

Oracle® Configuration Manager

Installation and Administration Guide

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Contents

Preface	vii
Audience	vii
Documentation Accessibility	vii
Related Documents	viii
Conventions	viii
1 Introduction to Oracle Configuration Manager	
1.1 What's New in Oracle Configuration Manager 10.3.3.0.0.....	1-1
1.2 System Architecture.....	1-1
1.3 About Connected and Disconnected Modes	1-2
1.4 Support for Shared Homes	1-3
1.4.1 Shared Homes That <i>Do Not</i> Require Special Oracle Configuration Manager Setup .	1-3
1.4.2 Shared Homes That <i>Do</i> Require Special Oracle Configuration Manager Setup	1-3
1.5 Oracle Support Hub.....	1-4
2 Pre-Installation Requirements	
2.1 General Pre-Installation Requirements.....	2-1
2.2 Considerations for Various Targets	2-2
2.2.1 Oracle E-Business Suite Installation Considerations.....	2-2
2.2.2 Oracle Retail Product Line Installation Considerations.....	2-3
2.2.3 Oracle Business Intelligence Enterprise Edition Installation Considerations.....	2-3
2.2.4 Siebel Customer Relationship Management Installation Considerations	2-4
2.2.5 JD Edwards EnterpriseOne Installation Considerations	2-4
2.2.6 Oracle Hyperion Enterprise Performance Management System Installation Considerations	2-4
2.2.7 PeopleSoft Installation Considerations.....	2-4
3 Installing Oracle Configuration Manager	
3.1 Before You Begin.....	3-1
3.1.1 Command Used for Installation - setupCCR.....	3-2
3.2 Installing Oracle Configuration Manager Using the Command Line Interface	3-4
3.2.1 Preinstallation Steps	3-4
3.2.2 Installing Oracle Configuration Manager in a Single Home.....	3-4
3.2.2.1 Scripted Installation	3-4
3.2.2.2 Direct Connectivity to Internet.....	3-5

3.2.2.3	No Direct Connectivity to Internet - Using Oracle Support Hub.....	3-5
3.2.2.4	No Direct Connectivity to Internet - Using a Proxy Server.....	3-6
3.2.2.5	After Configuration Is Completed.....	3-6
3.2.3	Sample setupCCR Command Output.....	3-6
3.2.3.1	Using My Oracle Support User Name and Password (No Parameters Used)....	3-7
3.2.3.2	Using CSI.....	3-7
3.2.3.3	Using Oracle Support Hub.....	3-8
3.2.3.4	Using Both Oracle Support Hub and Proxy Server (In Connected Mode).....	3-9
3.2.3.5	Disconnected Mode.....	3-10
3.3	Installing Oracle Configuration Manager Using the Oracle Universal Installer.....	3-10
3.3.1	Providing Credentials.....	3-11
3.3.1.1	Connection Settings Using Proxy Server.....	3-12
3.3.1.2	Connection Settings Using Oracle Support Hub.....	3-12
3.3.2	Entering E-Mail Address But No Password.....	3-13
3.3.3	Not Entering E-Mail Address.....	3-14
3.3.4	Completing the Installation.....	3-14
3.4	Oracle Enterprise Linux Installation Using RPM Package Manager.....	3-14
3.4.1	Installing and Upgrading Oracle Configuration Manager on Oracle Enterprise Linux.....	3-14
3.4.2	Uninstalling Oracle Configuration Manager on Oracle Enterprise Linux.....	3-15
3.5	Installing Oracle Configuration Manager on Enterprise Manager Grid Control.....	3-15
3.6	Installing Oracle Configuration Manager in a Shared Home.....	3-15
3.7	Setting Up Oracle Configuration Manager in a Cloned Home.....	3-16
3.8	Post-Installation Database Configuration.....	3-16
3.8.1	Preparing Pre-9.2 Databases.....	3-16
3.8.2	Instrumenting the Database for Configuration Collection.....	3-17
3.8.2.1	Additional Step for E-Business Suite.....	3-18
3.8.2.2	Additional Step for Oracle Enterprise Manager Grid Control.....	3-18
3.9	Uninstalling Oracle Configuration Manager.....	3-19
3.9.1	Removing Oracle Configuration Manager Instrumentation from a Database.....	3-19
3.9.2	Uninstalling Oracle Configuration Manager in a Single Instance Home (Upgraded Pre-10.2.7 Installations).....	3-19
3.9.3	Uninstalling Oracle Configuration Manager in Shared Homes (10.2.7 and Higher Installations).....	3-20

4 Advanced Deployment Tasks

4.1	Mass Deployment of Oracle Configuration Manager.....	4-1
4.1.1	Mass Deployment Utility.....	4-1
4.1.2	Network File System.....	4-1
4.1.3	Secure Copy (SCP) and Secure Shell (SSH).....	4-2
4.1.4	Oracle Enterprise Manager Grid Control.....	4-2
4.1.4.1	Additional Information for Database Homes.....	4-3

5 Oracle Configuration Manager Administration

5.1	Collecting Configuration Data (Connected Mode).....	5-1
5.1.1	Using the Scheduler to Collect Configuration Data.....	5-1
5.2	Collecting Configuration Data (Disconnected Mode).....	5-2

5.3	Updating Oracle Configuration Manager	5-2
5.4	Disabling Collection of IP, MAC, and Broadcast Addresses.....	5-3
5.5	Disabling the Collection of Database Columns.....	5-3
5.6	Enabling the Default Collection of NFS Disk Information	5-3
5.7	Creating a Response File.....	5-4
5.8	Verifying Environment Variables.....	5-5
5.9	Evaluating System Health	5-6
5.9.1	Turning Off Specific Diagnostics Checks.....	5-7

6 Managing the Oracle Configuration Manager Client

6.1	emCCR automatic_update on / off.....	6-2
6.2	emCCR clear - diagnostic.....	6-2
6.3	emCCR collect	6-3
6.3.1	emCCR -annotation="annotation string" collect.....	6-4
6.4	emCCR enable_diagchecks disable_diagchecks	6-4
6.5	emCCR enable_target disable_target	6-5
6.6	emCCR getupdates	6-6
6.7	emCCR help.....	6-6
6.8	emCCR hold.....	6-7
6.9	emCCR register	6-8
6.10	emCCR resume.....	6-9
6.11	emCCR set collection_interval.....	6-9
6.12	emCCR start.....	6-10
6.13	emCCR status -diagnostic.....	6-11
6.14	emCCR stop	6-12
6.15	emCCR [-register] [-verbose] test	6-13
6.16	emCCR update_components.....	6-14
6.17	emCCR upload	6-16
6.18	emCCR upload -diagnostic	6-17
6.19	configCCR.....	6-19

7 Troubleshooting Oracle Configuration Manager

7.1	Enabling Debug Logging.....	7-1
7.2	Errors You May Encounter.....	7-1
7.2.1	Insufficient Privileges While Running installCCRSQL collectconfig	7-1
7.2.2	ORA-04021 Error.....	7-2
7.2.3	ORA-01925 Error While Running installCCRSQL.....	7-2
7.2.4	Incorrectly Configured Hostnames Are Displayed on My Oracle Support with Only the Short Names.....	7-3
7.2.5	Oracle Configuration Manager Synchronization Messages.....	7-3
7.2.6	Errors in Oracle Database Trace File.....	7-4
7.2.7	Upgrade Failure on Windows	7-4
7.2.8	Database Previously Collected But Now Dropped	7-4
7.2.9	Siebel Host Name Returned Twice	7-4
7.2.10	Oracle Configuration Manager Configuration Fails for Cloned Home on a Downgraded OS	7-5

7.2.11	CCR Configuration Failure During Installation of Oracle Database Release 11.2 on Linux x86-64.....	7-5
--------	--	-----

A Shared Homes

A.1	About Shared Homes	A-1
A.2	Types of Shared Homes	A-2
A.3	Multiple Copies of a Software Installation on a Single Host.....	A-2
A.3.1	Command Execution.....	A-3
A.3.2	Location of Data	A-3
A.4	Single Software Installation on Multiple Hosts.....	A-4
A.4.1	Shared Home Installation on a Writable Network Location (Read/Write).....	A-4
A.4.2	Shared Home Installation on a Non-Writable Network Location (Read Only)	A-5
A.4.2.1	Command Execution.....	A-7
A.4.2.2	Location of Data.....	A-7

B Third-Party Licenses

B.1	Apache Software License, Version 1.1	B-1
B.1.1	LOG4J 1.1.1	B-2
B.2	Apache Software License, Version 2.0	B-2
B.2.1	Apache Commons File Upload 1.2.1.....	B-5
B.2.2	Apache Commons IO 1.4.....	B-5
B.2.3	Jakarta Regexp 1.2.....	B-5
B.3	JRE/tools.jar 1.4.2	B-6
B.4	JSSE 1.0.3	B-6
B.5	Jython 2.1, 2.2, 2.2.1.....	B-6
B.6	PERL Interpreter 5.8.3	B-7

Index

Preface

This guide describes the installation and usage of Oracle Configuration Manager.

Note that later releases of this and other Oracle Enterprise Manager documentation may be available on the Oracle Technology Network:

<http://www.oracle.com/technology/documentation/oem.html>

Audience

This guide is written for all users of Oracle Configuration Manager. It also written for system administrators who log support calls and upload configuration information to Oracle.

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<http://www.fcc.gov/cgb/consumerfacts/trs.html>, and a list of phone numbers is available at <http://www.fcc.gov/cgb/dro/trsphonebk.html>.

Related Documents

For more information, see the following documents in the Oracle Configuration Manager Release 10.3.3 documentation set:

- *Oracle Configuration Manager Release Notes*
- *Oracle Configuration Manager Quick Start Guide*
- *Oracle Configuration Manager Collection Overview*

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.
UNIX Commands	Path separators, specifications and code examples in this book are relevant to the UNIX platforms supported in this release. These need to be changed depending on the platform on which Oracle Configuration Manager is installed.
OCM	Oracle Configuration Manager
ORACLE_CONFIG_HOME	Environment variable used to define the location of instance-specific data in a shared home environment.
<ocm_install_root>	Convention used throughout document to represent the parent directory where the Oracle Configuration Manager code is installed. In most cases, this is the ORACLE_HOME.
OCM_CONFIG_HOME	Convention used throughout document to represent the directory in which the configuration, state, and log information resides. For: <ul style="list-style-type: none">■ 10.2.6 to 10.2.7 or later upgrade, OCM_CONFIG_HOME represents <ocm_install_root>/ccr■ New 10.2.7 or later installation or a shared home with multiple hosts, OCM_CONFIG_HOME represents <ocm_install_root>/ccr/hosts/<hostname>■ New 10.2.7 or later installation where there is a single host with multiple instances, OCM_CONFIG_HOME represents ORACLE_CONFIG_HOME/ccr.

Introduction to Oracle Configuration Manager

Oracle Configuration Manager is used to personalize the support experience by collecting configuration information and uploading it to the Oracle repository.

When customer configuration data is uploaded on a regular basis, customer support representatives can analyze this data and provide better service to the customers. For example, when a customer logs a service request, he can associate the configuration data directly with that service request. The customer support representative can then view the list of systems associated with the customer and solve problems accordingly.

Some of the benefits of using Oracle Configuration Manager are as follows:

- Reduces time for resolution of support issues
- Provides pro-active problem avoidance
- Improves access to best practices and the Oracle knowledge base
- Improves understanding of customer's business needs and provides consistent responses and services

1.1 What's New in Oracle Configuration Manager 10.3.3.0.0

This section lists the new features in this release.

- Introducing diagnostic health check evaluation feature (Diagnostic Checks)

The diagnostic health check evaluation (Diagnostic Checks) feature performs diagnostic health checks against your installations and generates diagnostic results. Oracle Support uses these results to provide efficient and timely resolution to customer requests for assistance. See [Section 5.9, "Evaluating System Health"](#) for additional information.

- Use of country code deprecated

During Oracle Configuration Manager configuration, you no longer need to include the country code when registering the customer support identifier (CSI) and the My Oracle Support User Name. Existing response files that contain country codes will still work, that is, they do not need to be edited.

1.2 System Architecture

The Oracle Configuration Manager architecture is displayed in [Figure 1-1](#).

Figure 1–1 Oracle Configuration Manager Architecture

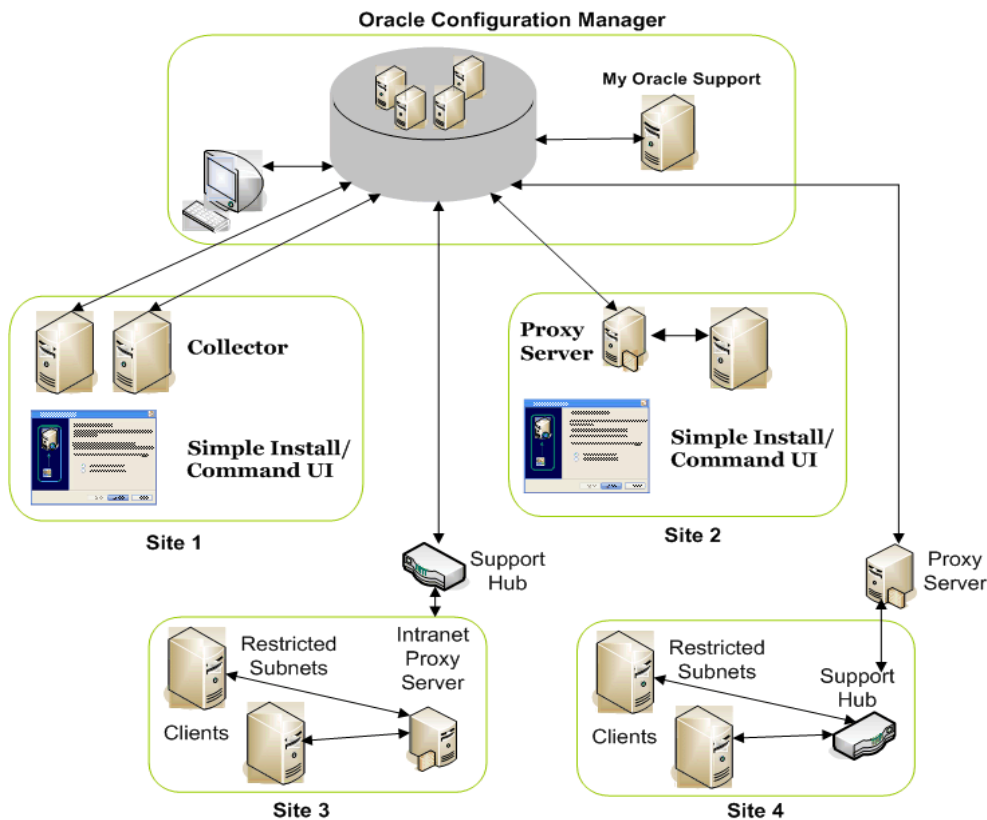


Figure 1–1 displays the following:

- **Oracle Configuration Manager:** This is the Oracle Configuration Manager infrastructure.
- **Site 1:** Systems that are directly connected to the Internet.
- **Site 2:** Systems that are connected to the Internet through a proxy server.
- **Site 3:** Systems that do *not* have direct access to the Internet but do have access to an Intranet proxy server which in turn has Internet connection through the Support Hub.
- **Site 4:** Systems that do *not* have direct access to the Internet but do have access to the Support Hub which in turn is connected to the Internet through a proxy server.

1.3 About Connected and Disconnected Modes

Oracle Configuration Manager can be installed in the following modes:

- **Connected (Authenticated) Mode**

This mode is recommended if your server has direct connection to the Internet, connection through a proxy server, or connection using Oracle Support Hub. In this mode, configuration data is automatically collected and uploaded to the Oracle server. In addition, updates to Oracle Configuration Manager occur automatically.

- **Connected (Unauthenticated) Mode**

This mode, though not recommended, is used when only the e-mail address is specified but no password. Though this mode allows you to register and upload data, you are not able to view or use the data collected in the My Oracle Support interface.

- **Disconnected Mode**

This mode is required when your server does not have a connection to the Internet and you cannot configure an Oracle Support Hub. In this mode, you can collect configuration data manually by using the **emCCR collect** command. When you run this command, the collected configuration data is stored in the `<OCM_CONFIG_HOME>/state/upload/ocmconfig.jar` file. If problems occur, you can then upload this file to Oracle by way of a Service Request and My Oracle Support from another system that has Internet access.

Refer to [Section 6.3, "emCCR collect"](#) for details. In this mode, the only commands supported are: `emCCR collect`, `emCCR status`, `emCCR enable_target`, `emCCR disable_target`, `emCCR update_components`, `configCCR`, and `emCCR help`.

You can switch between **Connected** and **Disconnected** modes by using the `configCCR` command. Refer to [Section 6.19, "configCCR"](#) for details.

1.4 Support for Shared Homes

A shared home is an installation of an Oracle product that can be used and accessed by multiple hosts, or across multiple configurations on a single host. There are shared homes that require special Oracle Configuration Manager setup, and those that do not.

1.4.1 Shared Homes That *Do Not* Require Special Oracle Configuration Manager Setup

Examples of shared homes that do *not* require special Oracle Configuration Manager setup are:

- When multiple *database* instances are created on the same host, from a single software installation.
- When a single installation is shared across multiple hosts and each host has one or more *database* instances. In this case, though Oracle Configuration Manager requires no special setup, the collector must be setup separately on each host.

1.4.2 Shared Homes That *Do* Require Special Oracle Configuration Manager Setup

Some software products allow for the installation of the executables to be placed in a shared directory structure. Each use of the product requires a separate directory to segregate the product's runtime specific information.

An example of this is the Oracle Fusion Middleware installation with its separate directories. Typically the product-specific information collected by Oracle Configuration Manager is found in files in each of these separate directories.

To support this type of shared home, Oracle Configuration Manager treats each separate runtime state directory as an `ORACLE_CONFIG_HOME`.

If you have a software installation of this type, read [Appendix A, "Shared Homes"](#) before deciding whether you absolutely need shared homes.

Typically, most Oracle homes are not shared Oracle homes, therefore special Oracle Configuration Manager setup is not required.

Important: If you are upgrading from an existing version of Oracle Configuration Manager that is prior to release 10.2.7, you cannot take advantage of the Shared Homes functionality. This functionality is only available with a new installation of Oracle Configuration Manager release 10.2.7 or later.

To use this feature, you must deinstall the current installation of Oracle Configuration Manager and then reinstall Oracle Configuration Manager release 10.2.7 or later.

1.5 Oracle Support Hub

The Oracle Support Hub conveys the configuration payload from individual Oracle Configuration Manager instances to the repository maintained at Oracle. The Oracle Support Hub is situated inside the customer network, so that it becomes the only point of access needed between inside the network and the outside Internet.

For the complete description of the Oracle Support Hub, refer to the *Oracle Configuration Manager Companion Distribution Guide*.

Pre-Installation Requirements

This chapter lists the pre-installation requirements you need to consider before installing Oracle Configuration Manager. This chapter contains the following sections:

- [Section 2.1, "General Pre-Installation Requirements"](#)
- [Section 2.2, "Considerations for Various Targets"](#)

2.1 General Pre-Installation Requirements

Before installing Oracle Configuration Manager, ensure that the following pre-installation requirements are met:

1. Decide whether you need to use a shared home. Oracle Configuration Manager should only be installed as a shared home if the Oracle Home where it is being installed has been installed as a shared home. See [Appendix A, "Shared Homes"](#) for more information regarding shared homes.

Shared homes are only used when configuration files *must* be placed in a separate location from the common executables.

2. You can use either JDK or JRE for the runtime environment. If you decide to use JDK, you must ensure that the required JDK version (1.2.2 or later on UNIX, and 1.3.1 or later on Windows) is present in the <ocm_install_root> directory of the system on which Oracle Configuration Manager is being installed or the JAVA_HOME environment variable is pointing to an appropriate JDK directory.

If you decide to use the Oracle Support Hub, you can use either JDK or JRE but they *must* be at version 1.4 or higher.

3. On Windows environments, ensure that the version of Windows Script Host (WSH), is 5.6 or higher. Windows Script Host is part of the Visual Basic Script functionality. To check the version, run the `cscript` command and verify the output.

```
C:> cscript
Microsoft (R) Windows Script Host Version 5.7
Copyright (C) Microsoft Corporation. All rights reserved.
```

4. For **Connected** configurations, specify credentials using *one* of the following methods.
 - You must have your My Oracle Support User Name (e-mail address) and Password available because they are required when configuring Oracle Configuration Manager executing the `setupCCR` command without arguments. If you only provide an e-mail address and no password during set

up, Oracle Configuration Manager will be registered in unauthenticated mode. Note that unauthenticated mode is not recommended.

or

- You must have your Customer Support Identifier (CSI) and your My Oracle Support User Name available.
- 5. If you are using the Oracle Support Hub, have the Oracle Support Hub URL available.
- 6. Should a proxy server be required, have the proxy server, port, and password information available if they are required to connect to the Internet.
- 7. Oracle Configuration Manager is a 32-bit product, not a 64-bit product. As such, 32-bit libraries on UNIX platforms must be available.

2.2 Considerations for Various Targets

This section elaborates on the considerations for the various targets. The targets include:

- [Section 2.2.1, "Oracle E-Business Suite Installation Considerations"](#)
- [Section 2.2.2, "Oracle Retail Product Line Installation Considerations"](#)
- [Section 2.2.3, "Oracle Business Intelligence Enterprise Edition Installation Considerations"](#)
- [Section 2.2.4, "Siebel Customer Relationship Management Installation Considerations"](#)
- [Section 2.2.5, "JD Edwards EnterpriseOne Installation Considerations"](#)
- [Section 2.2.6, "Oracle Hyperion Enterprise Performance Management System Installation Considerations"](#)

2.2.1 Oracle E-Business Suite Installation Considerations

In an Oracle E-Business Suite Release 11*i* installation, you must install and configure the Oracle Configuration Manager in the *iAS* Oracle home and in the database Oracle home. After installing Oracle Configuration Manager, instrument the database and Oracle E-Business Schema for configuration collections as described in [Section 3.8.2, "Instrumenting the Database for Configuration Collection"](#).

Note: You must *not* install Oracle Configuration Manager in the APPL_TOP or the 8.0.6 Oracle home.

Important: For R12 Oracle E-Business Suite customers who want to use / configure Oracle Configuration Manager releases 10.2.6 and earlier, comply with the following:

Do *not* manually download and install Oracle Configuration Manager in a Release 12 environment. Rather, to install Oracle Configuration Manager in an Oracle E-Business Suite Release 12 installation, you must use Rapid Wizard and / or AutoConfig to install and configure Oracle Configuration Manager. This process, along with known issues and other considerations for E-Business Suite users, is described in the *My Oracle Support* Note 406369.1.

For R12 Oracle E-Business Suite customers who want to use or configure Oracle Configuration Manager releases 10.2.7 and later, to take advantage of the support for native integration, review *My Oracle Support* Note 727157.1.

2.2.2 Oracle Retail Product Line Installation Considerations

In an Oracle Retail 13.0 product line installation, you must install and configure the Oracle Configuration Manager in the installation directory corresponding to the application.

The following Oracle Retail product application zip files include the Oracle Configuration Manager installer zip file.

- Oracle Retail Merchandising System (Forms application zip)
- Oracle Retail Price Management (Java application zip)
- Oracle Retail Invoice Matching (Java application zip)
- Oracle Retail Allocation (Java application zip)
- Oracle Retail Integration Bus (RIB Kernel distribution)
- Oracle Retail Store Inventory Management (Java application zip)
- Oracle Retail Central Office
- Oracle Retail Back Office
- Oracle Retail Labels and Tags
- Oracle Retail Predictive Application Server
- Oracle Retail Advanced Inventory Planning (Java application zip)
- Oracle Retail Workspace (ORW application zip)

Refer to My Oracle Support note 559539.1 for more information of how to perform this installation.

2.2.3 Oracle Business Intelligence Enterprise Edition Installation Considerations

In an Oracle Business Intelligence Enterprise Edition (BI EE) installation, you must install and configure the Oracle Configuration Manager in the installation directory of the Business Intelligence product (SAROOTDIR) and in the database home.

Configuration collection covers the Analytics Server, Presentation Server, Analytics Web Plugin, Scheduler, Cluster Controller and DAC components of the BI stack. The current Oracle Configuration Manager release has been certified for 7.8.4 and 10.1.3.2 releases of Business Intelligence.

After installing Oracle Configuration Manager, instrument the database and Oracle Business Intelligence Enterprise Edition Schema for configuration collections as described in [Section 3.8.2, "Instrumenting the Database for Configuration Collection"](#).

2.2.4 Siebel Customer Relationship Management Installation Considerations

In a Siebel Customer Relationship Management (CRM) installation, you must install and configure the Oracle Configuration Manager in the Siebel Server and Siebel Gateway homes for CRM.

The current Oracle Configuration Manager release has been certified for 7.7, 7.8, and 8.0 releases of CRM.

After installing Oracle Configuration Manager, instrument the database and Oracle Business Intelligence Enterprise Edition Schema for configuration collections as described in [Section 3.8.2, "Instrumenting the Database for Configuration Collection"](#).

2.2.5 JD Edwards EnterpriseOne Installation Considerations

In a JD Edwards EnterpriseOne Tools Release 8.97 or 8.98 installation, the Oracle Configuration Manager installation is only supported through the JD Edwards Server Manager console, *not* through the Oracle Configuration Manager command line installation described in this document.

Note: Oracle Configuration Manager does not currently support the JD Edwards iSeries platform.

For more information about installing and administering Oracle Configuration Manager on JD Edwards EnterpriseOne, refer to the *JD Edwards EnterpriseOne Tools Release Server Manager Guides*, located on My Oracle Support site:
<https://support.us.oracle.com/oip/faces/secure/km/DocumentDisplay.jspx?id=747330.1>

2.2.6 Oracle Hyperion Enterprise Performance Management System Installation Considerations

Oracle Hyperion Enterprise Performance Management System release 11.1.2.0 is the earliest supported release that can be used with Oracle Configuration Manager.

2.2.7 PeopleSoft Installation Considerations

There are no special steps required for the installation and configuration of Oracle Configuration Manager in the PeopleSoft home.

Oracle Configuration Manager works in tandem with PeopleSoft Environment Management Framework (EMF) for collecting configuration data from the PeopleSoft environment. The PSEMAgent must be running on the instance for gathering configuration data. PSEMAgent, after crawling, drops the environment data in XML format (.psft extension) to the PS_HOME/ccr/state folder.

To learn more about configuring EMF, refer to:

Enterprise PeopleTools 8.50 PeopleBooks: PeopleSoft Change Assistant, Configuring and Running Environment Management Components

Installing Oracle Configuration Manager

This chapter provides detailed instructions about installing Oracle Configuration Manager. It also describes the procedure to prepare a database for configuration collections. It contains the following sections:

- Section 3.1, "Before You Begin"
- Section 3.2, "Installing Oracle Configuration Manager Using the Command Line Interface"
- Section 3.3, "Installing Oracle Configuration Manager Using the Oracle Universal Installer"
- Section 3.4, "Oracle Enterprise Linux Installation Using RPM Package Manager"
- Section 3.5, "Installing Oracle Configuration Manager on Enterprise Manager Grid Control"
- Section 3.6, "Installing Oracle Configuration Manager in a Shared Home"
- Section 3.7, "Setting Up Oracle Configuration Manager in a Cloned Home"
- Section 3.8, "Post-Installation Database Configuration"
- Section 3.9, "Uninstalling Oracle Configuration Manager"

3.1 Before You Begin

Before you start the installation, you need to decide how you will access the kit. You can install Oracle Configuration Manager using either of the following methods:

- Download the standalone install kit from the *My Oracle Support* site (<http://support.oracle.com>) and install Oracle Configuration Manager using the Command Line Interface. For more information, refer to [Section 3.2, "Installing Oracle Configuration Manager Using the Command Line Interface"](#).
- Oracle Configuration Manager is also bundled with new product releases and in patchsets. Use the product's installation program to collect user information, install, and configure Oracle Configuration Manager. For more information, refer to [Section 3.3, "Installing Oracle Configuration Manager Using the Oracle Universal Installer"](#) and [Section 3.4, "Oracle Enterprise Linux Installation Using RPM Package Manager"](#).

After installation, you can reconfigure the Oracle Support Hub or the proxy server and registration credentials, add additional instance homes and additional hosts, as well as switch between **Connected** and **Disconnected** modes, by using the \$ORACLE_HOME/ccr/bin/configCCR script. Registration credentials are either the My Oracle

Support User Name and Password credentials or the CSI and My Oracle Support User Name credentials. For more information, refer to [Section 6.19, "configCCR"](#).

Note: If you are using a UNIX system and you do not have access to CRON, the following message displays:

This account does not have permission to use cron. The Oracle Configuration Manager will not be automatically started on system reboot. Add the command:

```
/net/host123/scratch/jnk/ccr/bin/emCCR start -silent
```

to your system startup procedures.

```
** Installing base package **
Deploying core - Version 10.3.3.0.0
...
```

3.1.1 Command Used for Installation - setupCCR

The setupCCR command is the command by which you perform the majority of the Oracle Configuration Manager installation tasks. This section explains the command in detail.

```
setupCCR [ -s ] [ -d | -C <OracleSupportHubUrl> ] [ -a | -r ] [<csi-number>
[<MyOracleSupportId> ] ]
```

```
setupCCR [-R <response_file>]
```

■ Usage:

- The `-s` parameter indicates the acceptance of the Oracle Configuration Manager license agreement. This parameter is optional.
- If you use the `-d` parameter, Oracle Configuration Manager will be installed in **Disconnected Mode**. In this mode, configuration data is not collected automatically. This mode is used when your computer does not have Internet access. You can manually collect the data using the `emCCR collect` option. For details, refer to [Section 6.3, "emCCR collect"](#). When the `-d` parameter is specified along with the CSI and My Oracle Support User Name parameters, these parameters will be ignored. You cannot use the `-C` parameter when the `-d` parameter is used.
- The `-C` parameter indicates the use of the Oracle Support Hub. The URL for the Oracle Support Hub is of the form:
`http[s]://<OracleSupportHubHost>:<OracleSupportHubPort>`
 You can also enter **NONE** to indicate that no Oracle Support Hub is to be used. When you use **NONE**, you will be prompted for the proxy server if no direct connection is available.
- The `-a` parameter configures Oracle Configuration Manager to run within the instance defined by the `ORACLE_CONFIG_HOME` environment variable or the current host.
 - If `ORACLE_CONFIG_HOME` is set to a valid directory, the Oracle Configuration Manager subdirectories are created in this directory, and the crontab entry (for UNIX platforms) or the service (for Windows platforms) for this instance is also created.

- If ORACLE_CONFIG_HOME is *not* set, the Oracle Configuration Manager subdirectories are added to <ocm_install_root>/ccr/hosts/<hostname> (where hostname is the current host) and the crontab entry (for UNIX platforms) or the service (for Windows platforms) for this host is added.

You can pass the configuration information on the command line, otherwise you will be prompted for the credentials.

- The `-r` parameter removes Oracle Configuration Manager instance-specific data from the instance directory.
 - If ORACLE_CONFIG_HOME is set, the Oracle Configuration Manager subdirectories are removed from this directory, and the associated crontab entry (for UNIX platforms) or the service (for Windows platforms) is also removed.
 - If ORACLE_CONFIG_HOME is *not* set, the directory <ocm_install_root>/ccr/hosts/<hostname> (where hostname is the current host) is removed and the associated crontab entry (for UNIX platforms) or the service (for Windows platforms) is also removed.

Note: Parameters `-a` and `-r` are mutually exclusive. In a multi-host, shared home environment, no prerequisite steps are required to add or remove an instance home.

In a single host, shared file system environment, you must first set the ORACLE_CONFIG_HOME environment variable to the instance home being added or removed before running `configCCR -a` or `configCCR -r`.

- <csi-number> is the Customer Support Identifier (CSI). Your CSI number can be found in the **Profile** section of *My Oracle Support* under the **Licenses** link. When you specify CSI, you are prompted for the My Oracle Support User Name. If the CSI is not specified on the command line, you will be prompted for e-mail address and password.
- <MyOracleSupportId> is the My Oracle Support User Name.
- The `-R` parameter indicates the installation is using the contents of the response file, created using the `emocmrsp` utility, for all required input. The `-R` parameter cannot be used with any of the following qualifiers: `-d` (disconnected mode), `-s` (signature accepted), `-C` (Oracle Support Hub configuration), and CSI and My Oracle Support User Name.
- <response-file> is the response file generated by the `emocmrsp` utility.
- **Execute Privileges:** Can be executed by <ocm_install_root> owner.
- **Prerequisites:** None
- **Restrictions:**
 - When specifying an e-mail address, avoid using UNIX characters that overlap with the TTY terminal settings in use. Otherwise an undefined resultant behavior may occur.
 - For Windows 2008, the user account control must be turned off when installing and using Oracle Configuration Manager. If user account control is on, Oracle Configuration Manager experiences permission errors during installations and other Oracle Configuration Manager operations.

- **Examples:** See [Section 3.2.3, "Sample setupCCR Command Output"](#)
- **Errors:**
 - Invalid credentials
 - Server unavailable

Note: Oracle Configuration Manager *must* be installed in every product directory that contains configuration data to be collected.

3.2 Installing Oracle Configuration Manager Using the Command Line Interface

To install Oracle Configuration Manager using the Command Line Interface, follow these steps.

3.2.1 Preinstallation Steps

Before starting the installation, perform the following steps:

1. Log in as the <ocm_install_root> directory owner.
2. On UNIX based systems, issue the following command to protect the unzipped files:

```
umask 077
```

3. Unzip the Oracle Configuration Manager distribution file into the <ocm_install_root> directory as follows:

```
$unzip -d <ocm_install_root> ccr-Production-10.3.3.0.0-<OS_NAME>-<CHIP_ARCH>.zip
```

The name of the platform-specific distribution file for Oracle Configuration Manager may appear as `ccr-Production-10.3.3.0.0-<OS_NAME>-<CHIP_ARCH>.zip` where `OS_NAME` refers to the name of the operating system such as Linux, AIX, Windows and `<CHIP_ARCH>` refers to the base architecture such as `i386`, `x86`, and so on.

3.2.2 Installing Oracle Configuration Manager in a Single Home

After the file has been unzipped, you have the following options to perform the installation:

- [Section 3.2.2.1, "Scripted Installation"](#)
- [Section 3.2.2.2, "Direct Connectivity to Internet"](#)
- [Section 3.2.2.3, "No Direct Connectivity to Internet - Using Oracle Support Hub"](#)
- [Section 3.2.2.4, "No Direct Connectivity to Internet - Using a Proxy Server"](#)

3.2.2.1 Scripted Installation

Ensure a response file has been created that contains all the registration information. Install and complete the configuration of Oracle Configuration Manager by entering the following command from the <ocm_install_root>/ccr/bin directory:

```
setupCCR -R <response file>
```

See [Section 5.7, "Creating a Response File"](#) for information of how to create a Response file.

3.2.2.2 Direct Connectivity to Internet

Install and complete the configuration of Oracle Configuration Manager by entering the `setupCCR` command from the `<ocm_install_root>/ccr/bin` directory:

```
setupCCR [-s] [<csi-number> [<MyOracleSupportId> ]
```

Note: When you set up Oracle Configuration Manager in **Connected** mode and you want to use the My Oracle Support User Name (e-mail address) for registration, specify nothing on the command line. You will be prompted for the My Oracle Support User Name and Password.

To read the license agreement, visit

<http://www.oracle.com/support/policies.html>.

You will be registered in unauthenticated mode if any of the following occurs:

- You are unable to provide correct My Oracle Support credentials (User Name/Password, or CSI and My Oracle Support User Name, or Oracle Support Hub URL) within three tries
- You press the Enter key without supplying data when prompted for the password associated with the My Oracle Support User Name

When registered in unauthenticated mode, data is uploaded but not accessible, that is, data is not tied to any organization.

3.2.2.3 No Direct Connectivity to Internet - Using Oracle Support Hub

If you do not have direct connectivity to the Internet, use the Oracle Support Hub.

1. If you cannot access the Oracle Support Hub specified or you entered **NONE**, you are prompted for the proxy server.
 - Either enter a proxy server or type **NONE**.
 - If you entered **NONE** for both Oracle Support Hub and proxy server, Oracle Configuration Manager is configured in disconnected mode.
2. If you specified a proxy server but you still cannot access Oracle, you will be prompted for Oracle Support Hub again.
 - Supply the URL for the Oracle Support Hub or type **NONE**.

You will be prompted for Oracle Support Hub and possibly proxy server until there is connectivity to Oracle or you type **NONE** for both the Oracle Support Hub and proxy server.

If you entered **NONE** for both Oracle Support Hub and proxy server, Oracle Configuration Manager is configured in disconnected mode.

After the file has been unzipped, install and complete the configuration of Oracle Configuration Manager by entering the following command from the `<ocm_install_root>/ccr/bin` directory:

```
bin/setupCCR [ -s ] [ -d | -C <OracleSupportHubUrl> ] [ -a | -r ] [<csi-number>
[<MyOracleSupportId> ]
```

3.2.2.4 No Direct Connectivity to Internet - Using a Proxy Server

After the file has been unzipped, install and complete the configuration of Oracle Configuration Manager by entering the following command from the `<ocm_install_root>/ccr/bin` directory:

```
setupCCR [-s] [[<CSI>] [<MyOracleSupportUserName>] ]
```

Note: When you set up Oracle Configuration Manager in **Connected** mode and you want to register using the Customer Support Identifier (CSI), you *must* specify at least the CSI on the command line. If the CSI is not specified on the command line, you will be prompted for credentials. If you do not specify correct credentials in three tries, unauthenticated mode will be used.

To install and complete the configuration of Oracle Configuration Manager using a proxy server, do the following:

1. If you do not have direct access to the Internet and you do not have access to an Oracle Support Hub, type **NONE** at the prompt for the Oracle Support Hub.
2. Specify the host, port, and authentication information, if required, for the proxy server. The format is as follows:

```
[<proxy-user>@]<proxy-host>:<proxy-port>
```

3. If you specify a proxy server but you still cannot access Oracle, you will be prompted for a proxy server until you type a correct proxy server or you type **NONE**.

Note the following:

- If the `proxy-user` is specified, you will be prompted to enter the password.
- If the `proxy-user` is not specified (`<proxy-host>:<proxy-port>`), a proxy server will be used for the connection, but will not be authenticated.
- If a default `proxy-port` is to be used, any of the following is a valid proxy string:

```
<proxy-host>  
<proxy-user>@<proxy-host>
```

See "[Using Both Oracle Support Hub and Proxy Server \(In Connected Mode\)](#)" on page 3-9 for an example using proxy information.

3.2.2.5 After Configuration Is Completed

After you have completed the configuration, Oracle Configuration Manager will begin to collect and upload configuration data. If there is a database in the `<ocm_install_root>` directory, you *must* run the database collection scripts after the configuration of the Oracle Configuration Manager. If a database is being used by either an Oracle E-Business installation or an Oracle Enterprise Manager Grid Control installation, you *must* execute the database collection scripts to enable the collection of the database configuration data. Refer to [Section 3.8.2, "Instrumenting the Database for Configuration Collection"](#) for details.

3.2.3 Sample setupCCR Command Output

This section provides samples of setupCCR command output in both connected mode and disconnected mode.

3.2.3.1 Using My Oracle Support User Name and Password (No Parameters Used)

```
<ocm_install_root>/ccr/bin/setupCCR
```

Provide your email address to be informed of security issues, install and initiate Oracle Configuration Manager. Easier for you if you use your My Oracle Support

Email address/User Name.

Visit <http://www.oracle.com/support/policies.html> for details.

Email address/User Name: jsmith@example.com

Provide your My Oracle Support password to receive security updates via your My Oracle Support account.

Password (optional):

```
** Installing base package **
```

```
Deploying core - Version 10.3.3.0.0
```

```
** Registering installation with Oracle Configuration Manager server(s) **
```

```
Deploying engines - Version 10.2.7.1.0
```

```
Deploying metricdata - Version 10.2.4.0.3
```

```
Deploying scripts - Version 10.3.3.0.0
```

```
** Getting package updates from ContentServer **
```

```
** Starting the Oracle Configuration Manager Scheduler **
```

```
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
```

```
Copyright (c) 2005, 2010, Oracle. All rights reserved.
```

```
-----  
Starting Oracle Configuration Manager...
```

```
Waiting for status from Oracle Configuration Manager....
```

```
Start Date          06-Jan-2010 12:49:53
```

```
Last Collection Time -
```

```
Next Collection Time 07-Jan-2010 12:49:00
```

```
Collection Frequency Daily at 12:49
```

```
Collection Status    scheduled collection running
```

```
Log Directory         /scratch/jsmith/test/ccr/hosts/myhost/log
```

```
Registered At        06-Jan-2010 12:49:05
```

```
Automatic Update      On
```

```
Collector Mode        Connected
```

```
Oracle Configuration Manager successfully started.
```

Oracle Configuration Manager has been configured in connected mode. If the target ORACLE_HOME is running a database, please refer to the "Post-installation Database Configuration" section of the OCM Installation and Administration Guide (<http://www.oracle.com/technology/documentation/ocm.html>) to complete the installation.

View configuration data reports and access valuable configuration best practices by going to My Oracle Support.

3.2.3.2 Using CSI

```
<ocm_install_root>/ccr/bin/setupCCR 12345678
```

Configuration requires the following pieces(s) of information.

Oracle My Oracle Support User Name: joe.smith@example.com

```
** Installing base package **
```

```
Deploying core - Version 10.3.3.0.0
```

```
** Registering installation with Oracle Configuration Manager server(s) **
Deploying engines - Version 10.2.7.1.0
Deploying metricdata - Version 10.2.4.0.3
Deploying scripts - Version 10.3.3.0.0
```

```
** Getting package updates from ContentServer **
```

```
** Starting the Oracle Configuration Manager Scheduler **
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
```

```
-----
Starting Oracle Configuration Manager...
Waiting for status from Oracle Configuration Manager...
Start Date          06-Jan-2010 12:49:53
Last Collection Time -
Next Collection Time 07-Jan-2010 12:49:00
Collection Frequency Daily at 12:49
Collection Status    scheduled collection running
Log Directory        /scratch/jsmith/test/ccr/hosts/myhost/log
Registered At        06-Jan-2010 12:49:05
Automatic Update     On
Collector Mode        Connected
```

Oracle Configuration Manager successfully started.

Oracle Configuration Manager has been configured in connected mode. If the target ORACLE_HOME is running a database, please refer to the "Post-installation Database Configuration" section of the OCM Installation and Administration Guide (<http://www.oracle.com/technology/documentation/ocm.html>) to complete the installation.

View configuration data reports and access valuable configuration best practices by going to My Oracle Support.

3.2.3.3 Using Oracle Support Hub

Provide your email address to be informed of security issues, install and initiate Oracle Configuration Manager. Easier for you if you use your My Oracle Support Email address/User Name.

Visit <http://www.oracle.com/support/policies.html> for details.

Email address/User Name: joe.smith@company.com

Provide your My Oracle Support password to receive security updates via your My Oracle Support account.

Password (optional):

Unable to establish a network connection to Oracle. Specify the URL for an Oracle Support Hub in this format:

```
http[s]://<OracleSupportHubHost>:<OracleSupportHubPort>
```

If you do not wish to configure OCM through an Oracle Support Hub, enter NONE

Oracle Support Hub URL: <http://host123.company.com:7654>

```
** Installing base package **
```

```
Deploying core - Version 10.3.3.0.0
```

```
** Registering installation with Oracle Configuration Manager server(s) **
Deploying engines - Version 10.2.7.1.0
Deploying metricdata - Version 10.2.4.0.3
Deploying scripts - Version 10.3.3.0.0
```



```

** Getting package updates from ContentServer **

** Starting the Oracle Configuration Manager Scheduler **
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle and/or its affiliates. All rights reserved.
-----
Starting Oracle Configuration Manager...
Waiting for status from Oracle Configuration Manager....
Start Date                03-Jan-2010 15:13:47
Last Collection Time      -
Next Collection Time      04-Jan-2010 15:13:00
Collection Frequency      Daily at 15:13
Collection Status         scheduled collection running
Log Directory             /scratch/jsmith/test/ccr/hosts/host123/log
Registered At            03-Jan-2010 15:13:27
Automatic Update          On
Collector Mode            Connected (via Oracle Support Hub)
Oracle Support Hub URL    http://host123.company.com:7654

Oracle Configuration Manager successfully started.

Oracle Configuration Manager has been configured in connected mode. If the
target ORACLE_HOME is running a database, please refer to the
"Post-installation Database Configuration" section of the OCM Installation
and Administration Guide
(http://www.oracle.com/technology/documentation/ocm.html) to complete the
installation.

```

3.2.3.4 Using Both Oracle Support Hub and Proxy Server (In Connected Mode)

Provide your email address to be informed of security issues, install and initiate Oracle Configuration Manager. Easier for you if you use your My Oracle Support Email address/User Name.
 Visit <http://www.oracle.com/support/policies.html> for details.
 Email address/User Name: joe.smith@company.com
 Provide your My Oracle Support password to receive security updates via your My Oracle Support account.
 Password (optional):

Unable to establish a network connection to Oracle. Specify the URL for an Oracle Support Hub in this format:
 http[s]://<OracleSupportHubHost>:<OracleSupportHubPort>
 If you do not wish to configure OCM through an Oracle Support Hub, enter NONE
 Oracle Support Hub URL: http://host123.company.com:7654

Unable to establish a network connection to the Oracle Support Hub. If your systems require a local proxy server, enter the proxy server details in this format:

```

[<proxy-user>@]<proxy-host>[:<proxy-port>]
To go back to the previous menu, enter NONE
Proxy specification: ccr@jsmith-sun:8083
Proxy Password:
Proxy information verified, validating specified email value(s).

```

```

** Installing base package **
Deploying core - Version 10.3.3.0.0

```

```

** Registering installation with Oracle Configuration Manager server(s) **
Deploying engines - Version 10.2.7.1.0

```

```

Deploying metricdata - Version 10.2.4.0.3
Deploying scripts - Version 10.3.3.0.0

** Getting package updates from ContentServer **

** Starting the Oracle Configuration Manager Scheduler **
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle and/or its affiliates. All rights reserved.
-----
Starting Oracle Configuration Manager...
Waiting for status from Oracle Configuration Manager...
Start Date                03-Jan-2010 15:04:46
Last Collection Time      -
Next Collection Time      04-Jan-2010 15:04:00
Collection Frequency      Daily at 15:04
Collection Status         scheduled collection running
Log Directory             /scratch/jsmith/test/ccr/hosts/host123/log
Registered At            03-Jan-2010 15:04:27
Automatic Update          On
Collector Mode            Connected (via Oracle Support Hub)
Oracle Support Hub URL    http://host123.company.com:7654
HTTP Proxy                ccr@jsmith-sun:8083

Oracle Configuration Manager successfully started.

Oracle Configuration Manager has been configured in connected mode. If the
target ORACLE_HOME is running a database, please refer to the
"Post-installation Database Configuration" section of the OCM Installation
and Administration Guide
(http://www.oracle.com/technology/documentation/ocm.html) to complete the
installation.

```

3.2.3.5 Disconnected Mode

Sample setupCCR Command Output (In Disconnected Mode)

```

<ocm_install_root>/ccr/bin/setupCCR -s -d

** Installing base package **
Deploying core - Version 10.3.3.0.0
Deploying engines - Version 10.2.7.1.0
Deploying metricdata - Version 10.2.4.0.3
Deploying scripts - Version 10.3.3.0.0

To verify Oracle Configuration Manager is in disconnected mode, execute emCCR
status.

Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle and/or its affiliates. All rights reserved.
-----
Log Directory             /scratch/jsmith/test/ccr/hosts/host123/log
Collector Mode            Disconnected
To switch to connected mode, please run /scratch/jsmith/test/ccr/bin/configCCR

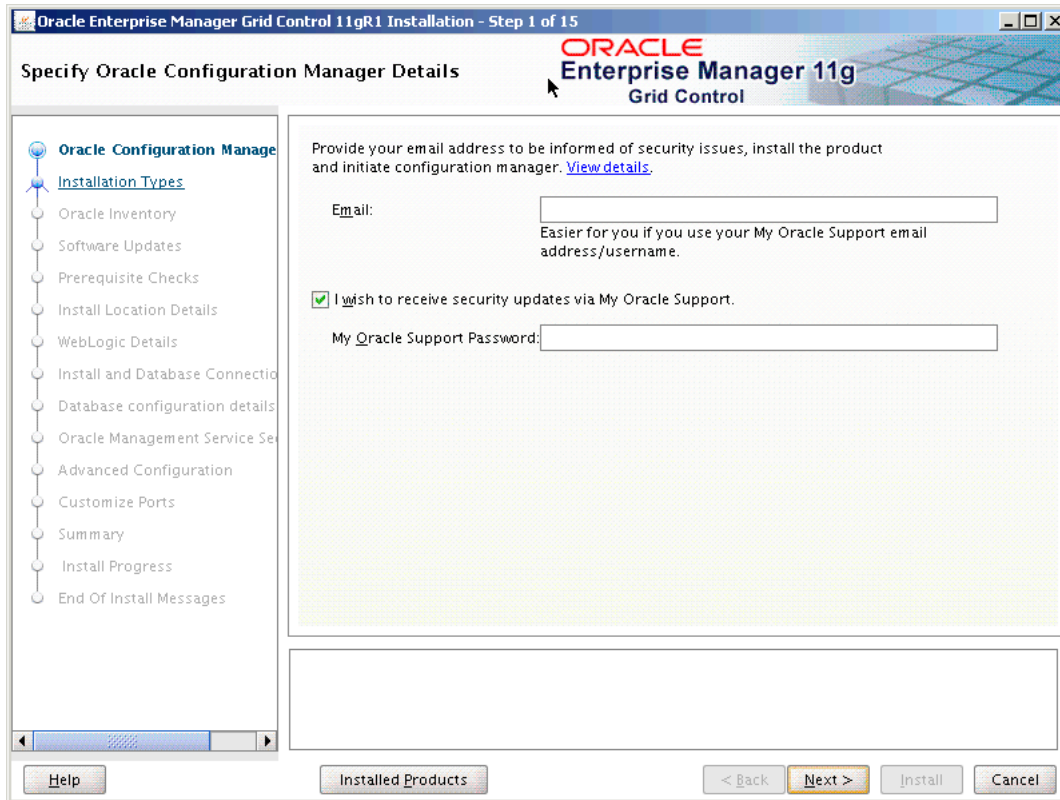
```

3.3 Installing Oracle Configuration Manager Using the Oracle Universal Installer

Oracle Configuration Manager may be bundled with another product release or patchset, and can be installed using the Oracle Universal Installer. When you are

installing the product release or patchset with which Oracle Configuration Manager has been included, [Figure 3-1](#) is displayed.

Figure 3-1 Oracle Configuration Manager Registration Screen



3.3.1 Providing Credentials

When you provide both the e-mail address and password, Oracle Configuration Manager checks for connectivity to verify the credentials specified. If there is no direct connectivity to Oracle, the Connection Failed dialog box appears with the Proxy connection method selected ([Figure 3-2](#)). If you want to configure Oracle Configuration Manager to connect to Oracle using an Oracle Support Hub, you must select the Oracle Support Hub radio button ([Figure 3-3](#)). Either of these methods enable you to define a connection to Oracle.

If no connection is possible, check the **I want to remain uninformed of critical security issues in my configuration** check box on the Connection Failed dialog box. This causes Oracle Configuration Manager to be installed in disconnected mode.

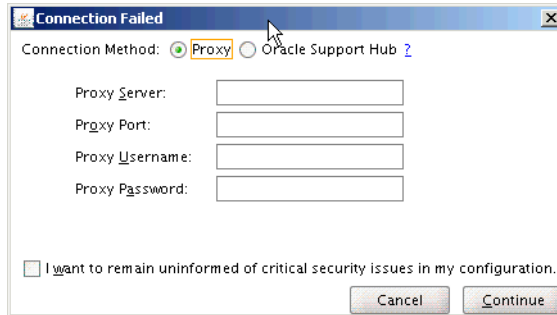
Once connectivity is established, the credentials are verified. You are given three opportunities to enter correct credentials. After the third failure, you will no longer be prompted and Oracle Configuration Manager will be configured in unauthenticated mode.

You must supply at least the e-mail address. Oracle Configuration Manager is configured in unauthenticated mode.

3.3.1.1 Connection Settings Using Proxy Server

The Connection Failed dialog box, with Proxy connection method selected (Figure 3–2), appears when Oracle Universal Installer determines there is no connectivity to Oracle.

Figure 3–2 Connection Failed - Proxy Method



To configure Oracle Configuration Manager to use a proxy server, enter the following details.

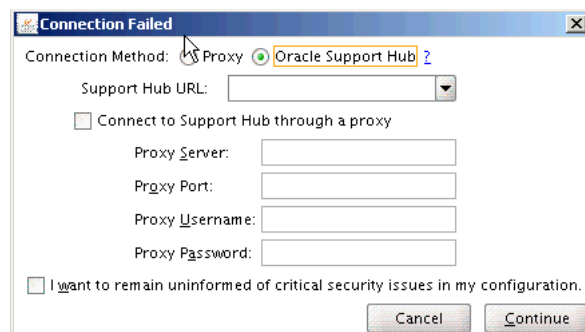
On the Connection Failed dialog box:

- Enter the host name of the proxy server. For example, you can specify the proxy server setting as follows:
Proxy Server: `www-proxy.example.com`
- Enter the port number of the proxy server. For example, you can specify the proxy port as follows:
Port: 98
- If the proxy server requires authentication, you must specify the credentials in the **Proxy Username** and **Password** fields.
- Click **Continue** to verify that you can connect to Oracle.
 - If the connection *is not* successful, you remain on the Connection Failed dialog box. Either enter correct proxy server information or, if no connection is possible, check the **I want to remain uninformed of critical security issues in my configuration** checkbox. Oracle Configuration Manager will be installed in disconnected mode.
 - If the connection *is* successful, Oracle Configuration Manager validates the My Oracle Support User Name (e-mail address) and My Oracle Support Password. See [Section 3.3.1, "Providing Credentials"](#) for additional information.

Note: NT LAN Manager (NTLM) proxy server settings are not supported.

3.3.1.2 Connection Settings Using Oracle Support Hub

When Oracle Universal Installer determines there is no connectivity to Oracle, you can choose the Oracle Support Hub connection method (Figure 3–3).

Figure 3–3 Connection Failed - Oracle Support Hub Method

Enter the Oracle Support Hub configuration details as follows.

On the Connection Failed dialog box:

- Choose the appropriate Oracle Support Hub from the Existing Oracle Support Hub URL drop-down list or enter the URL for the Oracle Support Hub, for example, `http://host123.company.com:8888`.
- Decide whether you need to connect to the Oracle Support Hub by way of a proxy server. If so:
 - Check the 'Connect Using Proxy Server' box.
 - Enter the host name of the proxy server. For example, you can specify the proxy server setting as follows:
Proxy Server: `www-proxy.example.com`
 - Enter the port number of the proxy server. For example, you can specify the proxy port as follows:
Port: `98`
 - If the proxy server requires authentication, you must specify the credentials in the **Proxy Username** and **Proxy Password** fields.
 - Click **Continue** to validate that you can connect to Oracle.
 - * If the connection *is not* successful, you remain on the Connection Failed dialog box. Either enter the Oracle Support Home URL or, add or correct the proxy server information. If no connection is possible, check the **I want to remain uninformed of critical security issues in my configuration** checkbooks. Oracle Configuration Manager will be installed in disconnected mode.
 - * If the connection *is* successful, Oracle Configuration Manager validates the My Oracle Support User Name (e-mail address) and My Oracle Support Password. See [Section 3.3.1, "Providing Credentials"](#) for additional information.

3.3.2 Entering E-Mail Address But No Password

If you specify only an e-mail address and the check box for receiving security updates (I wish to receive security updates via My Oracle Support) is unchecked, Oracle Configuration Manager is installed and configured in unauthenticated mode.

3.3.3 Not Entering E-Mail Address

If you do not enter the e-mail address, a confirmation dialog box appears asking if you really do not want to receive security updates. If you click **Yes**, the installation continues and Oracle Configuration Manager is installed but not configured.

3.3.4 Completing the Installation

At the end of the installation, the Oracle Configuration Manager Configuration Assistant is executed. The Configuration Assistant displays the success or failure of the installation. If the installation has failed, check the install log files located in the Oracle Home directory. You can reattempt the configuration after the installation by invoking the command `<ocm_install_root>/ccr/bin/setupCCR`.

If a previous version of Oracle Configuration Manager has been installed in the Oracle Home directory, Oracle Configuration Manager will be automatically updated to the latest shipping version of the software.

3.4 Oracle Enterprise Linux Installation Using RPM Package Manager

To install Oracle Configuration Manager on Oracle Enterprise Linux (OEL) machines, the Oracle Configuration Manager kit is packaged as an RPM Package Manager (RPM). Oracle Configuration Manager for OEL is available on Unbreakable Linux Network (ULN) (see <http://linux.oracle.com>). Following are the channel details:

```
OEL 4 (32 Bit) Oracle Software for Enterprise Linux 4 (i386) - e14_i386_oracle
OEL 4 (64 Bit) Oracle Software for Enterprise Linux 4 (x86_64) - e14_x86_64_oracle
OEL 5 (32 Bit) Oracle Software for Enterprise Linux 5 (i386) - e15_i386_oracle
OEL 5 (64 Bit) Oracle Software for Enterprise Linux 5 (x86_64) - e15_x86_64_oracle
```

Note: To avoid CCR configuration failure on 64-bit Linux systems, install the 32-bit gcc RPM and reconfigure the Oracle Configuration Manager using the command line interface: `$ORACLE_HOME/ccr/bin/setupCCR`

3.4.1 Installing and Upgrading Oracle Configuration Manager on Oracle Enterprise Linux

To install and upgrade Oracle Configuration Manager, you must have a subscription to the appropriate channel listed in [Section 3.4, "Oracle Enterprise Linux Installation Using RPM Package Manager"](#).

- To install Oracle Configuration Manager, run the following command:

```
up2date ocm
```

This command only installs Oracle Configuration Manager.

Invoke the `/usr/lib/oracle/ccr/ccr/bin/setupCCR` command manually to configure Oracle Configuration Manager.

- If Oracle Configuration Manager already exists on the system and you run the `up2date ocm` command, Oracle Configuration Manager will be upgraded to the newest version.

If the `up2date` command fails during upgrade, for example, CCR registration site is temporarily down, you must perform the following steps:

1. Run:

```
up2date --get ocm
```

This command downloads the rpm file to the `/var/spool/up2date/` location.

2. Run:

```
rpm -U --replacepkgs <rpm file>
```

This command forces an upgrade to the latest version of Oracle Configuration Manager

3.4.2 Uninstalling Oracle Configuration Manager on Oracle Enterprise Linux

To uninstall Oracle Configuration Manager, run the following command:

```
rpm -e ocm
```

3.5 Installing Oracle Configuration Manager on Enterprise Manager Grid Control

The Oracle Configuration Manager leverages your existing investment in deployed Oracle Grid Control Management Agents by uploading configuration information present in the Oracle Enterprise Manager Grid Control Management Repository. The uploaded configuration information provides value-added services available through My Oracle Support.

To upload Oracle Grid Control discovered configuration information, the Oracle Configuration Manager collector must have connectivity to Oracle on the host where the Oracle Enterprise Manager Management Service resides.

For information of how to install Oracle Configuration Manager on Enterprise Manager Grid Control, refer to the *Oracle Enterprise Manager Grid Control Basic Installation Guide* located at:

<http://www.oracle.com/technology/documentation/oem.html>

3.6 Installing Oracle Configuration Manager in a Shared Home

Oracle Configuration Manager should only be installed as a shared home if the application in the Oracle Home where it is being installed has been installed as a shared home. **Shared homes are only used when configuration files *must* be placed in a separate location from the common executables.**

Perform the following steps:

1. Install Oracle Configuration Manager in the base directory following the instructions described in [Section 3.2, "Installing Oracle Configuration Manager Using the Command Line Interface"](#).
2. Install Oracle Configuration Manager in the shared home:
 - a. For each additional instance in the same host, set the `ORACLE_CONFIG_HOME` variable for *each* instance you want to configure.

- b. Run `<ocm_install_root>/ccr/bin/configCCR -a`. You will be prompted for credentials. See [Section 6.19, "configCCR"](#) for configuration information.

3.7 Setting Up Oracle Configuration Manager in a Cloned Home

If Oracle Configuration Manager was configured, then perform the following steps in the cloned Oracle home:

1. Delete all the subdirectories of the `$ORACLE_HOME/ccr/hosts` directory to remove previously configured hosts.
2. Move (do not copy) `$ORACLE_HOME/ccr/inventory/core.jar` to `$ORACLE_HOME/ccr/inventory/pending/core.jar`
3. Run the following command from `$ORACLE_HOME/ccr/bin`:

```
$ ./configCCR -a
```

3.8 Post-Installation Database Configuration

If you have installed Oracle Configuration Manager in a home that contains a database, you must run a script to instrument the database for configuration collection. Whether you are in **Connected** or **Disconnected** mode, you *must* run this script. It will create the database account, `ORACLE_OCM`. This account stores the PL/SQL procedures that collect the configuration information, and the account owns the database management system (DBMS) job that performs the collection. After the account has been set up, it is locked because login privileges are no longer required.

Note:

- Because the collected configuration data is not stored in the database, additional disk space is not required for the database.
 - Because database configuration collections are performed using the database jobs, the `job_queue_process` initialization parameter must have a value greater than 0 for pre-10g databases only.
-
-

3.8.1 Preparing Pre-9.2 Databases

Before running the `installCCRSQL.sh` (UNIX) or `installCCRSQL.exe` (Windows) script to prepare the database for configuration collection, you must perform the following steps for pre 9.2 databases:

1. Edit the `init<sid>.ora` file where `sid` is the database system identifier, and set the `UTL_FILE_DIR` parameter to include `OCM_CONFIG_HOME/state` as one of its directories.

If a server parameter file (`spfile`) is used, alter the `UTL_FILE_DIR` parameter using the following SQL*Plus command:

```
SQL>alter system set utl_file_dir=<value> scope=spfile
```

where `value` is `OCM_CONFIG_HOME/state`.

2. Restart the database.

3.8.2 Instrumenting the Database for Configuration Collection

This step is *only* needed if you are installing a version of Oracle Configuration Manager into a database release home that is prior to release 10.2.0.4 or if Oracle Configuration Manager is updated in the database home. As of Oracle Database release 10.2.0.4, the database is automatically instrumented.

To configure the database for configuration collection, perform the following steps:

- Run the following script which will prompt for the SYSDBA-USER password:

```
<ocm_install_root>/ccr/admin/scripts/installCCRSQL.sh collectconfig -s <SID> -r
<SYSDBA-USER>
```

The `installCCRSQL.sh` (UNIX) or `installCCRSQL.exe` (Windows) script creates an Oracle Configuration Manager user and loads the PL/SQL procedure into the database defined by the `ORACLE_SID`. You can also specify the database `<SID>` by using the `-s` option in the command line as in the following example where the `<SID>` is `orcl`:

```
<ocm_install_root>/ccr/admin/scripts/installCCRSQL.sh collectconfig -s orcl
```

By default, the connection to the database is through OS authentication, `"/as sysdba."` To specify a different `SYSDBA` user and password, you can use this option:

```
-r <SYSDBA-USER>: The login name of the SYSDBA user
```

You will be prompted for the corresponding password.

- For Oracle Real Application Cluster (RAC) databases, you must run the database script against only one instance, but Oracle Configuration Manager must be installed in all instance homes. Oracle Configuration Manager does not support active/passive clusters.

Note:

- If the Oracle Configuration Manager account already exists, when you run the `installCCRSQL.sh` script, it will be dropped and re-created.
- If you upgrade from a 9.x database version to a 10.x version after the Oracle Configuration Manager installation, you must run the `installCCRSQL.sh` script again to instrument the upgraded version.
- In a RAC configuration with a non-shared file system environment, it is possible to alter Oracle Configuration Manager configuration and installation such that the `dbms_job` output is not sent to a host-specific directory:

Set the `ORACLE_CONFIG_HOME` environment variable to `$ORACLE_HOME` prior to running the `installCCRSQL.sh` script. This causes the `dbms_job` output to go to the `$ORACLE_HOME/ccr/state` directory. The discovery scripts for databases account for this already, so the database and RAC database targets will be discovered and have their configuration information collected.

3.8.2.1 Additional Step for E-Business Suite

If the database is used as a repository for an Oracle E-Business Suite, you must also run the following script from the `<ocm_install_root>` directory in which the E-Business database has been hosted:

```
<ocm_install_root>/ccr/admin/scripts/installCCRSQL.sh ebs_collectconfig -u  
<Oracle_Applications_User>
```

The `-u` parameter is mandatory. If you do not specify this parameter, you will be prompted for the Oracle Applications User. If the `-u` parameter is specified, you will be prompted for the Oracle Applications Password.

If you want to automate the install, you can create a script that will run the `installCCRSQL.sh` script with an additional `-w` option to specify the Oracle Applications Password. For example:

```
<ocm_install_root>/ccr/admin/scripts/installCCRSQL.sh ebs_  
collectconfig -u <Oracle_Applications_User> -w <Oracle_  
Applications_Password>
```

WARNING: Creating a script containing a password could pose a risk to database security.

You can add the `-s <SID>` command to specify the SID of the Oracle Applications Database instance.

If you are not using OS authentication to connect to the database, you must use the `-r` parameter to specify the following:

`-r <SYSDBA-USER>`: The login name of the SYSDBA user; you will be prompted for the corresponding password.

3.8.2.2 Additional Step for Oracle Enterprise Manager Grid Control

As of Grid Control release 10.2.0.5, this step is automatically executed.

If the database is used as a repository for Oracle Enterprise Manager Grid Control, you must also run the following script:

```
<ocm_install_root>/ccr/admin/scripts/installCCRSQL.sh  
collectemrep
```

When you run this command, you will be prompted for the SYSMAN password. If you want to automate the install, you can create a script that will run the `installCCRSQL.sh` script specifying the SYSMAN password. For example:

```
<ocm_install_root>/ccr/admin/scripts/installCCRSQL.sh  
collectemrep -e <SYSMAN.PASSWORD>
```

WARNING: Creating a script containing a password could pose a risk to database security.

You can add the `-s <SID>` command to specify the SID of the Oracle Enterprise Manager Grid Control Database instance. You must run this script from the `<ocm_install_root>` in which the Oracle Enterprise Manager Grid Control database has been hosted.

If you are not using OS authentication to connect to the database, you must use the `-r` parameter to specify the following:

`-r <SYSDBA-USER>`: The login name of the SYSDBA user; you will be prompted for the corresponding password.

3.9 Uninstalling Oracle Configuration Manager

To uninstall Oracle Configuration Manager, follow the steps in the following sections:

- [Section 3.9.1, "Removing Oracle Configuration Manager Instrumentation from a Database"](#)
- [Section 3.9.2, "Uninstalling Oracle Configuration Manager in a Single Instance Home \(Upgraded Pre-10.2.7 Installations\)"](#)
- [Section 3.9.3, "Uninstalling Oracle Configuration Manager in Shared Homes \(10.2.7 and Higher Installations\)"](#)

3.9.1 Removing Oracle Configuration Manager Instrumentation from a Database

Follow these steps to remove a database:

1. If the `<ocm_install_root>` directory contains a database, remove the Oracle Configuration Manager user and the associated objects from the database as follows:

```
SQL> @ccr/admin/scripts/dropocm.sql;
```

Note: You must have SYSDBA privileges to perform this operation.

2. If the database is a repository for the Oracle E-Business Suite, log in to the database as an SYSDBA user and remove the additional objects from the database as follows:

```
SQL> @ccr/admin/scripts/ebs_dropccr.sql <Oracle_Applications_User>
```

3. If the database is a repository for Oracle Grid Control, log in to the database as the SYSMAN user and remove the additional objects from the database as follows:

```
SQL> @ccr/admin/scripts/dropemrep_collect.sql;
```

3.9.2 Uninstalling Oracle Configuration Manager in a Single Instance Home (Upgraded Pre-10.2.7 Installations)

To remove Oracle Configuration Manager from an upgraded pre 10.2.7 installation, follow these steps:

1. To stop the Scheduler and remove the service or the `crontab` entry, enter the following command:

```
<ocm_install_root>/ccr/bin/deployPackages -d <ocm_install_
root>/ccr/inventory/core.jar
```

Note: On Windows operating systems, the message `Batch file not found` is displayed upon command completion. This message indicates that all primary components of Oracle Configuration Manager have been removed.

2. Delete the `ccr` directory by entering the following command:

```
$rm -rf <ocm_install_root>/ccr (On UNIX)
```

```
>rmdir /s/q %<ocm_install_root>%\ccr (On Windows)
```

Oracle Configuration Manager is successfully uninstalled.

3.9.3 Uninstalling Oracle Configuration Manager in Shared Homes (10.2.7 and Higher Installations)

If Oracle Configuration Manager has been installed and configured to support a shared home system environment, you must deconfigure all instances prior to removing the base `ccr` directory.

To remove shared homes:

1. For each instance, run `configCCR -r` to remove the Oracle Configuration Manager configuration for that instance.
 - If the instances are on separate hosts, no setup is required prior to running this command.
 - If the instances are on the same host, you must set the `ORACLE_CONFIG_HOME` environmental variable to point to the instance prior to running this command.
 - Delete the `ORACLE_CONFIG_HOME`.
2. All shared homes must first be deinstalled; then the base can be deinstalled and the directory removed. Delete the `ccr` directory by entering the following command:

```
$rm -rf <ocm_install_root>/ccr (On UNIX)
```

```
>rmdir /s/q <ocm_install_root>\ccr (On Windows)
```

Note: If the "base" contains a host directory, then all `ORACLE_CONFIG_HOME`s must be deinstalled.

Advanced Deployment Tasks

This chapter describes the different ways in which Oracle Configuration Manager can be deployed.

4.1 Mass Deployment of Oracle Configuration Manager

Oracle Configuration Manager can be deployed into every `<ocm_install_root>` that must be monitored. In a large enterprise, this may require hundreds or thousands of installations. To facilitate ease of deployment, the Oracle Configuration Manager distribution file should be present in a central location. The different options that can be used to deploy Oracle Configuration Manager are as follows:

- [Section 4.1.1, "Mass Deployment Utility"](#)
- [Section 4.1.2, "Network File System"](#)
- [Section 4.1.3, "Secure Copy \(SCP\) and Secure Shell \(SSH\)"](#)
- [Section 4.1.4, "Oracle Enterprise Manager Grid Control"](#)

4.1.1 Mass Deployment Utility

The Oracle Configuration Mass Deployment Utility provides a mechanism by which you can distribute Oracle Configuration Manager to any Oracle home where the Oracle Configuration Manager is not installed, or installed but not configured.

The Mass Deployment utility also updates existing homes where Oracle Configuration Manager installations are out of date, reconfigures existing installations, and instruments the database located in that Oracle home.

For the complete description of the Mass Deployment utility, refer to the *Oracle Configuration Manager Companion Distribution Guide*.

4.1.2 Network File System

The Oracle Configuration Manager distribution file can be made available through a network file system (NFS). Once the Oracle Configuration Manager distribution file is available on each host, it can be unzipped into the required `<ocm_install_root>` directory and the `setupCCR.sh` script can be executed.

1. On UNIX based systems, issue the following command to protect the unzipped files:

```
umask 077
```

2. Then execute the unzip command as follows:

```
% unzip -d <ocm_install_root> /nfsdisk/ccr-Production-10.3.3.0.0-<OS_
NAME>-<CHIP_ARCH>.zip
OR
% unzip -d <ocm_install_root>
/net/hostname/directory/ccr-Production-10.3.3.0.0-<OS_NAME>-<CHIP_ARCH>.zip
```

The name of the platform-specific distribution file for Oracle Configuration Manager is `ccr-Production-10.3.3.0.0-<OS_NAME>-<CHIP_ARCH>.zip` where `OS_NAME` refers to the name of the operating system such as Linux, AIX, Windows and `<CHIP_ARCH>` refers to the base architecture such as `i386`, `x86`, and so on.

4.1.3 Secure Copy (SCP) and Secure Shell (SSH)

Oracle Configuration Manager can also be deployed from a central trusted host.

The system administrator can create an installation script to unzip the Oracle Configuration Manager distribution file and invoke the installation script. (In the following example, `ccr-Production-10.3.3.0.0-<OS_NAME>-<CHIP_ARCH>.zip` is the Oracle Configuration Manager distribution file and `installscript.sh` is the name of the administrator created installation script.)

Both the Oracle Configuration Manager distribution file and the installation script are copied to the remote system and the installation script is executed. For a truly secure environment, the `scp` command appears as follows. **Note:** This command prompts for a password:

```
% scp ccr-Production-10.3.3.0.0-<OS_NAME>-<CHIP_ARCH>.zip \
<user>@<hostname>:ccr-Production-10.3.3.0.0-<OS_NAME>-<CHIP_ARCH>.zip
% ssh <user>@<hostname> installscript.sh -s
where <user> is a remote username on the host denoted by <hostname>
```

The `installscript.sh` script contains the following commands:

1. On UNIX based systems, the `umask` command protects the unzipped files:

```
umask 077
```

2. Then the `unzip` command follows:

```
> unzip -d <ocm_install_root> ccr-Production-10.3.3.0.0-<OS_NAME>-<CHIP_
ARCH>.zip
> <ocm_install_root>/ccr/bin/setupCCR -s <CSI> <MyOracleSupportUserName>
```

- `OS_NAME` refers to the name of the operating system such as Linux, AIX, Windows and `<CHIP_ARCH>` refers to the base architecture such as `i386`, `x86`, and so on.
- `CSI` is the Customer Support Identifier.
- `MyOracleSupportUserName` is the My Oracle Support User Name.

4.1.4 Oracle Enterprise Manager Grid Control

You can deploy Oracle Configuration Manager using Oracle Enterprise Manager Grid Control in two ways:

- Copy the Oracle Configuration Manager distribution file (`ccr-Production-10.3.3.0.0-<OS_NAME>-<CHIP_ARCH>.zip`) to the `<ocm_install_root>/sysman/agent_download/ccr/<OS>` directory (where `OS` is the operating system).

- You can also deploy Oracle Configuration Manager by using the built-in Enterprise Manager Grid Control functions that allows it to run on monitored hosts. To use this method, the following must be true:
 - The Oracle Management Agent must be deployed on all the host machines.
 - The Oracle Configuration Manager distribution file must be available to the agent on every remote host machine (this can be done using NFS or by using a Web server).

You can then create an OS script that will copy, unzip, and set up Oracle Configuration Manager on all the systems. For example:

```
#!/bin/sh
cd <ocm_install_root>;
wget http://oms_machinename:4889/agent_download/ccr/OS
ccr-Production-10.3.3.0.0-<OS_NAME>--<CHIP_ARCH>.zip;
umask 077
unzip -d . ccr-Production-10.3.3.0.0-Linux-x86.zip;
/ccr/bin/setupCCR -s <CSI> <MyOracleSupportUserName>;
exit
```

4.1.4.1 Additional Information for Database Homes

When you deploy Oracle Configuration Manager into a database home, you must run a database configuration script. Enter the following commands:

```
$setenv <ocm_install_root>;
$setenv ORACLE_SID <oracle sid>;
<ocm_install_root>/ccr/admin/scripts/installCCRSQL.sh collectconfig;
<ocm_install_root>/ccr/bin/emCCR collect;
```

The `setenv` command may not work in all UNIX shells. For Oracle E-Business databases, you must run `installCCRSQL` with the `ebs_collectconfig` option. For details, refer to [Instrumenting the Database for Configuration Collection](#) on page 3-17.

Oracle Configuration Manager Administration

This chapter contains the following sections:

- Section 5.1, "Collecting Configuration Data (Connected Mode)"
- Section 5.2, "Collecting Configuration Data (Disconnected Mode)"
- Section 5.3, "Updating Oracle Configuration Manager"
- Section 5.4, "Disabling Collection of IP, MAC, and Broadcast Addresses"
- Section 5.5, "Disabling the Collection of Database Columns"
- Section 5.6, "Enabling the Default Collection of NFS Disk Information"
- Section 5.7, "Creating a Response File"
- Section 5.8, "Verifying Environment Variables"
- Section 5.9, "Evaluating System Health"

5.1 Collecting Configuration Data (Connected Mode)

Configuration data is automatically collected on a regular schedule. By default, collections are scheduled to run once a day at the time the original installation was done. Therefore, no matter how many times you view the data within that 24 hour time period, the data will remain the same until the time of the next collection.

To start a manual collection of configuration data, enter the following command:

```
<ocm_install_root>/ccr/bin/emCCR collect
```

This command collects the configuration data and uploads it to the server located at Oracle. Configuration data is collected only if the Scheduler has been started. The Scheduler is always running unless it has been manually stopped with the `emCCR stop` command. In this case, you will have to manually restart the Scheduler so that configuration data can be automatically collected. Check the status of the Scheduler by entering `emCCR status` which indicates whether the Scheduler has been started. To start the Scheduler, enter the following command:

```
<ocm_install_root>/ccr/bin/emCCR start
```

5.1.1 Using the Scheduler to Collect Configuration Data

The Scheduler acts as a coordinator of activities, and provides both a richer schedule capability and the ability to perform collections on a regular schedule. Scheduled

collections are only available when Oracle Configuration Manager is running in **Connected** mode.

Configuration data can be collected daily, weekly, or monthly, at a particular date and time. You can set the interval for automatically collecting the configuration data with the `emCCR set collection_interval` command.

The `emCCR stop`, `emCCR set collection_interval`, `emCCR hold`, `emCCR resume`, `emCCR getupdates`, and `emCCR upload` commands can be used only if the Scheduler has been started.

For more information on these commands, refer to [Chapter 6, "Managing the Oracle Configuration Manager Client"](#).

5.2 Collecting Configuration Data (Disconnected Mode)

If you are using Oracle Configuration Manager in **Disconnected** mode, configuration data needs to be manually collected. As the **Scheduler** is not running in this mode, it cannot be used to automatically collect configuration data at regular intervals.

You can collect configuration data manually by using the `emCCR collect` command. When you run this command, the `ocmconfig.jar` is created in the `OCM_CONFIG_HOME/state/upload/` directory. This file contains the manually collected configuration data. You can then upload this file to Oracle by way of My Oracle Support from another system that has internet access. For more details on manual collection of configuration data, refer to [Section 6.3, "emCCR collect"](#).

In this mode, the only commands supported are `emCCR collect`, `emCCR status`, `emCCR enable_target`, `emCCR disable_target`, `emCCR update_components`, `configCCR`, and `emCCR help`.

5.3 Updating Oracle Configuration Manager

You can update Oracle Configuration Manager either manually or automatically.

- **Updating Oracle Configuration Manager Automatically:** After the Oracle Configuration Manager client has been installed in **Connected** mode, it automatically schedules a collection. If any updates to the Oracle Configuration Manager client are available, they are downloaded and applied before the configuration data is collected.

To disable the automatic updates, enter the following command:

```
<ocm_install_root>/ccr/bin/emCCR automatic_update off
```

Note: The automatic update feature is enabled by default. When you disable automatic updates, the configuration data will be collected and uploaded but updates will not be applied automatically.

- **Updating Oracle Configuration Manager Manually:** You can manually apply updates by using the `emCCR update_components` command. These updates can include a new Oracle Configuration Manager distribution or packages; and the Diagnostic Checks package. Copy the packages to a directory and deploy them by using the `emCCR update_components` command. This command can be used in both **Connected** and **Disconnected** modes. For more information on this command, refer to [Section 6.16, "emCCR update_components"](#).

If you have disabled the automatic updates, the updates can be manually downloaded and applied. To manually download and deploy the updates, enter the following command:

```
<ocm_install_root>/ccr/bin/emCCR getupdates
```

Important: Automatic updates are not possible if Oracle Configuration Manager is installed on a shared, read-only file system. In this situation, the automatic update feature should be disabled and all updates performed manually.

5.4 Disabling Collection of IP, MAC, and Broadcast Addresses

You can disable the collection of the Host IP Address, the Network Interface MAC Address, and the Broadcast Address. To disable the collection of these items, you must add the following entries to the `OCM_CONFIG_HOME/config/collector.properties` file.

- To disable the collection of network addresses, add the following entry:
`ccr.metric.host.ecm_hw_nic.inet_address=false`
- To disable the collection of the MAC address, add the following entry:
`ccr.metric.host.ecm_hw_nic.mac_address=false`
- To disable the collection of the Broadcast address, add the following entry:
`ccr.metric.host.ecm_hw_nic.broadcast_address=false`

5.5 Disabling the Collection of Database Columns

You can disable the collection of certain database columns by using data masking. Masking data means replacing certain fields with a mask character, such as an X.

All masking operations are defined in the `collector.properties` file located in the `$ORACLE_HOME/ccr/hosts/<hostname>/config/` directory or the `$ORACLE_HOME/ccr/config/` directory.

- To mask the database user name in the database collection, include the following in the `collector.properties` file:
`ccr.metric.oracle_database.db_users.username=mask`
- To remove the database user name mask, remove the associated line from the `collector.properties` file or set the parameter to false:
`ccr.metric.oracle_database.db_users.username=mask`
or
`ccr.metric.oracle_database.db_users.username=false`

5.6 Enabling the Default Collection of NFS Disk Information

The NFS mounted file system information is no longer collected by default. Only local file system information is collected by default.

To enable the collection of NFS mounted file system information, add the following entry to the `OCM_CONFIG_HOME/config/collector.properties` file.

```
metric.host.ecm_os_filesystem.nfs_enable=true
```

5.7 Creating a Response File

In support of mass deployment using a scripted installation, Oracle Configuration Manager installation and configuration supports the ability to create and specify a response file. The response file contains all the user required input needed when running the `setupCCR` and `configCCR` commands.

To specify the response file with the `setupCCR` and `configCCR` commands, use the `-R` qualifier with the `<response file>` argument.

```
configCCR [-R <response file>]
setupCCR [-R <response file>]
```

To create a response file, use the `emocmrsp` response generation utility, located in the `$ORACLE_HOME/ccr/bin` directory. This utility walks you through the interrogation phase of an installation and records your responses to the prompts. The information is recorded in an Oracle Configuration Manager private format response file. By default, the response file is created in the current directory with the file name `ocm.rsp`. To view the contents of the response file, use the `-verbose` option on the command line.

Note: To create a response file that installs but does not configure Oracle Configuration Manager, click **ENTER** when prompted for the e-mail address and specify **Yes** when asked to confirm if you want to remain uninformed.

To create the response file, enter the following command:

```
emocmrsp [-output <response-file>] [-help] [-no_banner] [-repeater <URL>] [<CSI>
          [<MyOracleSupportUserName>] ]
          [-verbose <response-file>]
          [-verify <response-file>]
```

The following qualifiers are allowed:

Qualifier	Description
<CSI>	To use Customer Support Identifier for registration, enter CSI at the end of the command line. You can either enter the MyOracleSupportUserName on the command line or be prompted for it. Note: If CSI is not specified, you will be prompted for the My Oracle Support User Name (e-mail) and Password.
<MyOracleSupportUserName>	My Oracle Support User Name holding the CSI in its My Oracle Support profile.
-help	Displays this usage information.
-no_banner	Indicates the banner for the response utility is not to be displayed.
-output <response_file>	Creates a response file with the name specified. If you do not specify this qualifier, the response file is created in your current working directory with the file name <code>ocm.rsp</code> .
-repeater <URL>	Indicates the URL of the Oracle Support Hub.
-verbose <response-file>	Displays contents of the response file specified.
-verify <response-file>	Verifies that the contents of the response file are valid.

Example

```
$ORACLE_HOME/ccr/bin/emocmrsp
```

```
OCM Installation Response Generator 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
```

```
Provide your email address to be informed of security issues, install and
initiate Oracle Configuration Manager. Easier for you if you use your My
Oracle Support Email address/User Name.
```

```
Visit http://www.oracle.com/support/policies.html for details.
```

```
Email address/User Name: test@company.com
```

```
Provide your My Oracle Support password to receive security updates via your My
Oracle Support account.
```

```
Password (optional):
```

```
The OCM configuration response file (ocm.rsp) was successfully created.
```

Notes

- If you cannot access the Oracle server, you will be prompted for the URL of the Oracle Support Hub. If NONE is entered to indicate that no Oracle Support Hub is to be used, or if a proxy server is required to access the Oracle Support Hub, you will be prompted for proxy server information. If NONE is entered for both Oracle Support Hub and proxy server, Oracle Configuration Manager will be installed in **Disconnected** mode.
- If you do not specify password when prompted, the setup will use unauthenticated mode.
- Because the information is stored in an internal format, to see the contents of the response file, use the `emocmrsp -verbose` command.

Example Using -verbose Qualifier

This example displays the contents of a response file.

```
$ORACLE_HOME/ccr/bin/emocmrsp -verbose <response_file>
```

```
OCM Installation Response Generator 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle and/or its affiliates. All rights reserved.
```

```
Response file created: Jan 3, 2010 3:09:29 PM
```

```
Created by: jsmith
```

```
License agreement: accepted
```

```
Connected configuration state: connected
```

```
Proxy configuration: (none specified)
```

```
Oracle Support Hub: http://host123.company.com:7654
```

```
Response file registration via: My Oracle Support username
```

```
My Oracle Support registration username: ccrother@jsmith.com
```

Example Using -verify Qualifier

```
$ORACLE_HOME/ccr/bin/emocmrsp -verify <response_file>
```

```
OCM Installation Response Generator 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle and/or its affiliates. All rights reserved.
```

```
Configuration connectivity verified successfully.
```

5.8 Verifying Environment Variables

For a given environment, the administrator installing Oracle Configuration Manager sets things so that all the parts of that environment are functioning properly. Part of

that set up is determining the environment variables used in Oracle Configuration Manager.

To run the configuration collection, Oracle Configuration Manager needs to be in sync with the given environment. The `emSnapshotEnv` script (shell script on UNIX; Visual Basic script on Windows) captures the values of the environment variables required by Oracle Configuration Manager. The environment variables are listed in [Table 5–1](#):

Table 5–1 Environment Variables Used in Oracle Configuration Manager

Environment Variable	Used in UNIX	Used in Windows
BEA_HOME	yes	yes
CCR_DEBUG	yes	yes
CRS_HOME	yes	yes
CLUSTER_NAME	yes	yes
EMAGENT_PERL_TRACE_LEVEL	yes	yes
EMTAB	yes	yes
IAS_CONFIG_HOME	yes	no
JAVA_HOME	yes	yes
JAVA_HOME_CCR	yes	yes
LD_PRELOAD	yes	no
ORACLE_CONFIG_HOME	yes	yes
ORACLE_HOME	yes	yes
ORACLE_OCM_SERVICE	yes	yes
ORAINST_LOC	yes	yes
TNS_ADMIN	yes	yes
TZ	yes	yes
WL_HOME	yes	yes

5.9 Evaluating System Health

The diagnostic health check evaluation (Diagnostic Checks) feature performs diagnostic health checks against your installations and generates diagnostic results that are uploaded to Oracle. The Diagnostic Checks feature is included in the regular Oracle Configuration Manager configuration collection. Oracle Support uses these results to provide efficient and timely resolution to requests for assistance.

The Diagnostic Checks feature is enabled by default, however the associated package required to collect the diagnostic data is not available until you manually download it from Oracle. To use the Diagnostics Checks feature:

1. Download the Diagnostic Checks package from the location provided to you by your Oracle Support representative.
2. Copy the package to a directory on your system and deploy the package into your environment using the `emCCR update_components -staged_dir <location_of_package>` command.

The package might require configuration. After the installation, run the `configCCR -D -v` command to determine if there are properties to be configured. Running the `emCCR status` command after the first collection identifies that there are

properties that need to be configured for a target diagnostic check collection. To configure properties, use the `configCCR -D` command.

3. Perform a collection using the `emCCR collect` command.
4. Diagnostic Checks information is collected and uploaded to Oracle.

5.9.1 Turning Off Specific Diagnostics Checks

The collector uses `diagexclude target .ini` files to determine if any diagnostics checks need to be excluded from a collection. Diagnostics checks can be excluded on a per target basis. To exclude certain diagnostics checks:

1. Copy

```
OCM_CONFIG_HOME/config/diagchecks_exclude/diagexclude.template file
to
OCM_CONFIG_HOME/config/diagchecks_exclude/diagexclude_<target_type>.ini file
```

2. Edit the `diagexclude_<target_type>.ini` file.

The format of the `diagexclude_<target_type>.ini` file is as follows:

```
excludeAll
[ExcludedGroups]
<GroupName1>
<GroupName2>
...
[ExcludedChecks]
<CheckName1>
<CheckName2>
...
```

where:

Fields	Description
excludeAll	Disables all diagnostic checks. When this field is present, all subsequent exclusions are ignored. This field is optional.
ExcludedGroups	Section header for the names of the groups excluded for the target type
GroupName1	Name of the group. Group name is defined in the diagcheck metadata and script files located in the <code>OCM_INSTALL_ROOT/diagchecks/<target_type></code> directory.
ExcludedChecks	Section header for the names of the checks excluded for the target type
CheckName1	Name of the check. Check name is defined in the diagcheck metadata and script files located in the <code>ocr_home/diagchecks/<target_type></code> directory.

Example of a group

```
$ cat ocr/diagchecks/host/DiagMetadata.xml check1.xml check2.xml

<?xml version="1.0" encoding="windows-1252" ?>
<DiagMetadata TYPE="host" VERSION="1.0">
  <DiagGroup NAME="group1" FILENAME="check1.xml"> </DiagGroup>
  <DiagGroup NAME="group2" FILENAME="check2.xml"> </DiagGroup>
</DiagMetadata>
```

Example of a check

```
$ ls ccr/diagchecks/host/  
DiagMetadata.xml  check1.xml  check2.xml  
$ cat ccr/diagchecks/host/check2.xml  
<DiagnosticChecks>  
  <DiagnosticCheck NAME="mycheck1">  
    ...  
  </DiagnosticCheck>  
  <DiagnosticCheck NAME="mycheck2">
```

Example of disabling a group and check

```
ccr_config_home/config/diagchecks_exclude/diagexclude_host.ini
```

```
[ExcludedGroups]  
group2  
[ExcludedChecks]  
mycheck1
```

Managing the Oracle Configuration Manager Client

This chapter describes the various command line options that are available to manage the Oracle Configuration Manager client.

The Root user can perform diagnostic upload, diagnostic status, and diagnostic clear commands. In addition, Root user can perform configuration collection in connected and disconnected mode.

Note: The <ocm_install_root> represents the directory in which the Oracle Configuration Manager common code is installed.

ORACLE_CONFIG_HOME is an environment variable used to define the location of instance-specific data in a shared home environment.

The following commands are described:

- [Section 6.1, "emCCR automatic_update on / off"](#)
- [Section 6.2, "emCCR clear - diagnostic"](#)
- [Section 6.3, "emCCR collect"](#)
- [Section 6.4, "emCCR enable_diagchecks | disable_diagchecks"](#)
- [Section 6.5, "emCCR enable_target | disable_target"](#)
- [Section 6.6, "emCCR getupdates"](#)
- [Section 6.7, "emCCR help"](#)
- [Section 6.8, "emCCR hold"](#)
- [Section 6.9, "emCCR register"](#)
- [Section 6.10, "emCCR resume"](#)
- [Section 6.11, "emCCR set collection_interval"](#)
- [Section 6.12, "emCCR start"](#)
- [Section 6.13, "emCCR status -diagnostic"](#)
- [Section 6.14, "emCCR stop"](#)
- [Section 6.15, "emCCR \[-register\] \[-verbose\] test"](#)
- [Section 6.16, "emCCR update_components"](#)
- [Section 6.17, "emCCR upload"](#)

- [Section 6.18, "emCCR upload -diagnostic"](#)
- [Section 6.19, "configCCR"](#)

6.1 emCCR automatic_update on / off

- **Usage:** Use this command to enable and disable the automatic retrieval of new software updates. Automatic retrieval of new software updates occurs only with automatic collections. By default, automatic updates are enabled.

```
<ocm_install_root>/ccr/bin/emCCR automatic_update on / off
```

- **Execute Privileges:** Can be executed by <ocm_install_root> owner
- **Prerequisites:** Oracle Configuration Manager must be running in **Connected** mode.
- **Example:**

```
<ocm_install_root>/ccr/bin/emCCR automatic_update on
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
AUTOMATIC_UPDATE command ended successfully.
```

- **Errors:** Some of the error messages you may see are the following:
 - Access Denied: This error is displayed if you do not have the required privileges to run this command.

6.2 emCCR clear - diagnostic

- **Usage:** Use this command to clear all diagnostic upload files. The syntax is as follows:

```
emCCR clear -diagnostic[=SR=<Service request number>,FILE=<Absolute path of
diagnostic package> [-completed] [-force]]
```

- Specify the `-diagnostic` parameter to clear all diagnostic upload files.
- Specify the `-diagnostic` parameter with the SR number to clear all uploads for a particular service request. The SR number must be in format `x-y` where:
 - * `x` represents one digit
 - * `y` represents multiple digits
- Specify the `-diagnostic` parameter with SR number and FILE to clear a particular upload. FILE must include the name and the full path to the file that contains diagnostic information.
- Specify the `-completed` parameter to clear only completed uploads.
- Specify the `-force` parameter to clear all uploads even if there are errors.
- **Execute Privileges:** Can be executed by <ocm_install_root> owner
- **Prerequisites:** Oracle Configuration Manager must be running in **Connected** mode.
- **Example:**

```
<ocm_install_root>/ccr/bin/emCCR clear -diagnostic=SR=3-543219500,
FILE=/scratch/test/support_info.zip
```

```
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
```

```
-----
Command successfully completed.
```

- **Errors:** Some of the error messages you may see are the following:
 - Invalid SR format: This error occurs when the SR format does not match the required format of x-y. To resolve this error, you must specify the SR number in the correct format.
 - No such diagnostic upload request exists. This error occurs if you run a `-diagnostic` command for a non-existent or invalid SR number or file name. To resolve this error, view the status of all submitted packages and specify the correct SR number or file name.
 - Could not access diagnostic upload data. This error occurs while reading or writing diagnostic upload data. To resolve this error, make sure that the diagnostic upload client has read and write permissions to the `<ocm_install_root>/ccr/state` directory.
 - Invalid upload state. Could not perform clear. Please use `-force` to clear. This error occurs when the diagnostic package is corrupted. To resolve this error, use `emCCR clear -force` to clear the upload request.
 - Invalid command. This error occurs when invalid arguments are specified on the command line. Use `emCCR help`, view all the command line options and enter the correct arguments.

6.3 emCCR collect

- **Usage:** This command can be run in **Connected** and **Disconnected** modes. You might need to run this command to determine the properties that need to be configured as a result of deploying the Diagnostic Checks package.

Connected Mode: Use this command to perform an immediate discovery, collection, and uploading of configuration data. When you run this command, it checks if any Oracle Configuration Manager software updates are available but does not install them.

Disconnected Mode: Use this command to perform a manual discovery and collection of configuration data. Collected data is not automatically uploaded but is stored in the `<ocm_install_root>/ccr/state/upload/ocmconfig.jar` file. You can then upload this file to Oracle by way of My Oracle Support from another system that has internet access
- **Execute Privileges:** Can be executed by `<ocm_install_root>` owner or user ROOT
- **Prerequisites:**
 - Oracle Configuration Manager is registered with Oracle. (For **Connected** mode)
 - The Scheduler is already running. (For **Connected** mode)
- **Example 1**

```
<ocm_install_root>/ccr/bin/emCCR collect
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
Collection and upload done.
```

Example 2: Sample output when the minimum JDK version is not met. Minimum version of JDK is 1.4.

```
<ocm_install_root>/ccr/bin/emCCR collect
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle and/or its affiliates. All rights reserved.
-----
JDK version does not meet the minimum requirement to run diagchecks (Diagnostic
Checks). Requires 1.4 or later, actual version is 1.2.2. Deployed diagchecks
will not be run.

Collection and upload done.
```

- **Errors:** Some of the error messages you may see are the following:
 - Access Denied: This error is displayed if you do not have the required privileges to run this command.
 - Oracle Configuration Manager Not Registered with Oracle: In this case, you must register Oracle Configuration Manager with Oracle.
 - Mandatory updates available. Command failed. This error occurs if you perform a manual collection before applying the mandatory updates.
 - Server not available.
 - Handshake failure. You must reregister Oracle Configuration Manager.
 - Oracle Configuration Manager is Not Running - Restart the Scheduler using the `emCCR start` command.

6.3.1 emCCR -annotation="annotation string" collect

- **Usage:** Use this command to manually collect configuration data. If you want to annotate the data collected, use the `-annotation` option. You can also run this command in **Disconnected** mode.
- **Execute Privileges:** Can be executed by `<ocm_install_root>` owner or user `ROOT`
- **Prerequisites:** None
- **Example:**

```
<ocm_install_root>/ccr/bin/emCCR -annotation="annotation string" collect
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
Collection and upload done.
```

6.4 emCCR enable_diagchecks | disable_diagchecks

- **Usage:** Use this command to enable or disable all diagnostic checks collections in the Oracle Configuration Manager home for all targets. This command can be run in **Connected** or **Disconnected** mode.
- **Execute Privileges:** Can be executed by `<ocm_install_root>` owner
- **Prerequisites:** None.
- **Example 1:** Sample output when the Diagnostic Checks feature is enabled.

```
<ocm_install_root>/ccr/bin/emCCR enable_diagchecks
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
```

Copyright (c) 2005, 2010, Oracle and/or its affiliates. All rights reserved.

 Diagchecks have been enabled.

Example 2: Sample output when the Diagnostic Checks feature is disabled.

```
<ocm_install_root>/ccr/bin/emCCR disable_diagchecks
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle and/or its affiliates. All rights reserved.
```

 Diagchecks have been disabled

- **Errors and Informational Messages:** Some of the error and informational messages you may see are:
 - "disable_diagchecks" is not a valid command for root user. Log out as root user and login as the owner of the home in which Oracle Configuration Manager is installed.
 - Diagchecks are already enabled. No action is required because diagnostic checks are in the required state.

6.5 emCCR enable_target | disable_target

- **Usage:** Use this command to enable or disable the collection of configuration information for targets discovered by the Oracle Configuration Manager. This command can be run in **Connected** or **Disconnected** mode. By default, all targets are enabled for collection. When you enter this command, the list of targets that can be enabled or disabled is displayed. Enter the number for the target that is to be enabled or disabled.
- **Execute Privileges:** Can be executed by <ocm_install_root> owner
- **Prerequisites:** You can use this option only if Oracle Configuration Manager has been registered with Oracle. This prerequisite is applicable only if you are running Oracle Configuration Manager in **Connected** mode.
- **Example:** For example, enter the command to disable the database instance HTMLDB.

```
<ocm_install_root>/ccr/bin/emCCR disable_target
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
```

```
-----
S. No.      Category                Target Name
0           Host                    xyz.com
1           Database Instance      ND10G
2           Database Instance      HTMLDB
3           Oracle Home            10gR1db
```

Press Enter to exit the command.

Use Comma to separate multiple target numbers.

Enter the number(s) corresponding to the target(s) you wish to disable:2
 DISABLE_TARGET command ended successfully.

- **Errors:** Some of the error messages you may see are:
 - Access Denied - This error is displayed if you do not have the required privileges to run this command.

- Oracle Configuration Manager Not Registered With Oracle - In this case, you must register Oracle Configuration Manager with Oracle.
- No targets to act on by this Command. - There are no targets that can be enabled or disabled.

6.6 emCCR getupdates

- **Usage:** Use this command to retrieve any new software updates from the content server and deploy these updates.
- **Execute Privileges:** Can be executed by <ocm_install_root> owner
- **Prerequisites:**
 - Oracle Configuration Manager is registered with Oracle.
 - The Scheduler is already running.
- **Example:**

```
<ocm_install_root>/ccr/bin/emCCR getupdates
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
Updates are downloaded from the Content Server.
Deploying core.jar at 01-06-2010_13:57:27
Deploying core - Version 10.3.3.0.0
Deploying scripts.jar at 01-06-2010_13:57:35
Deploying scripts - Version 10.3.3.0.0
```
- **Errors:** Some of the error messages you may see are the following:
 - Access Denied: This error is displayed if you do not have the required privileges to run this command.
 - Oracle Configuration Manager Not Registered with Oracle: In this case, you must register Oracle Configuration Manager with Oracle.
 - Server not available.
 - Oracle Configuration Manager is Not Running - Restart the Scheduler using the emCCR start command.

6.7 emCCR help

- **Usage:** Use this command to list the available emCCR (Oracle Configuration Manager) options. This command can be run in **Connected** or **Disconnected** modes.
- **Execute Privileges:** Can be executed by <ocm_install_root> owner or user ROOT
- **Prerequisites:** None
- **Example:**

Sample Output in Connected Mode

```
<ocm_install_root>/ccr/bin/emCCR help
Oracle CCR - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
```

```
Usage:
  emCCR start| stop| status
```

```

emCCR set collection_interval="[FREQ=MONTHLY | WEEKLY | DAILY]
                                [; BYMONTHDAY=1 to 31, when FREQ is MONTHLY]
                                [; BYDAY=MON to SUN, when FREQ is WEEKLY]
                                [; BYHOUR=0 to 23]
                                [; BYMINUTE=0 to 59]"
    DAILY is the default Frequency.
emCCR hold | resume
emCCR [-annotation="annotation string"] collect | upload | getupdates
emCCR [-verbose] [-register] test
emCCR register
emCCR automatic_update on/off
emCCR enable_diagchecks | disable_diagchecks
emCCR enable_target | disable_target
emCCR upload -diagnostic=SR=Service request number,FILE=Absolute path of
diagnostic package [-restart] [-force]
emCCR status -diagnostic=[SR=Service request number,FILE=Absolute path of
diagnostic package]
emCCR clear -diagnostic=[SR=Service request number,FILE=<Absolute path of
diagnostic package] [-completed] [-force]
emCCR update_components [-silent] -staged_dir="Directory containing OCM
packages" | -distribution="OCM installation kit path"
emCCR help

```

Sample Output in Disconnected Mode

```

<ocm_install_root>/ccr/bin/emCCR help
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----

```

Usage:

```

emCCR [-annotation="annotation string"] collect
emCCR status
emCCR enable_diagchecks | disable_diagchecks
emCCR enable_target | disable_target
emCCR update_components [-silent] -staged_dir="Directory containing
OCM packages" | -distribution="OCM installation kit path"
emCCR help

```

Sample Output for Root User

```

Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----

```

Usage:

```

emCCR status
emCCR [-annotation="annotation string"] collect | upload
emCCR upload [-diagnostic=SR=Service request number,FILE=Absolute path of
diagnostic package [-restart] [-force]]
emCCR status [-diagnostic=[SR=Service request number,FILE=Absolute path of
diagnostic package]]
emCCR clear -diagnostic=[SR=Service request number,FILE=Absolute path of
diagnostic package] [-completed] [-force]
emCCR help

```

6.8 emCCR hold

- Usage:** Use this command to put Oracle Configuration Manager on hold. When Oracle Configuration Manager is on hold, configuration data will not be automatically collected and uploaded to the Oracle repository. You can perform only a manual collection and upload using the `<ocm_install_`

root>/ccr/bin/emCCR collect command. To resume the collection of configuration data, use the emCCR resume command.

- **Execute Privileges:** Can be executed by <ocm_install_root> owner
- **Prerequisites:**
 - Oracle Configuration Manager is registered with Oracle.
 - The Scheduler is already running and is not on hold.
 - Oracle Configuration Manager must be running in **Connected** mode.
- **Example:**

```
<ocm_install_root>/ccr/bin/emCCR hold
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
Oracle Configuration Manager set on Hold successfully.
```
- **Errors:** Some of the error messages you may see are the following:
 - Access Denied - This error is displayed if you do not have the required privileges to run this command.
 - Oracle Configuration Manager Not Registered With Oracle - In this case, you must register Oracle Configuration Manager with Oracle.
 - Oracle Configuration Manager is Not Running - In this case, you must restart the Scheduler using the emCCR start command.
 - Oracle Configuration Manager is already on hold.

6.9 emCCR register

- **Usage:** After you have installed Oracle Configuration Manager, it is automatically registered. If any of the registration information has changed, use this command to reregister Oracle Configuration Manager.
- **Execute Privileges:** Can be executed by <ocm_install_root> owner
- **Prerequisites:** Oracle Configuration Manager must be running in **Connected** mode.
- **Example:**

```
<ocm_install_root>/ccr/bin/emCCR register
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
REGISTER command completed successfully.
```
- **Errors:** Some of the error messages you may see are the following:
 - Access Denied: This error is displayed if you do not have the required privileges to run this command.
 - Cannot connect to the server.
 - Invalid credentials specified.

6.10 emCCR resume

- **Usage:** Use this command to resume the automatic collection and uploading of the configuration data.
- **Execute Privileges:** Can be executed by <ocm_install_root> owner
- **Prerequisites:**
 - Oracle Configuration Manager is registered with Oracle.
 - Oracle Configuration is on hold.
 - The Scheduler is already running.
 - Oracle Configuration Manager must be running in **Connected** mode.
- **Example**

```
<ocm_install_root>/ccr/bin/emCCR resume
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
Oracle Configuration Manager Resumed.
```
- **Errors:** Some of the error messages you may see are the following:
 - Access Denied: This error is displayed if you do not have the required privileges to run this command.
 - Oracle Configuration Manager Not Registered with Oracle: In this case, you must register Oracle Configuration Manager with Oracle.
 - Oracle Configuration Manager is not on hold.
 - Oracle Configuration Manager is Not Running - Restart the Scheduler using the emCCR start command.

6.11 emCCR set collection_interval

- **Usage:** Use this command to define the schedule to collect configuration data. Configuration data can be collected daily, weekly, or monthly.
 - If configuration data is collected daily (FREQ=DAILY), you can specify the hour (BYHOUR) and the minute (BYMINUTE) at which the collection is to be performed.
 - If the frequency is weekly, you can specify the day of the week (BYDAY= [MON | TUE | WED | THU | FRI | SAT | SUN]) and the time (BYHOUR and BYMINUTE) at which the data is to be collected.
 - If the frequency is monthly, you can specify the date [BYMONTHDAY=1 to 31] and the time (BYHOUR and BYMINUTE) at which the collection is to be performed.

```
<ocm_install_root>/ccr/bin/emCCR set collection_interval=
[FREQ=MONTHLY|WEEKLY|DAILY]
[; BYMONTHDAY=1 to 31, when FREQ is MONTHLY]
[; BYDAY=MON to SUN, when FREQ is WEEKLY]
[; BYHOUR=0 to 23]
[; BYMINUTE=0 to 59]"
```

Note: Configuration data is collected only if the Scheduler has been started. By default, configuration data is collected `DAILY` at the time Oracle Configuration Manager was installed.

The `BYHOUR` and `BYMINUTE` parameters can be used with all frequencies.

If the frequency is set to `MONTHLY`, and the month does not include the value of the `MONTHDAY`, configuration data will not be collected for that month.

You can verify the collection interval and the collection time by using the `emCCR status` command.

- **Execute Privileges:** Can be executed by `<ocm_install_root>` owner
- **Prerequisites:**
 - Oracle Configuration Manager is registered with Oracle.
 - The Scheduler is already running.
 - Oracle Configuration Manager must be running in **Connected** mode.
- **Example:** Enter the command to specify that configuration data is to be collected on the fourth day of the month at 11.30 pm.

```
<ocm_install_root>/ccr/bin/emCCR set collection_
interval="FREQ=MONTHLY;BYMONTHDAY=4;BYHOUR=23;BYMINUTE=30"
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
Collection interval set successfully.
```

- **Errors:** Some of the error messages you may see are:
 - Access Denied - This error is displayed if you do not have the required privileges to run this command.
 - Oracle Configuration Manager Not Registered With Oracle - In this case, you must register Oracle Configuration Manager with Oracle.
 - Usage errors such as mismatched options are also returned.

6.12 emCCR start

- **Usage:** Use this command to start the **Scheduler**.
- **Execute Privileges:** Can be executed by `<ocm_install_root>` owner
- **Prerequisites:** Oracle Configuration Manager must be running in **Connected** mode.
- **Example:**

```
<ocm_install_root>/ccr/bin/emCCR start
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
Starting Oracle Configuration Manager...
Waiting for status from Oracle Configuration Manager....
Start Date           06-Jan-2010 07:51:18
Last Collection Time 07-Jan-2010 11:12:00
```

```

Next Collection Time      08-Jan-2010 11:12:00
Collection Frequency      Daily at 11:12
Collection Status         idle
Log Directory             /u01/oracle/10.1.0/database/ccr/hosts/host1/log
Registered At            05-Jan-2010 11:13:00
Automatic Update         On
Collector Mode           Connected

```

Oracle Configuration Manager successfully started.

- **Errors:** Some of the error messages you may see are:
 - Access Denied - This error is displayed if you do not have the required privileges to run this command.
 - Oracle Configuration Manager Not Registered With Oracle - In this case, you must register Oracle Configuration Manager with Oracle.
 - Oracle Configuration Manager is Already Running - In this case, the Scheduler has already been started. No action is required.
 - Registration failure errors.

6.13 emCCR status -diagnostic

- **Usage:** Use this command to view the current status of all diagnostic uploads. The syntax for this command is as follows:

```
emCCR status -diagnostic[=SR=<Service request number>,[FILE=<Absolute path of
diagnostic package>]]
```

- Specify the `-diagnostic` parameter to see the status of all diagnostics uploads.
 - Specify the `-diagnostic` parameter with the SR request to view the status of all uploads for a particular service request. The SR number must be in the format `x-y` where `x` represents one digit and `y` represents multiple digits, for example, `3-543210001`.
 - Specify the `-diagnostic` parameter with SR and FILE options to view the status for a particular upload. FILE must include the name and the full path to the file that contains diagnostic information.
- **Execute Privileges:** Can be executed by `<ocm_install_root>` owner or user ROOT
 - **Prerequisites:** Oracle Configuration Manager must be running in **Connected** mode.
 - **Example 1**

```

<ocm_install_root>/ccr/bin/emCCR status
-diagnostic=SR=3-543219500,FILE=/scratch/test/support_info.zip
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----

```

```

SR Number          1234.222
Package Name       /scratch/test/support_info.zip
Start Time         02-Jan-2010 09:23:13
Submit Time        02-Jan-2010 09:23:13
Update Time        02-Jan-2010 09:23:20
Restarts           0
Status             COMPLETED
Time Elapsed       00:00:07

```

Example 2: When Diagnostic Checks Package Needs Property Definitions

```
<ocm_install_root>/ccr/bin/emCCR status
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle and/or its affiliates. All rights reserved.
```

```
-----
Start Date                24-Mar-2010 15:45:33
Last Collection Time      24-Mar-2010 15:49:59
Next Collection Time      25-Mar-2010 15:45:00
Collection Frequency      Daily at 15:45
Collection Status         idle
Log Directory             <ocm_install_root>/ccr/hosts/abc/log
Registered At            24-Mar-2010 14:45:13
Automatic Update         On
Collector Mode           Connected
Diagchecks Status        Needs configuration
```

```
Diagcheck errors:
[database, ABC]: Missing properties
Please run "configCCR -D [-T targetType [ -N targetName [-P propertyName]]]" to
configure the diagcheck properties.
```

- **Errors:** Some of the error messages you may see are the following:
 - Invalid SR format: This error occurs when the SR format does not match the required format of x-y where x is a single digit and y is multiple digits. To resolve this error, you must specify the SR number in the correct format.
 - No such diagnostic upload request exists. This error occurs if you run a `-diagnostic` command for a non-existent or invalid SR number or file name. To resolve this error, view the status of all submitted packages and specify the correct SR number or file name.
 - Could not access diagnostic upload data. This error occurs while reading or writing diagnostic upload data. To resolve this error, ensure that the diagnostic upload client has read and write permissions to the `OCM_CONFIG_HOME/state` directory.
 - The diagnostic upload state is not valid. Cannot perform the requested operation. Use `upload -diagnostic` to start fresh upload. This error occurs when the diagnostic package is corrupted. To resolve this error, use `emCCR clear -force` to clear the invalid upload request.
 - Invalid command. This error occurs when invalid arguments are specified on the command line. Use `emCCR help`, view all the command line options and enter the correct arguments.

6.14 emCCR stop

- **Usage:** Use this command to stop the Scheduler. When the Scheduler has been manually stopped, the Scheduler is not restarted automatically after a reboot or by the cron job. You must start it manually using the `emCCR start` command. If you run the `emCCR stop` command when a data collection or another command is in progress, a stop pending message is displayed. Once the command in progress is completed, the Scheduler will be stopped.
- **Execute Privileges:** Can be executed by `<ocm_install_root> owner`
- **Prerequisites:** You can use this command only if the Scheduler is already running.

- **Example:**

```
<ocm_install_root>/ccr/bin/emCCR stop
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
Oracle Configuration Manager Stopped...
```

- **Errors:** Some of the error messages you may see are:

- Access Denied - This error is displayed if you do not have the required privileges to run this command.
- Oracle Configuration Manager Not Registered With Oracle - In this case, you must register Oracle Configuration Manager with Oracle.
- Oracle Configuration Manager is Not Running - Restart the Scheduler using the emCCR start command.
- Stop Pending - a collection already in progress; the Scheduler will be stopped once the collection completes.

6.15 emCCR [-register] [-verbose] test

- **Usage:** Use this command to test the connection to the server at Oracle. If you specify the `-register` option, the client will be registered during the test. The `-verbose` option displays detailed information about the connection process. Both `-register` and `-verbose` arguments are optional.

- **Execute Privileges:** Can be executed by `<ocm_install_root>` owner

- **Prerequisites:**

- Oracle Configuration Manager is registered with Oracle.
- Oracle Configuration Manager must be running in **Connected** mode.

- **Example 1:**

```
<ocm_install_root>/ccr/bin/emCCR -register test
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
Verifying Proxy settings...
No Proxy host set.
Oracle Configuration Manager Server is: ccr.oracle.com
Resolving Oracle Configuration Manager Server address...
Connecting to Oracle Configuration Manager server...
Registering with Oracle Configuration Manager server...

Command successfully completed.
```

- **Example 2:**

```
<ocm_install_root>/ccr/bin/emCCR -verbose test
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
Verifying Proxy settings...
{main} [08:28:04.761] Conn: added module HTTPClient.RetryModule
{main} [08:28:04.771] Conn: added module HTTPClient.CookieModule
{main} [08:28:04.776] Conn: added module HTTPClient.RedirectionModule
{main} [08:28:04.782] Conn: added module HTTPClient.AuthorizationModule
```

```
{main} [08:28:04.783] Conn: added module HTTPClient.DefaultModule
{main} [08:28:04.789] Conn: added module HTTPClient.TransferEncodingModule
{main} [08:28:04.794] Conn: added module HTTPClient.ContentMD5Module
{main} [08:28:04.796] Conn: added module HTTPClient.ContentEncodingModule
No Proxy host set.
Oracle Configuration Manager Server is: ccr.oracle.com
Resolving Oracle Configuration Manager Server address...
Connecting to Oracle Configuration Manager server...
{main} [08:28:05.103] Conn: Creating Socket: ccr.oracle.com:7782
{main} [08:28:05.140] Demux: Initializing Stream Demultiplexor (6915075)
{main} [08:28:05.792] Conn: Sending Request:
GET /em/upload HTTP/1.1
Host: ccr.oracle.com
Connection: Keep-Alive, TE
TE: trailers, deflate, gzip, compress
User-Agent: RPT-HTTPClient/0.3-3
Accept-Encoding: gzip, x-gzip, compress, x-compress

{main} [08:28:05.804] Demux: Opening stream 18929195 for demux (6915075)
{main} [08:28:05.804] Conn: Request sent
{main} [08:28:05.804] Resp: Reading Response headers 18929195
{main} [08:28:05.805] Resp: Parsing Response headers from Request "GET
/em/upload": (18929195)

HTTP/1.1 200 OK
Date: Wed, 07 Jan 2010 17:32:47 GMT
Server: Oracle-Application-Server-10g/10.1.2.2.0 Oracle-HTTP-Server
Content-Length: 170
Cache-Control: private
Keep-Alive: timeout=5, max=999
Connection: Keep-Alive
Content-Type: text/xml; charset=windows-1252

{main} [08:28:05.808] Resp: Response entity delimiter: Content-Length
(18929195)
{main} [08:28:05.808] Conn: Protocol Version established: HTTP/1.1
Command successfully completed.
```

- **Errors:** Some of the error messages you may see are the following:
 - Access Denied: This error is displayed if you do not have the required privileges to run this command.
 - Cannot connect to the server.
 - Proxy server information is incorrect.
 - Proxy server is not available.

For other registration errors, refer to the error messages listed under the emCCR register command.

6.16 emCCR update_components

- **Usage:** Use this command to manually deploy any updates to the Oracle Configuration Manager client and deploy the Diagnostic Check package. You can either use the latest Oracle Configuration Manager distribution kit for the update or stage individual Oracle Configuration Manager packages in a local directory and deploy them by using this command. This command can be run in **Connected** or **Disconnected** mode. The syntax is as follows:

```
<ocm_install_root>/ccr/bin/emCCR update_components [-silent] -staged_dir
="Directory containing OCM packages" | -distribution="OCM installation kit
path"
```

- If the `-silent` parameter is used, no output is displayed on the screen. You will see the prompt on the screen when the command has been executed.
 - Use the `-staged_dir` parameter to specify the directory in which the Oracle Configuration Manager packages have been staged. For the Diagnostic Check package,
 - Use the `-distribution` parameter to specify the Oracle Configuration Manager kit that will be used for deployment.
- **Execute Privileges:** Can be executed by `<ocm_install_root>` owner
 - **Prerequisites:** None
 - **Example 1:** Sample output when staged directory contains one new package (`core.jar`) and an old package (`scripts.jar`).

```
<ocm_install_root>/ccr/bin/emCCR update_components -stage_dir=
"/scratch/updates/ocm_pkgs"
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
Deploying core - Version 10.3.3.0.0
scripts.jar is an old package. No update required.
```

Example 2: Sample output when staged directory does not contain any packages.

```
<ocm_install_root>/ccr/bin/emCCR update_components -staged_dir=
"/scratch/updates/ocm_pkgs"
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
No Oracle Configuration Manager packages are candidates for updating.
```

Example 3: Sample output with the `-distribution` parameter:

```
<ocm_install_root>/ccr/bin/emCCR update_components -distribution=
/scratch/distribution/ccr-Production-10.3.3.0.0-Linux-i386.zip
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
Deploying core - Version 10.3.3.0.0
Deploying engines - Version 10.2.7.1.0
Deploying metricdata - Version 10.2.4.0.3
Deploying scripts - Version 10.3.3.0.0
```

Example 4: Sample output when deploying a Diagnostic Checks package.

```
<ocm_install_root>/ccr/bin/emCCR update_components -staged_
dir=/scratch/user/diagcheck
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle and/or its affiliates. All rights reserved.
-----
Deploying diagchecks - Version 10.3.3.0.0
```

- **Errors:** Some of the error messages you may see are the following:
 - **Access Denied:** This error is displayed if you do not have the required privileges to run this command.

- Package not supported. This error occurs when the specified package is not supported by this platform or platform architecture. To resolve this error, download the latest packages which match target system's OS and processor architecture from My Oracle Support.
- Not a valid OCM distribution. This error occurs when the <filespec> specified with the `-distribution` parameter is not valid. Ensure that the distribution kit is valid and has not been corrupted.
- Not a valid OCM package. This error occurs when the directory specified in the `-staged_dir` parameter contains .jar files that are not OCM packages. This is an informational message and requires no action be taken.
- A package deployment issue was encountered. This indicates an error during the deployment of a package. The log file containing failure details is displayed. Review the log file to find out the exact reason for the error.
- No read access. This error occurs when you do not have permissions to read the target package or directory. Ensure that you have permissions to access the specified target package or directory.
- Qualifiers `-distribution` and `-staged_dir` are mutually exclusive This error occurs when you specify the `-distribution` and `-staged_dir` arguments together. You cannot specify both the arguments at the same time. Refer to [Section 6.7, "emCCR help"](#) for the correct syntax.
- Invalid directory specified for the `-staged_dir` qualifier. This error occurs if you specify the `$OCM_HOME/inventory` directory with `-staged_dir` qualifier. To resolve this error, specify a different directory for staging the packages.
- No Oracle Configuration Manager packages are candidates for updating. This error occurs when the specified directory does not contain any Oracle Configuration Manager packages.

6.17 emCCR upload

- **Usage:** Use this command to upload the configuration data to the Oracle repository especially when an upload has failed. The collection upload failure can occur in either interactive or scheduled collections. In interactive collections, you get an error indicating that there was a problem uploading the files. In the scheduled collections, the message is recorded in the `<OCM_CONFIG_HOME>/log/collector.log` file.

Collections, when already in connected mode, automatically upload collections.

- **Execute Privileges:** Can be executed by `<ocm_install_root>` owner or user ROOT
- **Prerequisites:**
 - Oracle Configuration Manager is registered with Oracle.
 - Configuration data must have been collected but not uploaded.
 - The Scheduler is already running.
 - Oracle Configuration Manager must be running in **Connected** mode.
- **Example:**

```
<ocm_install_root>/ccr/bin/emCCR upload
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
```

 Upload Done.

- **Errors:** Some of the error messages you may see are the following:
 - Access Denied: This error is displayed if you do not have the required privileges to run this command.
 - Oracle Configuration Manager Not Registered with Oracle: In this case, you must register Oracle Configuration Manager with Oracle.
 - Mandatory update available. Command failed.
 - Cannot connect with the server.
 - Handshake failure. You must register Oracle Configuration Manager.
 - Oracle Configuration Manager is Not Running - Restart the Scheduler using the `emCCR start` command.

6.18 emCCR upload -diagnostic

- **Usage:** Use this command to upload a file containing diagnostic information to the Oracle repository. You will be prompted for My Oracle Support credentials (user name and password).

Note: When specifying an e-mail address, avoid using UNIX characters that overlap with the TTY terminal settings in use. Otherwise an undefined resultant behavior may occur.

The file is generally a **.zip** file that contains all the files required to troubleshoot the specified SR (service request). This command can be run only in **Connected** mode. The syntax for this command is as follows:

```
emCCR upload -diagnostic=SR=<Service request number>,FILE=<Absolute path of
diagnostic package> [-restart] [-force]
```

- The `-restart` parameter is used for an upload that is incomplete or has been aborted. When you use this parameter, upload will continue from the last successful point in the previous upload.
- The `-force` parameter starts the upload from the beginning and overwrites anything on the server.
- **Execute Privileges:** Can be executed by `<ocm_install_root>` owner or user `ROOT`
- **Prerequisite:**
 - Oracle Configuration Manager is registered with Oracle.
 - Oracle Configuration Manager must be running in **Connected** mode.
- **Example:**

```
<ocm_install_root>/ccr/bin/emCCR upload
-diagnostics=SR=3-543210001,FILE=/scratch/test/support_info.zip
Oracle Configuration Manager - Release: 10.3.3.0.0 - Production
Copyright (c) 2005, 2010, Oracle. All rights reserved.
-----
My Oracle Support User Name: <e-mail address>
My Oracle Support User Password:           Initializing upload...
Starting upload...
```

```
Establishing connection to Oracle...
Uploading...
Upload completed.
```

```
Command successfully completed.
-----
```

- **Errors:** Some of the error messages you may see are the following:
 - Access Denied: This error is displayed if you do not have the required privileges to run this command.
 - Oracle Configuration Manager Not Registered with Oracle: In this case, you must register Oracle Configuration Manager with Oracle.
 - Cannot connect with the server.
 - Handshake failure. You must register Oracle Configuration Manager.
 - Invalid SR format: This error occurs when the SR format does not match the required format of x-y. To resolve this error, you must specify the SR number in the correct format. The SR number must be in the format x-y where x represents one digit; y represents multiple digits.
 - No such diagnostic upload request exists. This error occurs if you restart a `-diagnostic` command for a non-existent or invalid SR number or file name. To resolve this error, view the status of all submitted packages and specify the correct SR number or file name.
 - Could not access diagnostic upload data. This error occurs while reading or writing diagnostic upload data. To resolve this error, ensure that the diagnostic upload client has read and write permissions to the `OCM_CONFIG_HOME/state` directory.
 - The diagnostic upload state is not valid. Cannot perform the requested operation. Use `upload -diagnostic` to start fresh upload. This error occurs when the diagnostic package is corrupted. To resolve this error, use `emCCR clear -force` to clear the invalid upload request.
 - Invalid command. This error occurs when invalid arguments are specified on the command line. Use `emCCR help`, view all the command line options, and enter the correct arguments.
 - Could not open diagnostic package file (No such file or directory). This error occurs when Oracle Configuration Manager cannot locate the file specified on the command line. To resolve this error, ensure that the file is available in the specified directory and specify the absolute path to the file.
 - Could not open diagnostic package file (Permission denied). This error occurs when Oracle Configuration Manager cannot access the file specified on the command line. To resolve this error, ensure that you have Read permission on the specified directory.
 - Following error occurred (actual error). This error occurs due to an unexpected reason. See `OCM_HOME/log/collector.log` for the exact reason for the error.
 - Failed to create directory structure for diagnostic state. This error occurs when the diagnostic upload client failed to store upload state. This error may occur due to lack of permissions. Ensure that the upload client has write permissions to the `OCM_HOME/state` directory.

- Upload request already submitted. Please use `-force` to overwrite previous upload. This error occurs when you submit a second upload request for the same SR number and file name. In this case, you must use `emCCR clear` to clear the previous upload request and resubmit the upload request or use the `-force` option to overwrite the previous upload.
- Upload already in progress. This error occurs when you try to upload a package which is currently being uploaded. This upload may have been initiated from a different system and is using the same SR number and file name as the upload currently being attempted. You must either cancel the current upload or specify a different SR number.
- Error occurred in obtaining diagnostic upload endpoint URL for Oracle Configuration Manager. This error occurs when the upload client fails to obtain diagnostic receiver URL. Ensure that the `OCM_HOME/config/default/ccr.properties` or `OCM_HOME/config/ccr.properties` file contains `ccr.endpoint` property.
- This diagnostic package is already uploaded. Use `upload -diagnostic` to start fresh upload. This error occurs when you try to restart the upload of an already uploaded package. To upload an already uploaded package, you must submit a new upload request.
- Diagnostic package file modified since last upload. Use `upload -diagnostic` to start fresh upload. This error occurs when a package is modified during the upload procedure. It may also occur if you try to restart the upload of a package that has been modified since the last upload request. To upload the modified package, you must submit a new upload request.
- Could not recognize server response. This error occurs when the client could not interpret the server response. Check the `OCM_HOME/log/collector.log` file for more details.
- Maximum session time-out limit reached. The network connection is too slow. Please restart the upload to try again. This error occurs due to slow data transfer speed. Ensure that the upload bandwidth available at customer system is at least 56 kbps.
- An internal server error has occurred. This error occurs due to internal issues at the server. Check the `OCM_HOME/log/collector.log` file for more details.
- Unexpected error occurred during diagnostic upload. This error is caused due to unexpected errors that occurred when the diagnostic package was being uploaded. Check the `OCM_HOME/log/collector.log` file for more details.
- This feature is currently not supported. This error occurs when the requested operation is not supported.

6.19 configCCR

Usage:

Use this command to modify the configuration information using the command line interface. This command enables you to modify the registration credentials after Oracle Configuration Manager has been installed. You can also use this command to switch between **Connected** and **Disconnected** modes, and to configure Diagnostic Checks properties. The syntax is as follows:

```
configCCR [ -s ] [ -d | -C <OracleSupportHubUrl> ] [ -a | -r ] [<csi-number>
```

```
[<MyOracleSupportId> ]
configCCR [ -R <response-file> ]
configCCR -D [ -v ] [ -T <target type> [ -N <target name> [ -P <property name> ]]]
```

1. If you do not specify any arguments and you *can* connect directly to Oracle, you are prompted for credentials.


```
configCCR
```
2. If you do not specify any arguments but you *cannot* connect directly to Oracle, the following occurs:
 - a. You are prompted for credentials.
 - b. You are prompted for an Oracle Support Hub.
 - c. If you cannot access the Oracle Support Hub specified or you entered NONE, you are prompted for the proxy server.
 - Either enter a proxy server or type NONE.
 - If you entered NONE for both Oracle Support Hub and proxy server, Oracle Configuration Manager is configured in disconnected mode.
 - d. If you specified a proxy server but you still cannot access Oracle, you will be prompted for Oracle Support Hub again.
 - Supply the URL for the Oracle Support Hub or type NONE.

You will be prompted for Oracle Support Hub and possibly proxy server until there is connectivity to Oracle or you type NONE for both the Oracle Support Hub and proxy server.

Parameters

- The `-a` parameter configures Oracle Configuration Manager to run within the instance defined by the `ORACLE_CONFIG_HOME` environment variable or the current host.
 - If `ORACLE_CONFIG_HOME` is set to a valid directory, the Oracle Configuration Manager subdirectories are created in this directory, and the crontab entry (for UNIX platforms) or the service (for Windows platforms) for this instance is also created.
 - If `ORACLE_CONFIG_HOME` is *not* set, the Oracle Configuration Manager subdirectories are added to `<ocm_install_root>/ccr/hosts/<hostname>` (where `hostname` is the current host) and the crontab entry (for UNIX platforms) or the service (for Windows platforms) for this host is added.

You can pass the configuration information on the command line, otherwise you will be prompted for the credentials.

- The `-C URL` parameter defines the Oracle Support Hub used to connect to Oracle. If a proxy server is required to access the Oracle Support Hub, the user will be prompted for the proxy information.
- If you use the `-d` parameter, Oracle Configuration Manager will be switched to **Disconnected** mode. In this mode, configuration data is not collected automatically. This mode is useful when your computer does not have Internet access. You can manually collect the data using the `emCCR collect` option. For details, refer to [Section 6.3, "emCCR collect"](#). When the `-d` parameter is used, do not use the following qualifiers: `-C`, `-r`, and `-R`.

- The `-D` parameter configures missing diagnostic check properties. If you use the `-D` parameter without any qualifiers, you will be prompted for all required properties. The qualifiers associated with the `-D` parameter are:
 - The `-v` qualifier verifies that all target properties are properly configured, and no properties are missing.
 - The `-T` qualifier provides the target type for the target to be configured or verified. The `-T` qualifier is only used with the `-D` parameter.
 - The `-N` qualifier provides the target name for the target to be configured or verified. The `-N` qualifier is only used with the `-D` parameter. The `-T` qualifier must be specified.
 - The `-P` qualifier provides the target property name for the target to be configured or verified. The `-P` qualifier is only used with the `-D` parameter. The `-T` and `-N` qualifiers must be specified.
- The `-r` parameter removes Oracle Configuration Manager instance-specific data from the instance directory.
 - If `ORACLE_CONFIG_HOME` is set, the Oracle Configuration Manager subdirectories are removed from this directory, and the associated crontab entry (for UNIX platforms) or the service (for Windows platforms) is also removed.
 - If `ORACLE_CONFIG_HOME` is *not* set, the directory `<ocm_install_root>/ccr/hosts/<hostname>` (where `hostname` is the current host) is removed and the associated crontab entry (for UNIX platforms) or the service (for Windows platforms) is also removed.

Note: Parameters `-a` and `-r` are mutually exclusive. In a multi-host, shared home environment, no prerequisite steps are required to add or remove an instance home.

In a single host, shared file system environment, you must first set the `ORACLE_CONFIG_HOME` environment variable to the instance home being added or removed before running `configCCR -a` or `configCCR -r`.

- The `-R` parameter indicates the reconfiguration using the contents of the response file created using the `emocmrsp` utility. This parameter is mutually exclusive with the specification of the following on the command line: `-d` (disconnected mode), `-s` (signature accepted), and `CSI` and My Oracle Support User Name.
- The `-s` parameter indicates the acceptance of the Oracle Configuration Manager license agreement. This parameter is optional.
- The `CSI` and My Oracle Support User Name are optional and only used if you are using Oracle Configuration Manager in **Connected** mode or switching to **Connected** mode. All parameters can be specified on the command line. You will be prompted for any parameters that are not specified. After you specify the parameters, registration will be performed. If the registration fails, the original values for these parameters will be maintained.

If the `CSI` is not specified and you are using connected mode, you will be prompted for the My Oracle Support User Name and Password.

Execute Privileges

Can be executed by <ocm_install_root> owner. Only the same user as the owner of the <ocm_install_root> directory can configure additional Oracle Configuration Manager instances.

Restrictions

The following restrictions apply when you install Oracle Configuration Manager:

- When specifying an e-mail address, avoid using UNIX characters that overlap with the TTY terminal settings in use. Otherwise an undefined resultant behavior may occur.
- For Windows 2008, the user account control must be turned off when installing and using Oracle Configuration Manager. If user account control is on, Oracle Configuration Manager experiences permission errors during installations and other Oracle Configuration Manager operations.

Prerequisites

None

Examples

■ Example 1

This example demonstrates the use of the `configCCR` command without the use of parameters.

```
<ocm_install_root>/ccr/bin/configCCR
Provide your email address to be informed of security issues, install and
initiate Oracle Configuration Manager. Easier for you if you use your
My Oracle Support Email address/User Name.
Visit http://www.oracle.com/support/policies.html for details.
Email address/User Name: joe.smith@example.com
Provide your My Oracle Support password to receive security updates via your
My Oracle Support account.
Password (optional):

** Validating configuration changes with Oracle Configuration Manager server(s)
**
```

Usage:

joe.smith@example.com represents the My Oracle Support User Name

The user is prompted for the My Oracle Support Password which is not echoed.

■ Example 2

This example demonstrates the use of the `configCCR` command specifying CSI and My Oracle Support User Name.

```
<ocm_install_root>/ccr/bin/configCCR 123456 cust@customercorp.com

** Validating configuration changes with Oracle Configuration Manager server(s)
**
```

Usage:

123456 represents the Customer Support Identifier (CSI)

cust@customercorp.com represents the My Oracle Support User Name

■ Example 3

This example demonstrates the use of the `configCCR` command specifying the CSI. The user is prompted for My Oracle Support User Name.

```
<ocm_install_root>/ccr/bin/configCCR 123456
Configuration requires the following piece(s) of information.
  My Oracle Support User Name: cust@customercorp.com

** Validating configuration changes with Oracle Configuration Manager server(s)
**
```

Usage:

123456 represents the Customer Support Identifier (CSI)

cust@customercorp.com represents the My Oracle Support User Name

- **Example 4**

This example demonstrates the use of the `configCCR` command without parameters but where a proxy server is required. The proxy server being used requires authentication.

```
<ocm_install_root>/ccr/bin/configCCR
Provide your email address to be informed of security issues, install and
initiate Oracle Configuration Manager. Easier for you if you use your
My Oracle Support Email address/User Name.
Visit http://www.oracle.com/support/policies.html for details.
Email address/User Name: joe.smith@example.com
Provide your My Oracle Support password to receive security updates via your My
Oracle Support account.
Password (optional):
```

Unable to establish a network connection to Oracle. Specify the URL for an Oracle Support Hub in this format:

```
http[s]://<OracleSupportHubHost>:<OracleSupportHubPort>
If you do not wish to configure OCM through an Oracle Support Hub, enter NONE
Oracle Support Hub URL: http://host123.company.com:7654
```

Unable to establish a network connection to the Oracle Support Hub. If your systems require a local proxy server, enter the proxy server details in this format:

```
[<proxy-user>@]<proxy-host>[:<proxy-port>]
```

If you want to remain uninformed of critical security issues in your configuration, enter NONE

```
Proxy specification: ccr@jsmith-sun:8083
```

```
Proxy Password:
```

```
Proxy information verified, validating specified email value(s).
```

```
** Validating configuration changes with Oracle Configuration Manager server(s)
**
```

Usage:

ccr@jsmith-sun:8083 represents the proxy server information where: *ccr* is the proxy user, *jsmith-sun* is the proxy server, and *8083* is the proxy port.

joe.smith@example.com represents the My Oracle Support User Name. At the prompt, you enter the My Oracle Support Password. The password is not echoed.

- **Example 5**

This example demonstrates the use of the `configCCR` command configuring missing Diagnostic Checks properties.

```
<ocm_install_root>/ccr/bin/configCCR -D -T database -N ABC
Please enter the values for the following missing properties (Hit enter key to
skip configuring a property).
Target [database, ABC], Property name: MachineName
Please enter the property value: mysys.us.company.com
Target [database, ABC], Property name: Port
Please enter the property value: 1483
Target [database, ABC], Property name: SID
Please enter the property value: DBSID
Target [database, ABC], Property name: UserName
Please enter the property value:
Target [database, ABC], Property name: password
Please enter the property value:
```

Note: The username and password are not echoed to the console and they must be confirmed, that is, you must type the username and password a second time.

Usage:

database represents the target type

ABC represents the name of the target

Errors

Some of the error messages you may see are the following:

- Failure in registering with Oracle Configuration Manager server. Invalid credentials specified

The My Oracle Support User Name (e-mail address) or Password or both are incorrect. If you get this message three times when you are registering using `configCCR`, you will register in unauthenticated mode.
- This installation is already configured for Oracle Configuration Manager. Please remove existing configuration first.

Received when executing `configCCR -a` and the host or `ORACLE_CONFIG_HOME` has already been configured for Oracle Configuration Manager.
- `ORACLE_CONFIG_HOME` refers to a non-existent directory. Redefine `$ORACLE_CONFIG_HOME` to refer to the correct location or unset it if the configuration state is in the `ccr` directory tree.

The `ORACLE_CONFIG_HOME` environment variable is defined to a nonexistent directory. The user must redefine the variable to a valid directory and rerun the `configCCR` command.
- The Oracle Configuration Manager state/writable directory structure is incomplete. OCM is not configured for this host or `ORACLE_CONFIG_HOME`. Please configure OCM first.

Received when executing `configCCR -r` and the host or `ORACLE_CONFIG_HOME` has already been removed.
- The `configCCR` command cannot be executed as root. It can only be executed as the owner of the `ORACLE_HOME`.
- The Oracle Configuration Manager install can support only one instance.

The user is running a version of Oracle Configuration Manager that has been upgraded from a version prior to 10.3.3.0.0 and is attempting to configure a shared home. To use the shared home support, Oracle Configuration Manager must be deinstalled from the Oracle home and reinstalled.

- Invalid My Oracle Support credentials.

The My Oracle Support User Name (e-mail address) or Password or both are incorrect. If you get this message three times when you are registering using configCCR, you will register in unauthenticated mode.

Invalid CSI or My Oracle Support User Name will also return this error.

Troubleshooting Oracle Configuration Manager

This chapter explains how to enable debug logging, lists some of the errors that may occur while using Oracle Configuration Manager, and provides tips on how to troubleshoot these errors.

This chapter includes the following sections:

- [Section 7.1, "Enabling Debug Logging"](#)
- [Section 7.2, "Errors You May Encounter"](#)

7.1 Enabling Debug Logging

To enable debug logging by the collector, add the following property to the `collector.properties` file.

```
log4j.rootCategory=DEBUG, Rolling
```

If the `$ORACLE_CONFIG_HOME` variable was defined for the deployment of the collector, the location of the `collector.properties` file is the `$ORACLE_CONFIG_HOME/ccr/config` directory.

Otherwise, add the property to the `<INSTALLED_PRODUCT_ROOT>/ccr/hosts/<hostname>/config/collector.properties` file.

Note that debug logging of the collector consumes space. Once you have completed the debugging task, remove the added entry from the `collector.properties` file to resume the previous behavior.

To have Perl scripts generate debugging output when the collection is run, set `EMAGENT_PERL_TRACE_LEVEL=1` and run `emSnapshotEnv`.

7.2 Errors You May Encounter

This section describes some of the errors you may encounter while you work with Oracle Configuration Manager and provides possible solutions to these errors.

7.2.1 Insufficient Privileges While Running `installCCRSQL collectconfig`

When you run the `installCCRSQL.sh` script, it creates the `ORACLE_OCM` user and sets up a job to collect database configuration information. The `ORACLE_OCM` user requires `EXECUTE` privileges on `UTL_FILE` and `DBMS_SCHEDULER` for database versions 10g or higher, and on the `DBMS_JOB` for pre-10g databases. If these privileges are granted to `PUBLIC`, the `ORACLE_OCM` user inherits these privileges, otherwise

these privileges are explicitly granted when the `installCCRSQL.sh` script is executed. If the inherited privileges are revoked, the following errors indicating the lack of privileges will be logged in the `alert_log`:

```
ORA-12012: error on auto execute of job 52
ORA-04068: existing state of packages has been discarded
ORA-04063: package body "ORACLE_OCM.<package name>" has errors
ORA-06508: PL/SQL: could not find program unit being called
```

To resolve these errors, you must grant the missing EXECUTE privilege to the ORACLE_OCM user.

- For database versions 10g and higher, grant EXECUTE privileges on the UTL_FILE and DBMS_SCHEDULER packages to the ORACLE_OCM user by entering the following SQL*PLUS commands:

```
SQL> grant execute on UTL_FILE to oracle_ocm;
SQL> grant execute on DBMS_SCHEDULER to oracle_ocm;
SQL> ALTER PACKAGE oracle_ocm.MGMT_DB_LL_METRICS compile;
SQL> ALTER PACKAGE oracle_ocm.mgmt_config compile;
```

- For pre-10g databases, grant EXECUTE privileges on the DBMS_JOB package to the ORACLE_OCM user by entering the following SQL*PLUS commands:

```
SQL> grant execute on UTL_FILE to oracle_ocm;
SQL> grant execute on DBMS_JOB to oracle_ocm;
SQL> ALTER PACKAGE oracle_ocm.MGMT_DB_LL_METRICS compile;
SQL> ALTER PACKAGE oracle_ocm.mgmt_config compile;
```

7.2.2 ORA-04021 Error

There may be cases when the ORACLE_OCM user needs to be granted the required privileges during installation. While granting the privileges, the following error may occur in the `<ocm_install_root>/ccr/log/collectconfig<SID>.log`:

```
ORA-04021: timeout occurred while waiting to lock object SYS.<package like UTL_
FILE
```

This error may occur if another procedure is using the package for which the privileges are being granted. To resolve this error, retry the install when the package is not being used. This error may occur while granting privileges on UTL_FILE, DBMS_SCHEDULER, or DBMS_JOB.

7.2.3 ORA-01925 Error While Running installCCRSQL

This error may occur if the value of the MAX_ENABLED_ROLES initialization parameter has been exceeded. To resolve this error, you must increase the value of the MAX_ENABLED_ROLES parameter and restart the database as follows:

1. Edit the `init<sid>.ora` file where `<sid>` is the database system identifier and increase the value of MAX_ENABLED_ROLES. If a server parameter (spfile) has been used, alter the MAX_ENABLED_ROLES parameter by using the following SQL*PLUS command:

```
SQL>alter system set MAX_ENABLED_ROLES=<value> scope=spfile
```

2. Restart the database.

Once the database has been restarted, re-run the `installCCRSQL.sh` script.

7.2.4 Incorrectly Configured Hostnames Are Displayed on My Oracle Support with Only the Short Names

To ensure that hostnames are displayed with their fully qualified names on *My Oracle Support*, the `/etc/hosts` file must contain an entry that includes both the hostname and the domain in the following format:

```
<IP-Address> <Full-HostName> <Short-HostName>
```

For example:

```
10.10.10.10 myhost.mydomain myhost
```

If the `/etc/hosts` file has not been correctly configured, only the short name is displayed on *My Oracle Support*.

7.2.5 Oracle Configuration Manager Synchronization Messages

Oracle Configuration Manager does not allow you to run multiple commands simultaneously. If you attempt to do so, the following messages may be displayed:

- Message: **Another operation is in progress. Please wait...**

Description: There are several Oracle Configuration Manager commands that cannot run concurrently. If you try to run one of these commands while another command is in progress, the second command will not be executed until the first command is completed. A message indicating that another command is in progress is displayed. The second command will automatically be run when the first command is completed.

Commands: `emCCR collect`, `emCCR getupdates`, `emCCR update_components`, and `emCCR upload`

Action: Initially, take no action, the second command will be executed when the first command is completed. But if the command execution takes too long, a timeout will occur. If a timeout occurs, ensure there is no Oracle Configuration Manager activity by executing `emCCR stop` command. Delete the `ccr/state/collector.lock` file and restart the **Scheduler** by running the `emCCR start` command. If you are running the command in **Disconnected** mode, ensure that no collection or update is taking place and then delete the `ccr/state/collector.lock` file.

- Message: **Operation blocked, waiting...**

Description: You cannot run the `emCCR update_components` command if any other `emCCR` command is running. If you try to run the command, it will be blocked. You also cannot run any `emCCR` command while `emCCR update_components` is running as all other commands will be blocked.

Commands: `configCCR` and most of the `emCCR` commands

Action: Initially, take no action, the command will get executed when the current command is completed. If a timeout occurs, ensure that there is no Oracle Configuration Manager activity by executing `emCCR stop`. Delete the `ccr/state/semaphore.op*` and `ccr/state/semaphore.update*` files, and restart Oracle Configuration Manager by running `emCCR start`. If running the command in **Disconnected** mode, ensure no collection or update is taking place and delete the `ccr/state/semaphore.op*` and the `ccr/state/semaphore.update*` files.

- Message: **The Scheduler is down for upgrade.**

Description: While upgrading Oracle Configuration Manager, you cannot run any of the emCCR commands.

Commands: All emCCR commands

Action: Retry the commands later.

7.2.6 Errors in Oracle Database Trace File

The following errors in the Oracle Database Trace file denote that the ORACLE_OCM user account does not have Execute Privilege on the UTL_FILE located in the SYS.UTL_FILE package.

```
ORA-12012: error on auto execute of job xxxxx
ORA-04063: package body "ORACLE_OCM.MGMT_DB_LL_METRICS" has errors
ORA-06508: PL/SQL: could not find program unit being called:
"ORACLE_OCM.MGMT_DB_LL_METRICS"
ORA-06512: at line 1
```

To give Execute Privilege to the UTL_FILE, run the following SQL statement:

```
GRANT EXECUTE ON SYS.UTL_FILE TO ORACLE_OCM;
```

At the time of instrumentation of the database, Oracle Configuration Manager executes the ccr/admin/execocm.sql script. This script tests to see if PUBLIC access is granted to all the routines Oracle Configuration Manager needs access to. If PUBLIC access is *not* available, Oracle Configuration Manager grants specific access rights.

If you specifically *revoke* PUBLIC access after installation, you will need to rerun *at least* the execocm.sql script. Rerunning the collecconfig.sql script accomplishes the same result.

7.2.7 Upgrade Failure on Windows

When there is an Oracle Configuration Manager upgrade failure on the Windows environment, the log file is named update2.log.

7.2.8 Database Previously Collected But Now Dropped

Customers are seeing messages similar to the following message when a database that's been previously collected but is now dropped.

```
WARN: Oracle Configuration Manager database objects are not in sync with the
installed configuration collection scripts. Refer to the Installation and
Configuration documentation on reloading the SQL collection packages.
```

Use emCCR disable_target command. The emCCR status does not look at the list of disabled targets to determine whether it conforms to the list of targets for which it should check metadata.

7.2.9 Siebel Host Name Returned Twice

Customers are seeing the host names containing Siebel services twice: once with the long name and the second with the short name.

The Siebel topology is discovered from the host that runs the Siebel Gateway Server. A host definition is created and uploaded to Oracle services with the intent that the host configuration definition will rendezvous at Oracle when an Oracle Collection Manager collector is installed on the physical host where the Siebel service runs.

Due to host network configuration, the name of the host is returned as different strings; one from the gateway server and another from the physical host.

It is required that all hosts within the Siebel topology be configured to return full canonic names for hosts. This is true for the Siebel Gateway server, as well as from all hosts containing Siebel services.

Reconfigure your host network to return the full canonic name for the local host. On the Gateway Server, the network configuration must return the full canonic name for all hosts that are known to participate in a Siebel system defined by the Gateway Server.

7.2.10 Oracle Configuration Manager Configuration Fails for Cloned Home on a Downgraded OS

The following text explains how to correctly reconfigure an Oracle Configuration Manager Collector after a clone operation.

Cloning operations can be performed a number of ways. Assuming the clone step results in an effective copy of the `$ORACLE_HOME/ccr` directory to a different directory, the following steps should be performed:

1. Edit the `ccr/hosts/<hostname>/collector.properties` file
Change the `ccr.binHome` property to refer to the new path for the `$ORACLE_HOME/ccr` directory.
2. Copy the `$ORACLE_HOME/ccr/inventory/core.jar` file to `$ORACLE_HOME/ccr/inventory/pending/core.jar`
3. Invoke the redeployment and relink of the collector core:
`$ORACLE_HOME/ccr/bin/deployPackages`
4. Reconfigure the collector:
 - a. `$ORACLE_HOME/ccr/bin/configCCR -r`
 - b. `$ORACLE_HOME/ccr/bin/configCCR -a`

7.2.11 CCR Configuration Failure During Installation of Oracle Database Release 11.2 on Linux x86-64

Installation of the Oracle Configuration Manager fails, with the following error in `$ORACLE_HOME/ccr/hosts/<hostname>/log/install-core-*.log`, indicating a relink issue. The log file contains records such as:

```
skipping incompatible /usr/lib64/gcc/x86_64-suse-linux/4.3/libgcc.a when
searching for -lgcc
/usr/lib64/gcc/x86_64-suse-linux/4.3/../../../../x86_64-suse-linux/bin/ld:
cannot find -lgcc
collect2: ld returned 1 exit status
```

The problem occurs on a 64-bit Linux system where the 32-bit libraries are not installed. Install the 32-bit gcc RPM and reconfigure the Oracle Configuration Manager using the command line interface:

```
$ORACLE_HOME/ccr/bin/setupCCR
```

Shared Homes

A shared home is an installation of an Oracle product that can be used and accessed by multiple hosts, or across multiple software installations on a single host.

This appendix explains how to use shared homes in the following sections:

- [Section A.1, "About Shared Homes"](#)
- [Section A.2, "Types of Shared Homes"](#)
- [Section A.3, "Multiple Copies of a Software Installation on a Single Host"](#)
- [Section A.4, "Single Software Installation on Multiple Hosts"](#)

A.1 About Shared Homes

A shared home is an installation of an Oracle product that can be used and accessed by multiple hosts, or across multiple software installations on a single host. A shared home has two components:

- Executables components that reside in ORACLE_HOME
- Configuration component. ORACLE_CONFIG_HOME points to the configuration data.

Shared Homes are only used when configuration files *must* be placed in a separate location from the common executables. Examples of products that use shared homes are Fusion Middleware and E-Business Suite (other than release 12).

The following are special notes regarding shared homes:

- The need to use a shared home is the exception rather than the rule. Most products do not use shared homes, so Oracle Configuration Manager installations will *not* need to configure shared homes, that is, installing with the ORACLE_CONFIG_HOME variable set. ORACLE_CONFIG_HOME is the environment variable used to define the location of installation-specific data in a shared home environment.
- Sharing software files does *not* constitute a shared home. Multiple database instances on a **single** host is not a shared home.
- Configuring Oracle Configuration Manager for shared home support is necessary only when the product home where Oracle Configuration Manager is being installed was itself installed and configured as a shared home.
- For each ORACLE_CONFIG_HOME, the associated Oracle Configuration Manager runs its own Scheduler process. On Windows, Oracle Configuration Manager Scheduler has a service for each ORACLE_CONFIG_HOME. The name of the service is:

```
Oracle<OHN><x>_<OCH>ConfigurationManager
```

where OHN is the Oracle Home Name
x is the letter referring to the drive
OCH is the ORACLE_CONFIG_HOME path where :\ and \ are converted
to underscores (_).

Important: If you are upgrading from an existing version of Oracle Configuration Manager that is prior to release 10.2.7, you cannot take advantage of shared home functionality. This functionality is only available with a new installation of Oracle Configuration Manager release 10.2.7 or later.

To use the shared home feature, you must deinstall the current installation of Oracle Configuration Manager and then reinstall Oracle Configuration Manager release 10.2.7 or later.

A.2 Types of Shared Homes

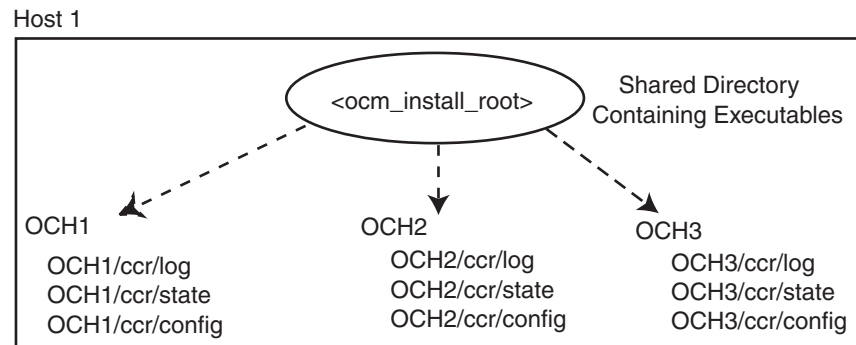
There are two types of shared homes:

- Multiple copies of a software installation on a single host.
Notice that there is one base installation with other installations on this host sharing the base installed software. When multiple installations exist on a single host, Oracle Configuration Manager *must* be added to each installation where data is to be collected.
- Single software installation on multiple hosts. This installation takes advantage of a shared file system, for example, NFS. There is a set of common files and directories (shared home) and a set of installation-specific directories.

A.3 Multiple Copies of a Software Installation on a Single Host

A shared home can reside on a single host and consist of a directory for the common files and individual directories for the installation-specific data. The ORACLE_CONFIG_HOME variable is set to the location of the installation-specific data. In this environment, Oracle Configuration Manager will be installed into the main directory (<ocm_install_root> directory), where the common files reside. See [Figure A-1](#).

For each installation configured to use Oracle Configuration Manager, a ccr directory will be created in ORACLE_CONFIG_HOME to store Oracle Configuration Manager installation-specific information. Each installation has its own set of Oracle Configuration Manager configuration data, log data, and collected data.

Figure A-1 Multiple Copies of a Software Installation on a Single Host

Key:

OCHx = ORACLE_CONFIG_HOME for Fusion Middleware x

Executables = Shared libraries, scripts, binaries, unchangeable files, and so on

For each instance:

- 1) Set ORACLE_CONFIG_HOME to instance directory
- 2) Execute <ocm_install_root>/bin/configCCR -a

Once installed and configured, Oracle Configuration Manager can collect configuration data for each of the shared homes.

In addition to collecting and uploading configuration data, Oracle Configuration Manager also checks if any software updates to the Oracle Configuration Manager client are available. If updates are available, Oracle Configuration Manager downloads these updates and refreshes the Oracle Configuration Manager software installed on the customer's system.

A.3.1 Command Execution

If the environment contains multiple software installations on a single host which reference a shared home, the ORACLE_CONFIG_HOME variable *must* be set prior to executing any emCCR commands. This variable determines which software installation is referenced when the emCCR commands are run.

Important: When running Oracle Configuration Manager in a shared home environment where multiple installations reside on a single host, set ORACLE_CONFIG_HOME to the location of the installation-specific data prior to running *any* emCCR command.

To execute any emCCR command for a specific ORACLE_CONFIG_HOME, perform the following steps:

```

setenv $ORACLE_CONFIG_HOME <home_dir>
<ocm_install_root>/ccr/bin/emCCR <command>
  
```

A.3.2 Location of Data

When Oracle Configuration Manager is configured for multiple software installations on a single host, the configuration, logging, and state information is stored on a per ORACLE_CONFIG_HOME basis. This information can be found in the following directories:

- ORACLE_CONFIG_HOME/ccr/config contains configuration files

- ORACLE_CONFIG_HOME/CCR/log contains log files
- ORACLE_CONFIG_HOME/CCR/state contains state files and collected data
- ORACLE_CONFIG_HOME/CCR/state/review/targetMap.xml file summarizes the data that was collected
- ORACLE_CONFIG_HOME/CCR/state/review contains output of a harvester job

A.4 Single Software Installation on Multiple Hosts

When the configuration is a single installation on multiple hosts, Oracle Configuration Manager is installed into the <ocm_install_root> directory. There is a set of common files and directories (shared home) and a set of installation-specific directories (log, state, config).

A directory is created for each host in <ocm_install_root>/CCR/hosts to store the installation-specific data.

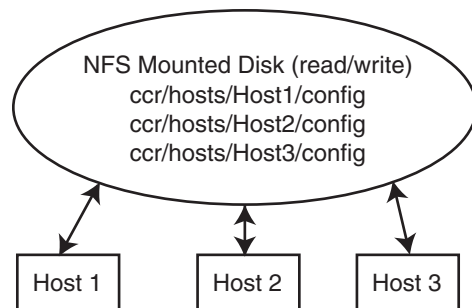
Once installed and configured, Oracle Configuration Manager can collect configuration data for the <ocm_install_root> directory and the hosts on which it is installed.

In addition to collecting and uploading configuration data, Oracle Configuration Manager also checks if any software updates are available for the Oracle Configuration Manager. If updates are available, Oracle Configuration Manager downloads the updates and refreshes the Oracle Configuration Manager software installed in the <ocm_install_root> directory.

A.4.1 Shared Home Installation on a Writable Network Location (Read/Write)

One common practice with this type of shared homes is to install software binaries on a writable (read/write) network file system on a master host. All hosts refer to this network resource for accessing the software. See [Figure A-2](#).

Figure A-2 Single Software Installation on Multiple Hosts (Read/Write)



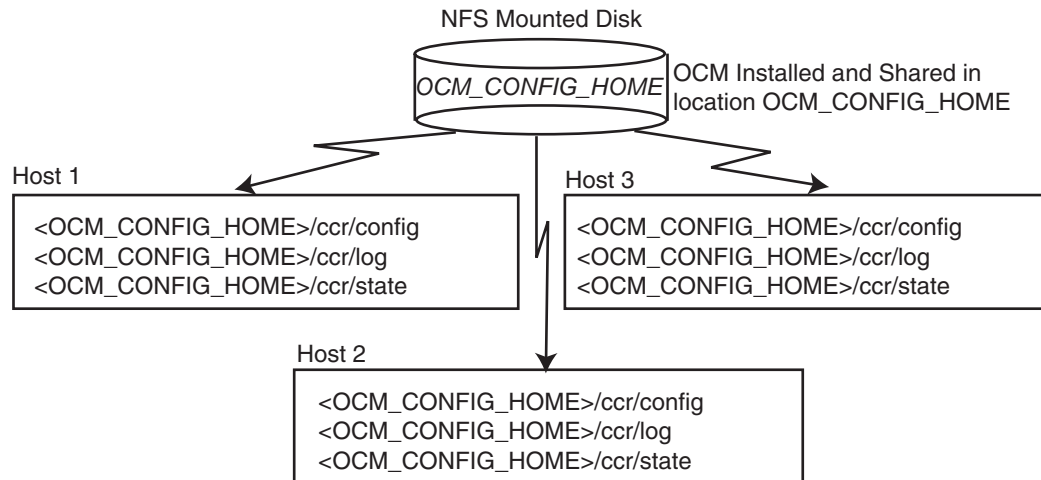
Oracle Configuration Manager release 10.2.7 and later supports this type of shared home.

Perform the following steps:

1. To Set Up the Binaries Directory

The following is to be performed once on the system designated as the master:

- a. Install Oracle Configuration Manager on a host with a network file system in a directory with write access. For ease, the software installation should be in disconnected mode (for example, `setupCCR -s -d`).

Figure A-3 Single Software Installation on Multiple Hosts (Read Only)**Key:**

<OCM_CONFIG_HOME> represents the directory in which the Oracle Configuration Manager common code is installed.

On each host, execute the <OCM_CONFIG_HOME>/ccr/bin/configCCR -a command to configure Oracle Configuration Manager for the host

Oracle Configuration Manager release 10.2.7 and later supports this type of shared home. However, because the binary directory is read-only, the automatic update feature of Oracle Configuration Manager must be disabled. Any subsequent updates must be performed manually.

Perform the following steps:

1. To Set Up the Binaries Directory

The following is to be performed once on the system designated as the master:

- a. Install Oracle Configuration Manager on a host with a network file system in a directory with write access. For ease, the software installation should be in disconnected mode (for example, `setupCCR -s -d`).
- b. Remove the configuration of the master host using the command: `<ocm_install_root>/ccr/bin/configCCR -r`
- c. Mount the location as READ-ONLY.

2. To Configure the Hosts

On each host that will be using Oracle Configuration Manager to collect configuration data, perform the following:

- a. Mount the NFS file system on the host.
- b. Identify the directory where the application configuration files are stored. This is where the host-specific Oracle Configuration Manager files will also be stored.
- c. Set `ORACLE_CONFIG_HOME` variable to the directory specified in the previous step.
- d. Execute the command: `<ocm_install_root>/ccr/bin/configCCR -a`
- e. Specify My Oracle Support credentials.

- f. Because this is a read-only system, turn off auto updates for each shared home by executing the following command:

```
<ocm_install_root>/ccr/bin/emCCR automatic_update off
```

3. To Apply Updates

When an Oracle Configuration Manager update is available, it must be applied manually.

The update is performed by:

- a. Enabling write access from the master host. Only perform updates from one shared home.
- b. ORACLE_CONFIG_HOME should be set to a shared home directory where Oracle Configuration Manager has been configured.
- c. Executing the command: `<ocm_install_root>/ccr/bin/emCCR getupdates`
- d. Remounting the file system for read-only access.

A.4.2.1 Command Execution

If Oracle Configuration Manager is configured for a single software installation shared by multiple hosts, the user must be on the desired host when the command is executed:

Identify the directory where the host-specific Oracle Configuration Manager files will be stored. Set the ORACLE_CONFIG_HOME variable to this directory.

```
setenv ORACLE_CONFIG_HOME <ORACLE_CONFIG_HOME directory>  
<ocm_install_root>/ccr/bin/emCCR <command>
```

A.4.2.2 Location of Data

When Oracle Configuration Manager is configured for a single software installation used by multiple hosts, the configuration, logging, and state information is stored on an ORACLE_CONFIG_HOME. This information can be found in the following directories:

- ORACLE_CONFIG_HOME/ccr/config contains configuration files
- ORACLE_CONFIG_HOME/ccr/log contains log files
- ORACLE_CONFIG_HOME/ccr/state contains state files and collected data

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- [Section B.3, "JRE/tools.jar 1.4.2"](#)
- [Section B.4, "JSSE 1.0.3"](#)
- [Section B.5, "Jython 2.1, 2.2, 2.2.1"](#)
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Index

A

Apache Commons FileUpload 1.2.1 license, B-5
Apache Commons IO 1.4 license, B-5
Apache Software license, version 1.1, B-1
Apache Software license, version 2.0, B-2
APPL_TOP, 2-2
automatic update, 5-2

B

broadcast address, disabling, 5-3

C

cloned home, 3-16
collectconfig, 4-3
collecting configuration data
 disconnected mode, 5-2
collection of db columns
 disabling, 5-3
collection of NFS disk information
 enabling, 5-3
commands
 configCCR, 1-3, 3-1, 6-20
 emCCR -annotation="annotation string"
 collect, 6-4
 emCCR automatic_update, 5-2
 emCCR automatic_update on / off, 6-2
 emCCR clear, 6-2
 emCCR collect, 1-3, 3-2, 5-1, 6-3
 emCCR disable_diagchecks, 6-5
 emCCR disable_target, 6-5
 emCCR enable_diagchecks, 6-4
 emCCR getupdates, 5-3, 6-6
 emCCR help, 6-6
 emCCR hold, 6-8
 emCCR register, 6-8
 emCCR -register test, 6-13
 emCCR resume, 6-9
 emCCR set collection_interval, 5-2, 6-9
 emCCR start, 5-1, 6-10
 emCCR status, 5-1
 emCCR status -diagnostic, 6-11
 emCCR stop, 5-1, 6-13
 emCCR update_components, 5-2, 6-15

emCCR upload, 6-16
emCCR upload -diagnostic, 6-17
emCCR -verbose test, 6-13
configuration collection
 instrumenting databases, 3-17
configuration data
 manual collection, 5-1
connectivity to Internet
 direct, 3-5
creating
 response file, 5-4
Customer Support Identifier (CSI), 3-3, 4-2

D

database configuration
 post-installation, 3-16
databases
 instrumenting for configuration collection, 3-17
 pre-9.2, 3-16
 removing OCM instrumentation, 3-19
disabling
 collection of db columns, 5-3
distribution file, 3-4, 4-2

E

enabling
 collection of NFS disk information, 5-3
environment variables
 verifying, 5-5

F

features, new, 1-1

H

homes
 shared, 1-3, 2-1, A-1

I

iAS, 2-2
initialization parameter
 job_queue_process, 3-16

- installation considerations
 - JD Edwards EnterpriseOne, 2-4
 - Oracle Business Intelligence Enterprise Edition, 2-3
 - Oracle E-Business Suite, 2-2
 - Oracle Hyperion Enterprise Performance Management System, 2-4
 - Oracle Retail Product Line, 2-3
 - PeopleSoft, 2-4
 - Siebel Customer Relationship Management, 2-4
- installCCRSQL.sh, 3-16, 4-3, 7-1
- IP address, disabling, 5-3

J

- Jakarta Regexp 1.2 license, B-5
- JAVA_HOME, 2-1
- JD Edwards EnterpriseOne installation considerations, 2-4
- JRE/tools.jar 1.4.2 license, B-6
- JSSE 1.0.3 license, B-6

L

- licenses, third-party, B-1
- Linux Installation, 3-14

M

- MAC address, disabling, 5-3
- mass deployment
 - Network File System (NFS), 4-1
 - Oracle Enterprise Manager Grid Control, 4-2, 4-3
- Mass Deployment Utility, 4-1
- modes
 - connected, 1-2, 3-16, 5-2, 6-2, 6-3, 6-4, 6-5, 6-6, 6-8, 6-10, 6-11, 6-13, 6-16
 - disconnected, 1-3, 3-2, 3-10, 3-16, 5-2, 6-3, 6-4, 6-5, 6-6
 - unauthenticated, 1-2
- My Oracle Support User Name, 4-2

N

- NFS, 5-3

O

- OCM_CONFIG_HOME, viii
- ocm_install_root, viii, 3-6, 4-1, A-2, A-4
- OEL
 - installing and upgrading OCM on, 3-14
- Oracle Business Intelligence Enterprise Edition installation considerations, 2-3
- Oracle Configuration Manager, 1-1
- Oracle E-Business Suite, 2-2, 3-6, 3-18, 3-19, 4-3
 - AutoConfig, 2-3
 - ebs_collectconfig, 4-3
 - installation considerations, 2-2
 - Rapid Wizard, 2-3
- Oracle Enterprise Manager Grid Control, 4-2

- Oracle Hyperion Enterprise Performance Management System installation considerations, 2-4
- Oracle Management Agent, 4-3
- Oracle Real Application Cluster (RAC), 3-17
- Oracle Retail Product Line installation considerations, 2-3
- Oracle Support Hub
 - connection settings, 3-12
 - no direct connectivity to Internet, 3-5
- Oracle Universal Installer, 3-10
- ORACLE_CONFIG_HOME, viii

P

- PeopleSoft installation considerations, 2-4
- PERL Interpreter 5.8.3 license, B-7
- pre-9.2 databases, 3-16
- pre-installation requirements, 2-1
- proxy server, 1-2
 - connection settings, 3-12
 - no direct connectivity to Internet, 3-6

R

- requirements
 - pre-installation, 2-1
- response file, 3-4
 - creating, 5-4
- root user, 6-1, 6-7
- RPM Package Manager, 3-14

S

- Scheduler, 5-1, 6-12
 - using to collect configuration data, 5-1
- scripted installation, 3-4
- Secure Copy (SCP), 4-2
- Secure Shell (SSH), 4-2
- setupCCR, 3-2, 3-4, 3-6
 - sample command output, 3-6
- shared homes, 1-3, 2-1, A-1
 - installing in, 3-15
 - types of, A-2
 - uninstalling OCM, 3-20
- SID, 3-18
- Siebel Customer Relationship Management installation considerations, 2-4
- software updates, A-3, A-4
- SYSDBA, 3-18
- system architecture, 1-1

T

- Troubleshooting Oracle Configuration Manager, 7-1 to 7-5

U

- unauthenticated registration, 3-5

uninstalling
 OCM in shared homes, 3-20
 OCM in single instance home, 3-19
updating Oracle Configuration Manager, 5-2

