ORACLE

Oracle Platinum Services Implementation

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What to Expect

October 2024, Version 2.02
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Purpose statement

The objective of this document is to provide an overview of Oracle Platinum Services Implementation and detail a sample list of activities we may perform to implement 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 or agreement.

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Overview

To qualify for Oracle Platinum Services, you must have a Certified Platinum Configuration as defined in 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 oracle.com/us/support/library/platinum-services-policies-1652886.pdf.

Once you meet eligibility, we will collaboratively work with you 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 applicable software tools to enable Oracle Platinum Services.
- Identify tasks that you and Oracle 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 1 to 2 weeks from Service Review & Readiness through Platinum Go Live with optimal customer collaboration and engagement.
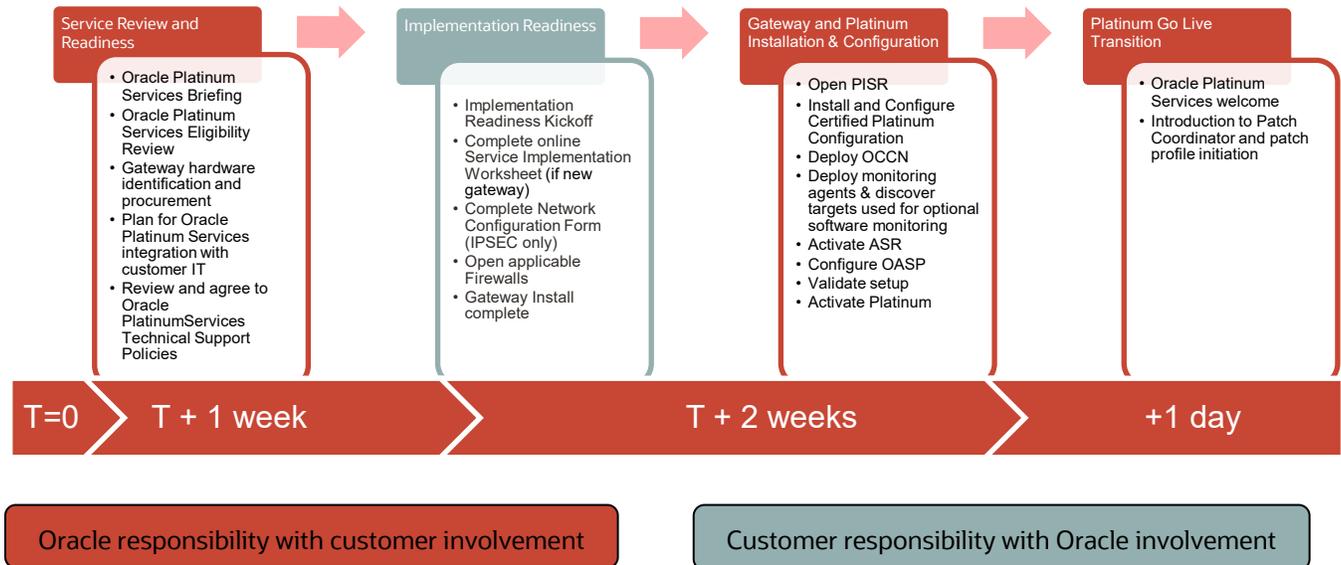

Service Review and Readiness
- Oracle Platinum Services Briefing
- Oracle Platinum Services Eligibility Review
- Gateway hardware identification and procurement
- Plan for Oracle Platinum Services integration with customer IT
- Review and agree to Oracle PlatinumServices Technical Support Policies

Implementation Readiness
- Implementation Readiness Kickoff
- Complete online Service Implementation Worksheet (if new gateway)
- Complete Network Configuration Form (IPSEC only)
- Open applicable Firewalls
- Gateway Install complete

Gateway and Platinum Installation & Configuration
- Open PISR
- Install and Configure Certified Platinum Configuration
- Deploy OCCN
- Deploy monitoring agents & discover targets used for optional software monitoring
- Activate ASR
- Configure OASP
- Validate setup
- Activate Platinum

Platinum Go Live Transition
- Oracle Platinum Services welcome
- Introduction to Patch Coordinator and patch profile initiation

T=0 | T + 1 week | T + 2 weeks | +1 day

Oracle responsibility with customer involvement

Customer responsibility with Oracle involvement

Figure 1. End-to-End workflow of Oracle Platinum Services implementation timeline

Deploying the Oracle Advanced Support Gateway

Oracle uses the Oracle Advanced Support Gateway, a two-way communication system between the engineered system and Oracle to enable Oracle Platinum Services to remotely monitor, restore, and patch qualified systems.
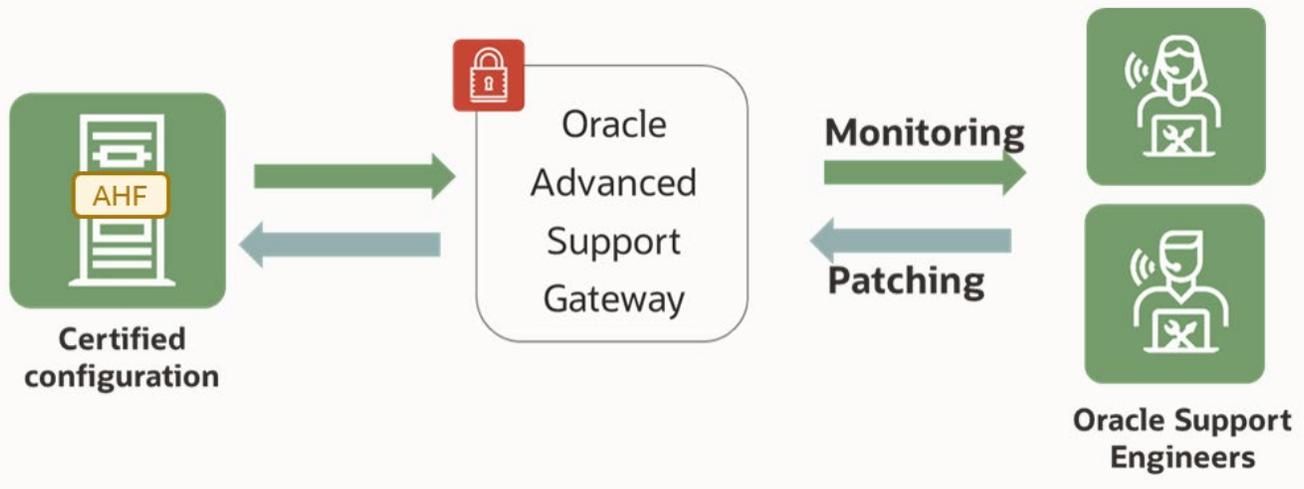
Figure 2. End-to-End workflow of Oracle Platinum Services

One gateway can monitor multiple engineered systems with up to ninety (90) agents and nine hundred (900) monitored targets, as long as they are network accessible and the network connection between the OASG and the engineered system is reliable with low latency. In conjunction with the Oracle Continuous Connection Network (OCCN) transport layer, the OASG establishes secure connectivity to Oracle via SSL. Learn more about gateway security by reviewing the Oracle Advanced Support Gateway Security Guide.

When certain faults and events are detected, Oracle Platinum Services uses Autonomous Health Framework (AHF) as the diagnostic tool to collect diagnostic data for auto SR creation. Oracle uses credentials you provide as part of the on-boarding process when initiating Oracle Platinum Services to install and configure AHF on the Certified Platinum Configuration. AHF is also configured to auto-update when a new version becomes available and is used to automatically execute proactive compliance checks periodically or on-demand and upload the resulting diagnostic files and compliance check to the OASG. Learn more about AHF and Oracle Platinum Services delivery by reviewing Oracle Platinum Services Policies and Oracle Global Customer Support Security Practices.

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: When software monitoring is enabled, Oracle needs a continuous inbound connection and valid administrative level privileges and access to the Certified Platinum Configuration to provide Oracle Platinum Services.

- Without continuous inbound connection, we will not be able to validate faults, which negates the 15-minute resolution / 30-minute joint debug Oracle Platinum Services 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 us of the impending change via the

change management process. In some cases, you might need to reverse such changes if you wish to maintain the Certified Platinum Configuration environment and allow proper functioning of our fault monitoring tools.

Oracle contacts during the Oracle Platinum Services implementation lifecycle

Roles and responsibilities

Role	Responsibility
Oracle Platinum Driver	You may be assigned a Platinum Driver to provide key information during your consideration of Oracle Platinum Services. The goal is to verify that you are fully qualified, you fully understand the requirements and responsibilities to the service, commit to Oracle Platinum Services, and complete all prerequisites before implementation begins. Once implementation of Oracle Platinum Services is underway, the Platinum Driver may engage you to help resolve delays and to see that we are managing and executing your expectations well.
Oracle Implementation Engineer (IE)	The Implementation Engineer is your primary point of contact and technical manager during the Oracle Platinum Services implementation. From the point of receiving ownership of the Platinum Implementation SR (PISR) to the point of hand over to the delivery organization, the IE acts as the technical project lead during the implementation and remotely installs all technical aspects of fault monitoring and Oracle Automatic Service Request (ASR). The IE is also responsible for coordinating the resources and activities to deliver and install the engineered system.
Oracle Patch Coordinator	Platinum Patching offers "Platinum Welcome Community Calls" in a recorded self-paced mode as explained in Doc ID 1960456.1. If you need a Platinum Welcome Process Kick-Off Call, please contact your Patch Coordinator. These calls welcome you to Oracle Platinum Services and perform introductory activities such as sharing available community resources and learning about Oracle Platinum Services. After you attend the welcome call, you can reach out to your Oracle Patch Coordinator to complete your training and get answers to any questions. The assigned Oracle Patch Coordinator will generate an initial patch profile for the Certified Platinum Configuration, which starts the planning process for the first patch event. If needed, your customer account management team can assist you with identifying your assigned Oracle Patch Coordinator.
Oracle Field Engineer	The Oracle Field Engineer (FE) is responsible for the Oracle Platinum Services hardware gateway installation (on Oracle hardware), OASG software installation and connectivity to Oracle.
Customer Platinum Manager	You must assign 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 coordinating your resources, installation-related activities (for example, opening firewall ports), and for making decisions that will promote a smooth implementation. This POC is also responsible for integration with your processes and meeting the planned Go Live schedule. Additional responsibilities include managing your stakeholder interactions and, when necessary, consulting within your organization 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. An incomplete activity 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	Responsibility
1. **Pre- or post-Sales Briefing** Oracle 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.	Customer ☐ Oracle ☐ Both ☒
2. **Oracle Platinum Services Eligibility** Oracle Platinum Services is available for new and previously purchased Certified Platinum Configurations. Note: previously purchased engineered systems may require updates to qualify as a Certified Platinum Configuration. EXAchk includes Platinum eligibility checks for some engineered systems. See Platinum Certification in Exacheck (Doc ID 1968952.1). You can perform any required updates or contract with Oracle Advanced Customer Services to perform updates for a fee.	Customer ☒ Oracle ☐ Both ☐
3. **Suitable hardware or virtual environment for the Oracle Advanced Support Gateway software** You must provide a suitable environment for the gateway software. This can be an x86 machine that meets the gateway host system requirements and specifications outlined in the Oracle Advanced Support Gateway Security Guide, or an Oracle Virtual Machine (OVM) on Oracle Private Cloud Appliance (PCA). Note: Oracle Private Cloud Appliances already implemented on Oracle Platinum Services are not eligible virtual environments for hosting the OASG software.	Customer ☒ Oracle ☐ Both ☐
4. **Plan for Platinum integration with your Operational IT** • How Platinum monitoring and alerts will integrate into your IT Operations. • How Platinum connectivity will comply with your network Security Policy and Audit • How Platinum account/privileges will comply with your policy and audit. • How Certified Platinum Configuration compliance requirements will integrate with your change management policy.	Customer ☒ Oracle ☐ Both ☐
5. **Agree to the terms and conditions in the Oracle Platinum Services Technical Support Policy**	Customer ☒ Oracle ☐ Both ☐

Activity	Responsibility
Review, become familiar with, and agree to the Oracle Platinum Services Technical Support Policy located at oracle.com/us/support/library/platinum-services-policies-1652886.pdf.	

Implementation activities—implementation readiness

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

Implementation readiness allows for the collection of pertinent information, which facilitates a smooth transition to implement Oracle Platinum Services. The following table shows pertinent activities with their associated responsible and/or supporting owners. Only new gateway installations require these steps.

Activity	Responsibility
1. Implementation readiness kick-off meeting Oracle will review the implementation process, connectivity requirements, and access requirements with your Customer Platinum Manager. At this time, your 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.	Customer ☐ Oracle ☐ Both ☒
2. Complete the Service Implementation Worksheet (SIW) (for new gateway only) The SIW collects pertinent customer contact information for: • fault notification, • change management notification, • service requests (SRs), • remote patch deployment. In addition, the SIW documents configuration information for the Oracle Advanced Support Gateway, and provides: • expected firewall change dates • your engineered system(s) information • Cloud Control/EM Agent settings At least one (1) week prior to scheduled Oracle Platinum Services installation, Oracle will assist your 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.	Customer ☐ Oracle ☐ Both ☒
3. Complete the network connectivity form (for Internet Protocol Security (IPSec) VPN only) If you require IPSEC VPN, Oracle Global IT can assist your Customer Platinum Manager with completing the OCCN Network Connectivity Form.	Customer ☐ Oracle ☐ Both ☒
4. Open Firewall Ports Open necessary firewall ports. All firewall changes must be in place for remote Oracle Platinum Services 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	Customer ☒ Oracle ☐ Both ☐

Advanced Support Gateway security and specific information on firewall rules.	

Implementation activities—gateway and Platinum installation and configuration

After the prerequisite activities and readiness activities are complete, you are ready to engage with us 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 gateway setup.

For an existing gateway, you must initiate the steps for adding more certified configurations via the gateway portal. After doing the initial checks via the gateway, we use the steps documented in Platinum Implementation Service Request (PISR) Workflow (Doc ID 2231081.1) to auto-generate the Platinum Implementation SR (PISR).

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

Activity	Responsibility
1. Open a Platinum Implementation Help SR (for new gateways) Oracle will open a Platinum Implementation Help SR and attach all the documents collected during the Implementation Readiness activities. You will use the PISR jointly with us to communicate and document core steps and progress of the Platinum implementation.	Customer ☐ Oracle ☒ Both ☐
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)	Customer ☐ Oracle ☐ Both ☒
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.	Customer ☐ Oracle ☒ Both ☐
4. Deploy Oracle Continuous Connection Network (OCCN) • For SSL VPN – We will deploy OCCN after you enable the outbound connection from the gateway. • For IPSEC VPN, Oracle Global IT will assist you in deploying OCCN.	Customer ☐ Oracle ☐ Both ☒
5. Deploy the Oracle Advanced Support Gateway Two options: a. You may download, deploy, and activate the OASG using the registration code from the SIW on a VM or physical host that can support the Operating System (OS) of the OASG. 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 rest of the implementation of Oracle Platinum Services. b. The IE will deploy the server purchased for the OASG (see Gateway Host and System Requirements outlined in the Oracle Advanced Support Gateway	Customer ☐ Oracle ☐ Both ☒

	Security Guide), install the software and configure the system to the point that the IE can use VPN to remotely access the system from Oracle to proceed with the rest of the implementation. Note: • If you opt for non-Oracle hardware to deploy the OASG, you will ensure that the hardware meets the Gateway Host and System Requirements outlined in the Oracle Advanced Support Gateway Security Guide and you must install and configure the OASG image software. • For indirect countries, you can incur Travel and Expense (T&E) charges if the gateway installation is done separately from the engineered system's installation. This ensures that we can provide T&E as part of a standard product quote in support of remote locations served by Oracle Standard System Installation or Oracle direct product sales. • There is no effect on service pricing if actual costs are not incurred. There is an initial estimate for T&E, but you will only be billed for actual incurred costs, per Oracle policy. Oracle Platinum Services will maintain **exclusive root access** to the gateway hardware for management and maintenance of the OASG.	
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 your behalf. For some supported engineered systems, Oracle will manually create the PISRs using the instructions in Creating Platinum Implementation / Re-Implementation SR: GCSEXA, GCSPLT (Doc ID 1803449.1).	Customer ☐ Oracle ☐ Both ☒
7.	**Verify and attach documentation to PISR** Once the Platinum Implementation SR (PISR) is generated, Oracle will review the PISR and attach all the documents collected during the Implementation Readiness activities. You will use the PISR jointly with Oracle, to communicate and document core steps and progress of the Platinum implementation.	Customer ☐ Oracle ☒ Both ☐
8.	**Install and deploy monitoring agents to Certified Platinum Configuration** 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.	Customer ☐ Oracle ☒ Both ☐
9.	**Install and configure AHF on the Certified Platinum Configuration**	Customer ☐ Oracle ☒ Both ☐

The Oracle Implementation Engineer will install and configure Oracle Autonomous Health Framework (AHF) on the Certified Platinum Configuration and will, if required, upgrade AHF to the latest version. You must provide needed credentials to facilitate the install and configuration. The IE will also test that AHF can collect diagnostic data from your Certified Platinum Configuration.	
10. Discover monitoring targets When software monitoring is enabled, the Oracle Implementation Engineer will discover monitoring component targets and deploy monitoring templates.	Customer ☐ Oracle ☒ Both ☐
11. 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. If the engineered system has ASR already configured, we will ask the Customer Platinum Manager to disable existing ASR installations. We will configure ASR management via the gateway server, not locally on the client. For engineered systems that do not implement Oracle Platinum Services, you must host the ASR configuration in an ASR manager independent from the OASG, but they can co-exist. Note: Consult your Implementation Engineer to learn about specific ASR monitoring configuration requirements for supported engineered systems.	Customer ☐ Oracle ☐ Both ☒
12. Configure the Oracle Advanced Support Portal (OASP) • The Oracle Implementation Engineer will configure the OASP for use. • **OASP use**: You will receive an invitation email from the portal. You accept the invitation, and the account creation process completes when you login to OASP for the first time.	Customer ☐ Oracle ☐ Both ☒
13. Validation The Oracle Implementation Engineer will validate the gateway and monitoring setup.	Customer ☐ Oracle ☒ Both ☐
14. Activate Oracle Platinum Services After successful validation from all devices, the Oracle Implementation Engineer will notify you and back-end Oracle Support that Oracle Platinum Services is live.	Customer ☐ Oracle ☒ Both ☐

Implementation activities—Platinum go live transition

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

Activity	Responsibility
1. Welcome to Oracle Platinum Services Platinum Patching offers "Platinum Welcome Community Calls" in a recorded self-paced mode as described in Doc ID 1960456.1. If you need a Platinum Welcome Process Kick-Off Call, please contact your Patch Coordinator. These calls welcome you to Oracle Platinum Services through introductory activities such as learning about Oracle Platinum Services' features and sharing available community resources. After you attend the welcome call, you can reach out to your Oracle Patch Coordinator to complete your training and answer any questions. Your Oracle Patch Coordinator will generate an initial patch profile for the Certified Platinum Configuration, which starts the planning process for the first patch event. If needed, your account management team can help you identify your Oracle Patch Coordinator. See Welcome to Oracle Platinum Services (1605750.1) for more information.	Customer ☐ Oracle ☐ Both ☒
2. Introduction to the patching process Your Patch Coordinator will initiate the patch planning process. The Remote Patch Installation: What to Expect document provides additional information on Platinum patching. Note: We allocate resources to schedule and prepare for patch events. Please avoid trivial cancellations of scheduled patch events so that Oracle Platinum Services can efficiently provide patch availability and delivery.	Customer ☐ Oracle ☐ Both ☒

Oracle Platinum Services Fault Monitoring Implementation

Oracle Platinum Services Fault monitoring includes hardware and software monitoring by default. You may opt out of software monitoring, in which case some of the activities below will not apply to your implementation. When software monitoring is excluded, Oracle Enterprise Manager and its agents are not deployed on your Certified Configuration, but the OASG agent will be installed. In all cases, AHF is installed. The table below identifies a sample of the activities associated with implementing Fault Monitoring, depending on which option is enabled. Any activity not completed in this list may result in implementation delays.

Activity	Responsibility
1. Deploy the OASG Two options: a. You may download, deploy, and activate the OASG using the registration code from the SIW on a VM or physical host that can support the Operating System (OS) of the OASG. 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 rest of the implementation of Oracle Platinum Services. b. The IE will deploy the server purchased for the OASG (see requirements outlined in the Gateway Host System Requirements.), install the software and configure the system to the point that the IE can remotely access the system from Oracle using the VPN to proceed with the rest of the implementation. Note: If you opt for non-Oracle hardware to deploy the OASG, you will install and configure the OASG image software.	Customer ☐ Oracle ☐ Both ☒

2.	**Provide information to access the engineered system** You will provide the required access information to allow the IE to perform the implementation of the service, including the hostname, IP and other required credentials.		Customer ☐ Oracle ☒ Both ☐
3.	**Deploy the Monitoring software and configuration to the Certified Platinum Configuration** The IE will configure the target engineered system to send alerts to the OASG when faults are detected. This may require installation of monitoring agents to the system components or configuration of alerting rules within the engineered systems management software.		Customer ☐ Oracle ☒ Both ☐
4.	**Discover Monitoring Targets** The IE will discover targets to be monitored, and deploy any monitoring templates		Customer ☐ Oracle ☒ Both ☐
5.	**Activate ASR** The IE will enable ASR on the target engineered system and the OASG. Note: Oracle Platinum Services requires reconfiguration of existing ASR installations.		Customer ☐ Oracle ☒ Both ☐
6.	**Configure OASP** The IE will configure the OASP for the targets, and assign them to Oracle Platinum Services to capture configuration information on the target engineered system.		Customer ☐ Oracle ☒ Both ☐
7.	**Validation** The IE will validate the OASG and monitoring setup.		Customer ☐ Oracle ☒ Both ☐

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 System	PCA X5, X8	PCA X9	Justification
Integrated Lights Out Manager	root	Y	Y	x	x	x	x	x			To set SNMP parameters and create orarom monitoring account
	orarom	Y	Y	x	x	x	x	x			Ongoing Monitoring. This account is created during the setup by Oracle
Compute/ DB hosts	root	Y	Y	x	x	x	x				Required for implementing solution, creating orarom user and configuring monitoring

System Component	Login Account	Service Activation	Patch and Restore	Exadata (Required?)	Exalogic (Required?)	SuperCluster (Required?)	Recovery Appliance (Required?)	ZS Racked System	PCA X5, X8	PCA X9	Justification
	orarom	Y	Y	x	x	x	x				Ongoing Monitoring, primary owner of the OEM agent. This account is created during the setup by Oracle
Storage cells	root	Y	Y	x		x	x				SSH keys for agent login without password, define SNMP parameters
	cellmonitor	Y		x		x	x				Ongoing monitoring. This account is created during the setup by Oracle.
ASM	asmsnmp	Y	Y	x		x	x				To configure ASM monitoring from OEM and ongoing monitoring
DBMS	dbsnmp	Y	Y	x		x	x				To configure DB monitoring for OEM, ongoing monitoring and configuration data collection
IB Switches	root	Y	Y	x	x	x	x				SSH keys for agent login without password, define SNMP parameters
	nm2user	Y	Y	x	x	x	x				To monitor Infiniband Switches
Cisco Switch	Admin	Y	Y	x	x	x	x				To define SNMP parameters; only required for initial configuration
	enable	Y		x	x	x	x				
PDUs	Admin	Y	Y	x	x	x	x				To define SNMP

System Component	Login Account	Service Activation	Patch and Restore	Exadata (Required?)	Exalogic (Required?)	SuperCluster (Required?)	Recovery Appliance (Required?)	ZS Racked System	PCA X5, X8	PCA X9	Justification
											parameters
ZFS	root	Y	Y		x	x		x			To create shares for agent installation (Exalogic only) and to run workflow to enable OEM monitoring
	orarom	Y	Y		x	x		x			Created during installation and assigned to the agent role, which is used for ongoing monitoring
Control VMs - for Exalogic for release 2.0.6.x.x	root	Y	Y		x						
Ops Center VM and Exalogic OVMM VM for release 2.0.4.x.x	root	Y	Y		x						
Domains & Zones	root	Y	Y			x					
Recovery Appliance (Admin)	rasys	Y	N				x				Ongoing monitoring. This account is created during the setup by Oracle
Recovery Appliance	root	Y	Y				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

System Component	Login Account	Service Activation	Patch and Restore	Exadata (Required?)	Exalogic (Required?)	SuperCluster (Required?)	Recovery Appliance (Required?)	ZS Racked System	PCA X5, X8	PCA X9	Justification
	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 nodes	root								x		To create orarom monitoring account
	orarom										Ongoing monitoring. This account is created during the setup by Oracle
Management Node	root									x	
	oracle-support	Y	Y							x	

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