Oracle Configuration Manager

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MY ORACLE SUPPORT

Oracle Configuration Manager is the key to the proactive capabilities of My Oracle Support — enabling priority handling of Service Requests and custom advice for your configuration — all included in your Oracle Premier Support subscription.

SECURE, ANYTIME ACCESS TO PROACTIVE SUPPORT.

FEATURES

- Secure collection and transmission of configuration information
- Integrated with personalized dashboard
- Health Checks, Patch Advice and Recommendations specific to your configurations
- Product & Security Alerts
- Service Request Priority Handling
- Configuration History, Change History and Configuration Compare

BENEFITS

- Resolve problems faster by logging Service Request more rapidly and by providing Oracle Support the information they need to expedite a solution.
- Improve stability through proactive advice and customized health checks supported by Oracle-vetted best practices, all personalized for your configurations.
- Simplify configuration management from a single, comprehensive dashboard.
- Improved Configuration Management

Using Proactive Support to Drive Availability

Using Web 2.0 technologies, the My Oracle Support platform makes your support interactions faster and more efficient. With details of your Oracle configurations securely logged with Support, exceptions are resolved faster, and alerts regarding possible threats are issued proactively - so your organization realizes more uptime. My Oracle Support provides instant access to the latest support information, online communities, security recommendations, and product alerts —all included with your Oracle Premier Support subscription. By using Oracle Configuration Manager, you leverage the full value of Oracle Premier Support.

Automated Configuration Management

Once Oracle Configuration Manager is installed, it automatically collects and reports on your configuration information. It links to the My Oracle Support portal, which provides customized recommendations relevant to your environments. In addition, any configuration issues specific to your environment can be detected, and clear and actionable recommendations presented, enabling you to remediate the issue quickly and effectively.

Your security is central to our technical and operational principles. Oracle Configuration Manager collects only the configuration information that is typically requested by Oracle Support when opening a Service Request.

Proactive Support Lifecycle

By enabling Oracle Configuration Manager, you are gaining access to the full capabilities of Oracle Premier Support, and those provided by My Oracle Support - including Heath Recommendations, Patch Recommendations, Patch Plans, Inventory Reports and Configuration & Change Management.

- **Proactive Support** can identify known pain points relevant to your configuration, and help you solve problems before they threaten your availability, via links to the Knowledge Base and support from product and industry-specific categories within My Oracle Support Community

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No sensitive data such as business transactions, production data or passwords is collected. Examples of information collected include:

• Patch levels

• Deployed components and respective versions, and type

• Contents of Configuration files

- **Service Request Submission** is expedited; reducing business cycles spent logging requests and increasing the accuracy of the tickets submitted, by populating Service Requests with configuration information.
- **Problem Formation** requires less interaction with Oracle Support, thanks to configuration information already associated with the Service Request.
- **Problem Remediation** delivers quicker resolution of your problems, with patch analysis and patch automation.

All of these features combine to provide faster, real-time access to support, ultimately improving operations and reducing downtime.

Inter-Operation with Oracle Enterprise Manager

Oracle Enterprise Manager enables you to manage the entire Oracle stack using a single console; it is a unique solution encompassing real user experience management, business transaction management, and business service management. Like Oracle Configuration Manager, it integrates with My Oracle Support to provide proactive services, based on your configuration information.

This means that Oracle Enterprise Manager can be used separately or combined with Oracle Configuration Manager, providing flexible options for automated configuration management, integrated with Oracle Support.

Expect More from Support

Your Oracle solutions help you maintain a competitive edge in business. To get the most out of your Oracle solutions and ensure maximum availability, you need more. My Oracle Support, your one-stop portal for easy access to Proactive Problem Identification, Prevention and Resolution provides the services and tools to improve business value, lower cost of ownership and reduce business risk

Get Started

Oracle Configuration Manager and My Oracle Support are available as part of your Oracle Premier Support subscription. To get started, visit support.oracle.com, click on the Collector Tab, and read more about downloading and installing Oracle Configuration Manager.

CONTACT US

For more information about Oracle Configuration Manager, visit oracle.com/support or call +1.800.ORACLE1 to speak to an Oracle representative.

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Hardware and Software, Engineered to Work Together

Oracle is committed to developing practices and products that help protect the environment