Enterprise Manager – Grid Control
- Real Application Testing
- Provisioning
- Monitoring

My Oracle Support ⇔ EM Grid Control
Integrated solution can be leveraged throughout full lifecycle

*Will be integrated in upcoming release
**My Oracle Support: Upgrade Planner**

**Challenges**
- Upgrade 10.2.0.4 to 11.2.0.1
- Where do I get the software?
- What is a valid upgrade path?
- Is it certified for my OS?
- What is the end-of-life for the release?
- What recommended patches do I apply post-upgrade?
- How do I know if 10.2.0.4 fixes are in my 11.2 upgrade?
- Are there patch conflicts?

**Capabilities**
- Choose a Release
- Certification Checks
- End of Life Checks
- Base Software
- Recommended Patches
- Replacement/Merge Patches
- Bring Fixes Forward
- Research and Add Patches
- Review Patch Feedback
- Conflict Analysis
- Documentation for Upgrade

**Value**
- **Reduced Time** to research and manage of upgrade
- **Reduced Risk** due to increased accuracy and visibility (automated analysis)
- **Improved Quality** of plan due to latest Oracle advice and best practices

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A Study in Time-Saving and Increased Quality
Side-by-Side Illustration

“Manual” Process Today

1. Manual inventory capture of current install
   - Version of SW
   - Patches installed
2. Review of certification information on MOS
   - Identify Upgrade Paths
3. Review patch information
   - Manual analysis of every patch
   - Work out sequence of patches
   - Manually identify conflicts
   - Request merges via filing service requests
4. Finding and downloading software
5. Evaluate Certification of selected software
6. Look up the end-of-life information for release
7. Process of evaluating and finding patches
8. Download software and patches
9. Rinse and Repeat

MOS Upgrade Planner

1. Select current and target versions
2. Review upgrade plan for incremental patches
3. Validate/Resolve plan for issues
4. Download software and patches (MOS)
   *Install software and patches (MOS@EM)*

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My Oracle Support: Certification Searching

**Challenges**
- What release of the Database is certified for AIX 5.3?
- Can I upgrade to a latest Safari browser when using EBS 12.0.2?
- What patch level do I need to be at with Solaris when running DB 11.1.0.2?
- Can I use all of SOA suite with EBS on my HP-UX box?
- How long will my certified product be supported?

**Capabilities**
- Product Aliases
- Simple Search
- Quick Find Exact Cert
- Clear “Certified” States
- Understand Support Dates
- Certify Health Checks
- 10x Faster than Previous
- Saved and Recent Searches
- Share/Copy/Export/Print

**Value**
- Reduced Time to research and manage upgrades
- Reduced Risk due to increased accuracy and visibility (automated analysis) with more confidence in having a clear answer
Live Demonstration

- “Simple” Upgrade
- Merge Patches
- Adding Patches
- Request Patches
- Download Options
  - Download Direct
  - WGET Script Options
- Access to Plans
  - Target Region
  - Health Checks
  - Reports
  - Target
- Plan Management
  - Sharing Plans
  - Use as “Windows”
- Certify Search
Where We Are and Where We’re Going…

MOS Plans

1. Select current and target versions
2. Review upgrade plan for incremental patches
3. Validate/Resolve plan for issues
4. Download software and patches

MOS@EM Integration

- EM Security Model
- Set Deployment Options
- Stage Patches
- Deploy Patch Sets & Patches
- Rinse and Repeat Automation (Templates)
- Deploy Upgrade Plans (TBD)
Upgrade Plan within Enterprise Manager
Online Demos

Upgrade Planner - http://tinyurl.com/mosupgrade

Certify -http://tinyurl.com/moscertintroduction

More on Certify - http://tinyurl.com/moscertadvanced
Entry Point 1: Patches & Updates Tab
New Upgrade Planning region

- Select OCM target (type ahead is available)
- List of valid (based on configuration) upgrade Paths based is displayed with certification information
Screen Shot from the Demos
Entry Point 1: Patches & Updates Tab

Release Selection

- List of valid Upgrade Paths presented
- Note:- Integration with Certify / End of Life data
Step 1: Upgrade Plan Wizard

Create Plan Wizard - MOS 5.2 UA: UADB: Conflict DB 10204 -> 11201

Step 1: Specify General Information

Plans can be saved and referenced while you work out any details (especially if you have to wait on patches to be created). Use the Plan to coordinate the patch needs of team members. Then analyze and review to determine what you want to keep.

Overview

- Name: MOS 5.2 UA: UADB: Conflict DB 10204 -> 11201
- Planned Deployment Date: Not Set
- Description: 
- Created By: John John So
- Make Favorite: ⭐

Product

- Target: UADB
- Details: Oracle Database 10.2.0.4 (Linux x86 Red Hat Enterprise Linux 4), Oracle Home /scratch/aime/db1024, Host scl58298.us.oracle.com
- Upgrade to Release: Oracle 11.2.0.1.0

Links to Upgrade Documentation

Need to Learn More?
- Review these important materials related to your plan.
  - Database Upgrade from 10.2 to 11.2 - Evaluate (ID: 1075832.1)
  - Oracle Support Upgrade Advisor (ID: 250.1)
  - Database Upgrade from 10.2 to 11.2 - Evaluate (ID: 251.1)

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Step 2: Upgrade Plan Wizard

User can manually add patches to this plan from:
1. **Add Patch.** Query will be pre-populated for product, platform and release.
2. **From Patch Search Results**
3. **From Patch Detail View**
Step 3: Upgrade Plan Wizard

Create Plan Wizard - AUG 25 DEMO 1: UADB: Clean run: 10204 -> 11201

Validation Needed
A change has been made to this plan that caused previous analysis results to become stale. Re-run the analysis.

Re-Analyze

Plan last validated 2+ weeks ago

Exit Wizard

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Step 3: Upgrade Plan Wizard

Create Plan Wizard - AUG 25 DEMO 1: UADB: Clean run: 10204 -> 11201

Step 3: Validation

Analysis In Progress
This will take about 2 minutes.
You may choose to move away from this page. Validation results will continue in the background and will be saved when done.

Re-Analyze

Plan last validated 2+ weeks ago

Exit Wizard
Create Plan Wizard - AUG 25 DEMO 1: UADB: Clean run: 10204 -> 11201

Step 3: Validation

Success!

Issues to Resolve (None)

Added from Analysis (2)

Added to the plan as a result of the last analysis.

<table>
<thead>
<tr>
<th>Patch Na...</th>
<th>Reason</th>
<th>Description</th>
<th>Oracle Home</th>
<th>Host</th>
<th>Release</th>
</tr>
</thead>
<tbody>
<tr>
<td>4247037</td>
<td>Maintains Existing...</td>
<td>RFID-EPC GENERATION FEATURE FROM... /scratch...</td>
<td>scl58298.us.oracle.com</td>
<td>11.2.0.1.0</td>
<td></td>
</tr>
<tr>
<td>8556586</td>
<td>Maintains Existing...</td>
<td>ORA-600 QSMEMDNF_MODIFIED_DNF... /scratch...</td>
<td>scl58298.us.oracle.com</td>
<td>11.2.0.1.0</td>
<td></td>
</tr>
</tbody>
</table>

Ignored (1)

Ignored during the last analysis.

<table>
<thead>
<tr>
<th>Patch Na...</th>
<th>Reason</th>
<th>Description</th>
<th>Oracle Home</th>
<th>Host</th>
</tr>
</thead>
<tbody>
<tr>
<td>9655013</td>
<td>Ignored as another patch fixes the same issue(s)</td>
<td>CPUJUL2010 DATABASE 11.2.0.1</td>
<td>/scratch...</td>
<td>scl58298.us.oracle.com</td>
</tr>
</tbody>
</table>

Next Button enabled if the analysis is done.
Step 4: Upgrade Plan Wizard

Create Plan Wizard - AUG 25 DEMO 1: UADB: Clean run: 10204 -> 11201

**Step 4: Review & Download**

<table>
<thead>
<tr>
<th>Name</th>
<th>AUG 25 DEMO 1: UADB: Clean run: 10204 -&gt; 11201</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planned Deployment Date</td>
<td>Not Set</td>
</tr>
<tr>
<td>Description</td>
<td>Sample plan for DB single instance from 10.2.0.4 to 11.2.0.1 - Successful run</td>
</tr>
<tr>
<td>Created By</td>
<td>John John So</td>
</tr>
<tr>
<td>Target</td>
<td>UADB</td>
</tr>
</tbody>
</table>

Upgrade to 11.2.0.1.0

<table>
<thead>
<tr>
<th>Patch Name</th>
<th>Description</th>
<th>Status</th>
<th>Reason</th>
<th>Install Or...</th>
</tr>
</thead>
<tbody>
<tr>
<td>V17490-01</td>
<td>Oracle Database 11g Release 2 Grid Infrastructure (11.2.... Conflict Free</td>
<td>Conflict Free</td>
<td>Required Software</td>
<td>1</td>
</tr>
<tr>
<td>9654983</td>
<td>DATABASE PSU 11.2.0.1.2 (INCLUDES CPUJUL2010)</td>
<td>Conflict Free</td>
<td>Recommended</td>
<td>After*</td>
</tr>
<tr>
<td>855688</td>
<td>ORA-600 QSMEMDNF_MODIFIED_DNF REPORTED</td>
<td>Conflict Free</td>
<td>Maintains Existing</td>
<td>Fix</td>
</tr>
<tr>
<td>4247037</td>
<td>RFID-EPC GENERATION FEATURE FROM DATABASE ...</td>
<td>Conflict Free</td>
<td>Maintains Existing</td>
<td>Fix</td>
</tr>
<tr>
<td>9028780</td>
<td>DBMS_STATS.GATHER_TABLE_STATS FAILS WITH O...</td>
<td>Conflict Free</td>
<td>Customer Added</td>
<td>After*</td>
</tr>
</tbody>
</table>

* Required Field

Order only for software & patch set.

Exit Wizard
Step 4: Upgrade Plan Wizard

Files and sizes show up at the point of download.
Step 4: Upgrade Plan Wizard

A WGET script is available in .sh (text) format to download the selected files. Note: Edit the file to include your My Oracle Support credentials before use.

- An authentication token (which expires in 48 hours) is included in this script because your selection includes base installation software. Run this script by 10 Sep 2010 11:20 to ensure total file access. If you miss this window, you can return to this patch plan and regenerate the WGET script with a new token.

- 7 Files Included
- 3.1 GB

Return to File Window  Download .sh  Copy to Clipboard
# Managing Plans

## Filterings

- "My Plans"
- Favorites
- Type
- Name
Access Upgrade from Reports
Access Update from Systems and Targets
Oracle Database support status notification

Risk

No new patches are being created for 9.2.0.8.0. You can no longer request new one-off patches or receive new Critical Patch Updates and Patch Set Updates for this release.

Support is no longer provided for this product. Without support, you might not be able to solve any new issues that arise in your environment.

Recommendation

An upgrade advisor is available for your product to help you plan your upgrade to a more readily supported release.  View Upgrade Options

Refer to the Oracle Support Upgrade Advisers for assistance in guiding you through a complete upgrade lifecycle.  Review Advisers

Get advanced analysis and advice from Oracle experts.  Learn More...