

MAINTENANCE WIZARD

Upgrading Oracle Applications

KEY FEATURES

Maintenance Wizard provides:

- Easy project configuration using existing AutoConfig files
- Consolidated, personalized set of instructions in a step-by-step format
- Customized help for your unique upgrade need
- Critical patch identification to prevent accidental omission
- Optional online connection for direct assistance
- Confirmation and documentation of your successful upgrade
- Continuous tool updates made available through Live Patch, with user control of updating individual projects

Maintenance Wizard is provided FREE for Oracle Applications customers who have a standard Product Services contract with Oracle. Oracle Support provides Maintenance Wizard, which guides customers in a methodical and repeatable way through the upgrade process. This service is available globally for customers who are intending to perform their own upgrades or working with a partner such as a systems integrator or Oracle Consulting. When you begin your upgrade, Oracle Support service engineers are available 24 x 7 to assist you in resolving any problems you may encounter during the upgrade process.

Overview

Maintenance Wizard guides you through the Applications upgrade and code line maintenance process. It helps you reduce upgrade tasks by dynamically filtering the necessary steps based on criteria it obtains from your Applications environment. The result is a set of step-by-step instructions of exactly what you need to do to complete your specific upgrade, including any critical patches that your system may require. It can also automatically execute many of the tasks for you, so as to reduce the possibility of errors or accidental omission of vital tasks. Maintenance Wizard provides log files and timestamps for each execution so you can determine who did what task, when the task was performed, and what the results were.

Additional Features and Benefits

- Includes multiple Maintenance Wizard Products:
 - **Upgrade Assistant: 11i to 12** [version 2.x]
 - **Applications Database Upgrade Assistant: 8i, 9i to 10g** [version 2.x]
 - **Maintenance Pack Assistant: 11i to 11.5.10** [version 1.x]
 - **Upgrade Assistant: 10.7, 11.0.3 to 11.5.10** [version 1.x]
- Full TUMS integration
- Automated analysis of patch levels and dynamic reconfiguration of required steps
- Automated determination of steps based on products installed, localizations, globalizations, languages, operating system, product versions, and more
- Enables creation and maintenance of customized categories, product families, tasks, and steps to accommodate specific project requirements

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- Supports multiple upgrade participants (users), each with its own responsibilities and capabilities
 - Handles multiple Application nodes correctly even across different platforms
 - Supports use of multiple projects simultaneously such as Development Maintenance, Production Upgrade, and Test Patching
 - Enables maintenance of your application and database services through provided utilities
 - Generates reports that show progress, timing statistics, and responsibility assignments
 - Provides built-in troubleshooting features, such as the automatic logging of steps as they are performed, the Run OS command utility, and the Run SQLs utility

Getting Started

Log in to [OracleMetaLink](#) and visit Note: 215527.1 to read more detailed information about the Maintenance Wizard. You may download the latest version, review the User Guide, watch training viewlets and more.

To use Maintenance Wizard, you must have the following:

- A current standard Product Service contract with Oracle
- A Web-based connection

You must take responsibility for any customized code used during the upgrade process.

To learn more about the other Oracle Application Upgrade Services, visit <http://www.oracle.com/consulting/upgrade-services.html>.

Oracle Support Services

Oracle is committed to providing customers with a complete business solution that includes industry-leading products, world-class partners, and integrated on-line services. Oracle can help you choose and deploy the service levels and processes that best suit the unique needs of your company. Whether you engage us for standard 24x7 support, remote assistance, onsite advisory services, or you outsource the management of your technology and applications to us; Oracle has a comprehensive set of service offerings. Oracle provides support services worldwide, 24x7, delivering timely and reliable service to help ensure every customer's business success.

For information about any of the services from Oracle Support Services, visit our Web site at <http://www.oracle.com/support> or go to <http://www.oracle.com/support/contact.html> to contact your local Support Sales Representative.