
Oracle Platinum Services – Platinum Implementation

What to Expect

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Platinum Services

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Document Objective

Oracle Platinum Services is implemented on Certified Platinum Configurations during the system installation. The objective of this document is to detail a sample list of activities that may be performed to complete implementation of Oracle Platinum Services for a Certified Platinum Configuration. The information included in this document is for informational purposes only and is subject to change. This document is not binding on either party, will not be deemed an agreement between the parties and does not amend and/or modify the terms of any order, agreement or technical support policy.

Overview

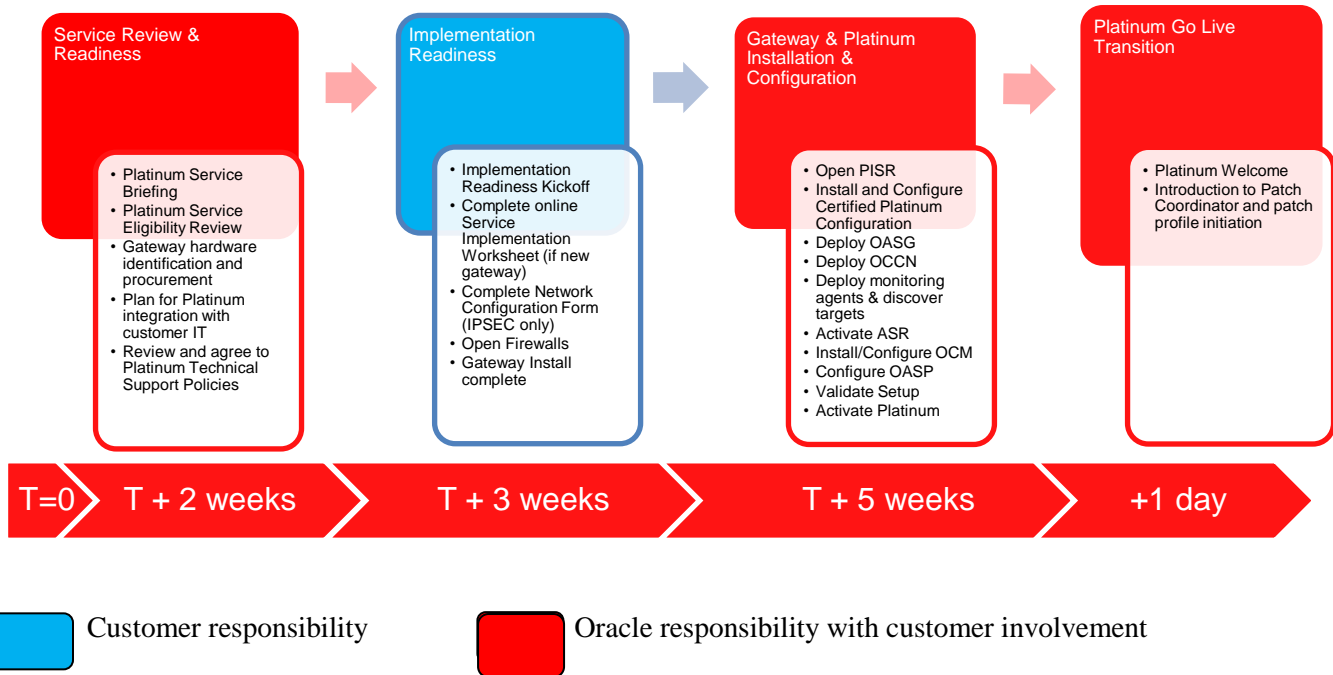
To qualify for Oracle Platinum Services, you must have a Certified Platinum Configuration as defined in <http://www.oracle.com/us/support/library/certified-platinum-configs-1652888.pdf> and meet the requirements related to support licensing and connectivity listed in the Technical Support Policy found at <http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf>.

Once eligibility is met, the customer and Oracle will collaboratively work together through the implementation of Oracle Platinum Services to:

- Transfer information regarding the Certified Platinum Configuration to be covered under Oracle Platinum Services.
- Describe prerequisites for Oracle Platinum Services before delivery of Oracle Platinum Services will begin.
- Deploy the Oracle hardware and software tools to enable Oracle Platinum Services.
- Identify tasks that Oracle and the customer must complete in order to facilitate delivery of Oracle Platinum Services.

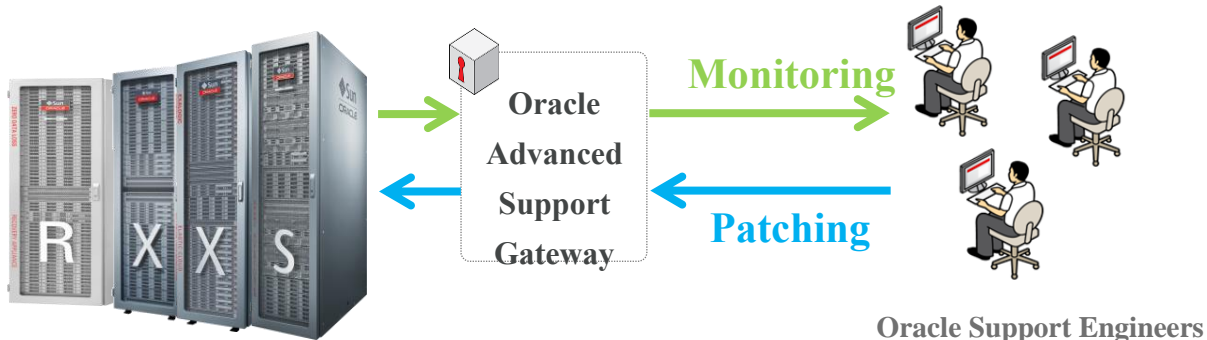
Oracle Platinum Services Implementation Activities

The picture below provides an example of Oracle's process for implementing Oracle Platinum Services. The process normally takes 5 to 6 weeks from Service Review & Readiness through Platinum Go Live.



Deploying the Oracle Advanced Support Gateway

Oracle Platinum Services is enabled through a two-way communication system between the Engineered System and Oracle, called the Oracle Advanced Support Gateway. This is how Oracle can remotely monitor, restore, and patch the systems.



One gateway can monitor up to eight (8) Engineered Systems as long as they are network accessible and the network connection between the Oracle Advanced Support Gateway and the Engineered System is reliable with low latency. In conjunction with the Oracle Continuous Connection Network (OCCN) transport layer, the Oracle Advanced Support Gateway establishes secure connectivity to Oracle via SSL. Learn more about the gateway security by reviewing the [Oracle Advanced Support Gateway Security Guide](#).

For more information on the key components of the Oracle Advanced Support Gateway and Fault Monitoring Framework, please see [Oracle Platinum Services – Fault Monitoring What to Expect](#).

Oracle requires access to:

- The Oracle Advanced Support Gateway for routine maintenance
- The Oracle Advanced Support Gateway to refresh or update fault monitoring policy
- The Oracle Advanced Support Gateway for fault event incident validation
- The Certified Platinum Configuration for remote patch deployment
- The Certified Platinum Configuration for fault restoration activities

For further details on access requirements, please see [Appendix I](#).

Note: Oracle needs a continuous inbound connection and valid administrative level privileges and access to the Certified Platinum Configuration to provide Platinum Services.

- Without continuous inbound connection, Oracle will not be able to validate faults, which negates the 15-minute resolution / 30-minute joint debug Platinum service commitments. See the Oracle Platinum Services [Technical Support Policy](#) for additional information.
- If you make any changes to the Certified Platinum Configuration that will impact the Oracle fault monitoring tools installed on the Certified Platinum Configuration, you must notify Oracle of the impending change via the change management process. In some cases, such changes might need to be reversed if you wish to maintain the Certified Platinum Configuration environment and

allow proper functioning of Oracle fault monitoring tools.

Oracle Contacts during the Oracle Platinum Services Implementation Lifecycle

Roles and Responsibilities

Role	Responsibilities
Oracle Platinum Driver	Oracle assigns each customer a Platinum Driver to provide key information during the customer's consideration of Platinum Services. The goal is to verify the customer is fully qualified, understands, is committed to Platinum Services, and completes prerequisites before implementation begins. Once implementation of Platinum Services is underway, the Platinum Driver may engage the customer to help resolve delays and to see that customer expectations are being well managed and executed.
Oracle Platinum Enablement Manager	The Oracle Platinum Enablement Manager supports the Platinum Driver as needed in educating the customer on Platinum Services and assisting internally with coordination during the implementation process as needed.
Oracle Field Engineer	The Oracle Field Engineer (FE) is responsible for the Oracle Platinum hardware gateway installation, Oracle Advanced Support Gateway installation, and for checking for valid Platinum gateway connectivity to Oracle. If connectivity issues are found, the Customer Platinum Manager (or their designate) is notified, and will be responsible for addressing those issues.
Oracle Implementation Engineer (IE)	The Implementation Engineer is the primary point of contact and technical manager for the customer during the Oracle Platinum Services implementation. From the point of receiving ownership of the Platinum Implementation SR to the point of handover to the delivery organization, the IE acts as the technical project lead during the implementation. The IE installs all technical aspects of the fault monitoring, ASR, and OCM solution and is responsible for coordinating the resources and activities to deliver and install the Engineered System.
Oracle Patch Coordinator	Platinum Patching offers "Platinum Welcome Community Calls" as explained in Doc ID 1960456.1 . These calls are available to welcome customers to Platinum Services and perform introductory activities such as sharing available community resources and learning about Platinum Services. They are also available in a recorded self-paced mode. After customers have attended the welcome call, they can reach out to their Oracle Patch Coordinator to further complete their training and get answers to any questions. The assigned Oracle Patch Coordinator will also assist with generating an initial Patch Profile for the Certified Platinum Configuration, to start the planning process for the first patch event. Customer account management teams can assist customers with identifying their assigned Oracle Patch Coordinator.

Role	Responsibilities
Customer Platinum Manager	The customer assigns an employee or contractor to fill the Customer Platinum Manager role. The Customer Platinum Manager is the point of contact (POC) for Oracle and is responsible for the coordination of customer resources, installation-related activities (for example, opening firewall ports), and decisions needed for a smooth implementation. This POC is also responsible for the integration with customer processes and meeting the planned Go Live schedule. Additional responsibilities include managing customer stakeholder decisions and, when necessary, consulting within the company to acquire expertise for service integration—network expert(s), security expert(s), and the target system owner(s).

Oracle Platinum Services Implementation Activities

The tables below provide examples of Oracle Platinum Services implementation prerequisite activities, implementation activities, responsible and/or supporting owners (in cases where the “Both” box is checked), and estimated timelines associated with an Oracle Platinum Services implementation. If an activity is not completed, it may result in delays or cancellation of the Oracle Platinum Services implementation. The information listed below is for informational purposes only, may vary for the purpose of your Oracle Platinum Services implementation and is subject to change.

Prerequisite Activities—Service Review and Readiness

Activity	Who	When
<p>1. Pre- or post-Sales Briefing The Oracle Platinum Driver schedules a briefing with a prospective or new customer. This session provides a deep dive into Oracle Platinum Services, including implementation criteria. The Customer Platinum Manager provides key coordination for appropriate customer stakeholder attendance.</p>	Customer <input type="checkbox"/> Oracle <input type="checkbox"/> Both <input checked="" type="checkbox"/>	
<p>2. Oracle Platinum Services Eligibility Oracle Platinum Services is available for new and previously purchased Certified Platinum Configurations.</p> <p>Note: previously purchased Engineered Systems may require updates to qualify as a Certified Platinum Configuration. Platinum eligibility checks for Exadata and SuperCluster systems have been included as part of EXAchk since version 12.1.0.2.2_20150122. See Platinum Certification in Exacheck (Doc ID 1968952.1). Customers can perform any required updates or contract with Oracle Advanced Customer Services to perform updates for a fee.</p>	Customer <input checked="" type="checkbox"/> Oracle <input type="checkbox"/> Both <input type="checkbox"/>	
<p>3. Suitable hardware or virtual environment for the Oracle Advanced Support Gateway software Customers must provide a suitable environment for the gateway software. This can be an x86 machine that meets the specifications outlined in the Gateway Host System Requirements document, or an Oracle Virtual Machine (OVM) on Oracle Private Cloud Appliance (PCA). Note: Oracle Private Cloud Appliances already implemented on Platinum Services are not eligible virtual environments for hosting the OASG software.</p>	Customer <input checked="" type="checkbox"/> Oracle <input type="checkbox"/> Both <input type="checkbox"/>	
<p>4. Plan for Platinum integration with customer Operational IT</p> <ul style="list-style-type: none"> How Platinum monitoring and alerts will integrate into customer IT Operations How Platinum connectivity will comply with customer network Security Policy and Audit How Platinum account/privileges will comply with customer policy and audit 	Customer <input checked="" type="checkbox"/> Oracle <input type="checkbox"/> Both <input type="checkbox"/>	

Activity	Who	When
<ul style="list-style-type: none"> How Certified Platinum Configuration compliance requirements will integrate with their change management policy. 		
<p>5. Agree to the terms and conditions in the Oracle Platinum Services Technical Support Policy Review and become familiar with the Oracle Platinum Services Technical Support Policy located at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf.</p>	Customer <input checked="" type="checkbox"/> Oracle <input type="checkbox"/> Both <input type="checkbox"/>	

Implementation Activities—Implementation Readiness

Platinum Implementation readiness assumes you have completed the prerequisite steps and have gateway hardware available in your datacenter that meets minimum requirements as specified.

Implementation readiness allows pertinent information to be collected for a smooth transition to implement Platinum Services. These steps are only required for new gateway installations. The following table shows related activities with their associated responsible and/or supporting owners.

Activity	Who	When
<p>1. Implementation Readiness Kick-off Meeting The Oracle Platinum Driver (and in some cases, the Implementation Engineer), with support from the Platinum Enablement Manager, will review the implementation process, connectivity requirements, and access requirements with the Customer Platinum Manager. At this time, the Customer Platinum Manager should share the desired Platinum Go Live date. Sharing this information is important, especially if the Go Live date is on the critical path of a larger project.</p>	Customer <input type="checkbox"/> Oracle <input type="checkbox"/> Both <input checked="" type="checkbox"/>	
<p>2. Complete the Service Implementation Worksheet (SIW) (For new gateway only) The SIW is used to collect pertinent customer contact information for:</p> <ul style="list-style-type: none"> • fault notification, • change management notification, • service requests (SRs), and • remote patch deployment. <p>In addition, the SIW documents configuration information for the Oracle Advanced Support Gateway, as well as provides:</p> <ul style="list-style-type: none"> • Expected firewall change dates • Customer’s Engineered System(s) information • Cloud Control/EM Agent Settings <p>The Oracle Platinum Driver will assist the Customer Platinum Manager or their designee to register for access to the online SIW on the Oracle Advanced Support Portal. Once access is granted, instructions for how to complete the online SIW document can be found here.</p>	Customer <input type="checkbox"/> Oracle <input type="checkbox"/> Both <input checked="" type="checkbox"/>	At least one (1) week prior to scheduled Oracle Platinum Services installation
<p>3. Complete the Network Connectivity Form (for Internet Protocol Security (IPSec) VPN only) Oracle Global IT can assist the Customer Platinum Manager with completing the OCCN Network Connectivity Form in case IPSEC VPN is required.</p>	Customer <input type="checkbox"/> Oracle <input type="checkbox"/> Both <input checked="" type="checkbox"/>	
<p>4. Open Firewall Ports Open necessary firewall ports. All firewall changes must be in place for remote Platinum implementation. Please make sure to send all requirements to your Network or Security team as early as possible to minimize any implementation delays. See Oracle Advanced Support Security Guide for general information on Oracle Advanced Support Gateway security and Network Protocol and Port Matrix for specific information on firewall rules.</p>	Customer <input checked="" type="checkbox"/> Oracle <input type="checkbox"/> Both <input type="checkbox"/>	

Implementation Activities—Gateway & Platinum Installation and Configuration

After the prerequisite activities and readiness activities are complete, you are ready to engage with Oracle for the gateway installation (if it is a new gateway) and Platinum installation & configuration. For a new gateway, a Platinum Implementation Help Service Request initiates the setup of the gateway.

Steps for adding more certified configurations to an existing gateway are initiated via the gateway portal. After the initial checks are done via the gateway, the Platinum Implementation SR (PISR) is auto-generated per the steps documented at: [Platinum Implementation Service Request \(PISR\) Workflow \(Doc ID 2231081.1\)](#).

The following table lists the responsible and/or supporting owners of the relevant activities.

Activity	Who	When
<p>1. Open a Platinum Implementation Help SR (for new gateways) The Oracle Platinum Driver will open a Platinum Implementation Help SR and attach all the documents collected during the Implementation Readiness activities. The PISR will be used jointly by the customer and Oracle to communicate, document core steps and progress of the Platinum implementation.</p>	Customer <input type="checkbox"/> Oracle <input checked="" type="checkbox"/> Both <input type="checkbox"/>	
<p>2. Collect account/access information The Oracle Platinum Implementation Engineer will request access details for the Certified Platinum Configuration via the PISR. For details on access/password management, please see Oracle Platinum Service Delivery: Password Handling Standard (Doc ID 1674102.1)</p>	Customer <input type="checkbox"/> Oracle <input type="checkbox"/> Both <input checked="" type="checkbox"/>	
<p>3. Install and Configure the Certified Platinum Configuration The Oracle Field Engineer and Oracle Implementation Engineer will install and configure the Certified Platinum Configuration. This step is relevant only if the Platinum Implementation is planned at the same time as the Certified Platinum Configuration is installed.</p>	Customer <input type="checkbox"/> Oracle <input checked="" type="checkbox"/> Both <input type="checkbox"/>	
<p>4. Deploy Oracle Continuous Connection Network (OCCN) (for Internet Protocol Security (IPSec) VPN only) Oracle Global IT will assist the customer in deploying OCCN.</p>	Customer <input type="checkbox"/> Oracle <input type="checkbox"/> Both <input checked="" type="checkbox"/>	

<p>5. Deploy the Oracle Advanced Support Gateway</p> <p>Two options:</p> <p>a. The customer may download, deploy, and test the ISO image on the VM, and complete the registration process using the code from the SIW. This will configure the system to the point where the IE can remotely access the system from Oracle using the VPN, and proceed with the installation and configuration of OEM and components of the Oracle Platinum Services.</p> <p>b. The Oracle Field Engineer will install the Gateway Hardware (when purchased from Oracle), install the ISO image, and download the gateway software. The IE will deploy the OASG software and configure components of the Oracle Platinum Services on the gateway.</p> <p>Note:</p> <ul style="list-style-type: none"> • The gateway hardware may be provided by the customer or purchased from Oracle. The hardware should meet the requirements outlined in the Gateway Host System Requirements . If the customer opts for non-Oracle hardware to deploy the OASG, the customer will install and configure the OASG image software • For indirect countries, customers can incur Travel and Expense (T&E) charges if the gateway installation is done separately from the Engineered Systems installation. This ensures that T&E can be provided as part of a standard product quote in support of remote locations served by Oracle Standard System Installation or Oracle direct product sales. • Service pricing is not affected if no actual costs are incurred. The T&E is initially estimated but will only be billed to the customer if actual costs are incurred, per Oracle policy. <p>Oracle Platinum Services will maintain exclusive root access to the gateway hardware for management and maintenance of the OASG.</p>	<p>Customer <input type="checkbox"/></p> <p>Oracle <input type="checkbox"/></p> <p>Both <input checked="" type="checkbox"/></p>	
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<p>6. Generate a Platinum Implementation SR (PISR) After the gateway is setup, follow the instructions at Platinum Implementation Service Request (PISR) Workflow (Doc ID 2231081.1). This process utilizes the gateway portal to confirm all the requirements are met. At the end of this process, the system will automatically generate a Platinum Implementation SR (PISR) on behalf of the customer. For ZFS RS and PCA, the assigned Platinum Drivers will manually create the PISRs using the instructions in Creating Platinum Implementation / Re-Implementation SR: GCSEXA, GCSPLT (Doc ID 1803449.1).</p>	Customer <input type="checkbox"/> Oracle <input type="checkbox"/> Both <input checked="" type="checkbox"/>	
<p>7. Verify and attach documentation to PISR Once the Platinum Implementation SR (PISR) is generated, the Platinum Driver will review the PISR attach all the documents collected during the Implementation Readiness activities. The PISR will be used jointly by the customer and Oracle to communicate, document core steps and progress of the Platinum implementation.</p>	Customer <input type="checkbox"/> Oracle <input checked="" type="checkbox"/> Both <input type="checkbox"/>	
<p>8. Install and deploy monitoring agents to Certified Platinum Configurations The Oracle Implementation Engineer will install and deploy monitoring agents to the Certified Platinum Configuration and will, if required, upgrade the agents with the latest patches.</p>	Customer <input type="checkbox"/> Oracle <input checked="" type="checkbox"/> Both <input type="checkbox"/>	
<p>9. Discover Monitoring Targets The Oracle Implementation Engineer will discover monitoring component targets and deploy monitoring templates.</p>	Customer <input type="checkbox"/> Oracle <input checked="" type="checkbox"/> Both <input type="checkbox"/>	

<p>10. Activate Oracle Automated Service Request (ASR) The Oracle Implementation Engineer will enable ASR on the target Engineered System and the Oracle Advanced Support Gateway. In some cases, the Customer Platinum Manager will need to approve ASR assets. For more information, please reference: How To Manage and Approve Pending Oracle Auto Service Request (ASR) Assets In MOS.</p> <p>If ASR is already configured for the Engineered System, the Customer Platinum Manager will be asked to disable. ASR management will be configured via the gateway server instead of locally on the client. For Engineered Systems that will not be implemented under Oracle Platinum Services, the ASR configuration should be hosted in an ASR manager independent from the OASG, but they can co-exist. Note: If ZFS-ES3, consult with your Implementation Engineer for ASR monitoring configuration requirements.</p>	Customer <input type="checkbox"/> Oracle <input type="checkbox"/> Both <input checked="" type="checkbox"/>	
<p>11. Install and Configure Oracle Configuration Manager (OCM) The Oracle Implementation Engineer will install and configure OCM to capture configuration information on the target Engineered System.</p>	Customer <input type="checkbox"/> Oracle <input checked="" type="checkbox"/> Both <input type="checkbox"/>	
<p>12. Configure the Oracle Advanced Support Portal (OASP)</p> <ul style="list-style-type: none"> • The Oracle Implementation Engineer will configure the OASP for use. • OASP use: The customer will receive an invitation email from the portal. The customer accepts the invitation and the account creation process will be completed when they login to OASP for the first time. 	Customer <input type="checkbox"/> Oracle <input type="checkbox"/> Both <input checked="" type="checkbox"/>	
<p>13. Validation The Oracle Implementation Engineer will validate the gateway and monitoring setup.</p>	Customer <input type="checkbox"/> Oracle <input checked="" type="checkbox"/> Both <input type="checkbox"/>	
<p>14. Activate Oracle Platinum Services Upon successful validation from all devices, the Oracle Implementation Engineer will notify the customer and back-end Oracle Support that Oracle Platinum Services is live. Upon successful activation of Oracle Platinum Services, Oracle generates a Welcome SR on behalf of the customer. Customer Platinum Managers or their designate can identify Welcome SRs within the “Related SRs” link in the SR summary, AFTER implementation is complete.</p>	Customer <input type="checkbox"/> Oracle <input checked="" type="checkbox"/> Both <input type="checkbox"/>	

Implementation Activities—Platinum Go Live Transition

After your engineered system(s) are successfully live on Platinum Services, there are some activities that your assigned Oracle Patch Coordinator will help with to ensure a smooth transition to the service. The following table shows responsible and/or supporting owners of the various activities involved.

Activity	Who	When
<p>1. Welcome to Platinum Services</p> <p>Platinum Patching offers "Platinum Welcome Community Calls" as explained in Doc ID 1960456.1. These calls are available to welcome customers to Platinum Services and perform introductory activities such as sharing available community resources and learning about Platinum Services. They are also available in a recorded self-paced mode.</p> <p>After customers have attended the welcome call, they can reach out to their Oracle Patch Coordinator to further complete their training and get answers to any questions. The assigned Oracle Patch Coordinator will also assist with generating an initial Patch Profile for the Certified Platinum Configuration, to start the planning process for the first patch event. Customer account management teams can assist customers with identifying their assigned Oracle Patch Coordinator.</p> <p>See Welcome to Oracle Platinum Services (1605750.1) for more information.</p>	Customer <input type="checkbox"/> Oracle <input type="checkbox"/> Both <input checked="" type="checkbox"/>	
<p>2. Introduction to the Patching Process</p> <p>The assigned Patch Coordinator will initiate the patch planning process. The Remote Patch Installation: What to Expect document provides additional information on patching. Note that it is not considered trivial to cancel imminent patch events because Oracle has scheduled and prepared for these events.</p>	Customer <input type="checkbox"/> Oracle <input type="checkbox"/> Both <input checked="" type="checkbox"/>	

Appendix I—Access Requirements

Oracle requires a continuous connection to the Certified Platinum Configuration during delivery of Oracle Platinum Services, as described in the Oracle Platinum Services [Technical Support Policy](#). The following table describes the user account access required by Oracle during the implementation and ongoing delivery of Oracle Platinum Services.

System Component	Login Account	Service Activation	Patch and Restore	Exadata (Required?)	Exalogic (Required?)	SuperCluster (Required?)	Recovery Appliance (Required?)	ZS Racked Systems	PCA	Justification
Integrated Lights Out Manager	root	Yes	Yes	x	x	x	x	x	x	To set SNMP parameters and create orarom monitoring account
	orarom	Yes	Yes	x	x	x	x	x	x	Ongoing Monitoring. This account is created during the setup by Oracle
Compute hosts**	root	Yes	Yes	x	x	x	x		x	Required for implementing solution, creating orarom user and configuring monitoring
	orarom	Yes	Yes	x	x	x	x		x	Ongoing Monitoring, primary owner of the OEM agent. This account is created during the setup by Oracle
Storage cells	root	Yes	Yes	x		x	x			SSH keys for agent login without password, define SNMP parameters
	cellmonitor	Yes		x		x	x			Ongoing monitoring. This account is created during the setup by Oracle.

System Component	Login Account	Service Activation	Patch and Restore	Exadata (Required?)	Exalogic (Required?)	SuperCluster (Required?)	Recovery Appliance (Required?)	ZS Racked Systems	PCA	Justification
ASM	asmsnmp	Yes	Yes	x		x	x			To configure ASM monitoring from OEM and ongoing monitoring
DBMS	dbsnmp	Yes	Yes	x		x	x			To configure DB monitoring for OEM, ongoing monitoring and configuration data collection
IB Switches	root	Yes	Yes	x	x	x	x		x	SSH keys for agent login without password, define SNMP parameters
	nm2user	Yes	Yes	x	x	x	x		x	To monitor Infiniband Switches
Cisco Switch	Admin	Yes	Yes	x	x	x	x			To define SNMP parameters; only required for initial configuration
	enable	Yes		x	x	x	x			
PDUs	Admin	Yes	Yes	x	x	x	x		x	To define SNMP parameters
ZFS	root	Yes	Yes		x	x		x	x	To create shares for agent installation (Exalogic only) and to execute workflow to enable OEM monitoring
	orarom	Yes	Yes		x	x		x	x	Created during installation and assigned to the agent role, which is used for ongoing monitoring
Control VMs	root	Yes	Yes		x					

System Component	Login Account	Service Activation	Patch and Restore	Exadata (Required?)	Exalogic (Required?)	SuperCluster (Required?)	Recovery Appliance (Required?)	ZS Racked Systems	PCA	Justification
- for Exalogic for release 2.0.6.x.x										
Ops Center VM and Exalogic OVMM VM for release 2.0.4.x.x	root	Yes	Yes		x					
Domains & Zones	root	Yes	Yes			x				
Recovery Appliance (Admin)	rasys	Yes	No				x			Ongoing monitoring. This account is created during the setup by Oracle
Recovery Appliance	root	Yes	Yes				x			Initial Activation and one time SSH communication between nodes
Management Switches (ES1-24)	root								x	To setup SNMP parameters for monitoring
MySQL Database	root								x	To create orarom monitoring account
	orarom								x	Ongoing monitoring. This account is created during the setup by Oracle.
Fabric Interconnect switches	root								x	To create orarom monitoring account
	orarom								x	Ongoing monitoring. This account is created during the setup by Oracle
Management	root								x	To create orarom monitoring

System Component	Login Account	Service Activation	Patch and Restore	Exadata (Required?)	Exalogic (Required?)	SuperCluster (Required?)	Recovery Appliance (Required?)	ZS Racked Systems	PCA	Justification
nodes										account
	orarom									Ongoing monitoring. This account is created during the setup by Oracle

** Also applies to DB hosts for Exadata only

Collection of Logs and Diagnostic Data

- Oracle's default position is that support engineers will retrieve logs and diagnostic data that can be collected without posing a risk to the system or negatively impacting it in any way.
- If an engineer is unable to collect data for a technical reason (for example, insufficient access or intrusive nature of the identified collection procedure), he/she will ask the customer to collect and upload the needed data to the service request
- In a critical SEV1 situation, an engineer may ask the customer to upload diagnostic data if this will help expedite restoration and bring the system back to proper functioning faster.

Oracle Access to Data

- Oracle Enterprise Manager (OEM) is installed using a unique account created specifically for monitoring (orarom). This account can be read-only and does not need administrative access to the Operating System or Oracle Database.
- Within the Oracle Database, OEM Agents use a generic DBSNMP account, which is enabled for monitoring including configuration collection. This configuration data can be used as diagnostics for restoration planning and for patch planning.
- Neither orarom nor the generic DBSNMP accounts have access to the data within the Oracle Database. The users cannot run SQL commands, navigate Tablespaces, or maliciously query the Oracle Databases.
- As described in the table above, Oracle requires administrative-level privileged access to the Oracle Platinum Services Engineered System during Platinum implementation, including setup of fault monitoring; during remote patch deployment events; and to assist with diagnostics and fault restoration.
 - Privileged access—to *root* or *oracle* accounts for example—does not need to be continuous. It can be provided on a temporary basis then revoked upon completion of task. For example, access can be provided for a remote patch deployment event then revoked when the remote patch deployment event is complete.
 - During Platinum implementation—including setup of fault monitoring—direct access to the *root* and other privileged accounts is required as described in the table above.
 - During ongoing fault monitoring activities—including collection of diagnostic information to assist with fault restoration activities—access to *root* and other privileged accounts can be constrained and monitored with the use of tools such as *sudo*.

- During a remote patch deployment event, access to *root* and other privileged accounts can be constrained and monitored with the use of tools such as *sudo*.
- Group read and write access must be set for each database node's diagnostic directory `/u01/app/oracle/diag` in order for Oracle Platinum Services Service Request automation to have relevant diagnostic uploads. Detailed information is available in [How to setup diagnostic directory group permissions for Platinum Automated Diagnostic Upload \(Doc ID 1633603.1\)](#).