Oracle® Auto Service Request
Quick Installation Guide
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Oracle Auto Service Request (ASR) is designed to automatically open Oracle Service Requests when specific faults are detected on Oracle products that are qualified for ASR. This document provides quick installation instructions for setting up the ASR Manager and for configuring ASR Assets:

- **Set Up the ASR Manager**
  - Install Oracle ASR Package
  - Register the ASR Manager
  - ASR Auto Update
  - Enable HTTP Receiver for ASR Manager Relay, Solaris 11, and VOP

- **Set Up ASR Assets**
  - Install ASR Asset Bundle
  - Configure Fault Telemetry Destinations
  - Activate ASR Assets
  - Activate and Register ASR Assets for Solaris 11 Systems
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- **Resources**

**Note:** Refer to the *Oracle Auto Service Request Installation and Operations Guide* for a complete list of prerequisites and requirements:

Examples presented in this document of ASR commands assumes you have updated the `PATH` environment variable to include the `asr` command:

```
PATH=$PATH:/opt/asrmanager/bin
export PATH
```

1 **Set Up the ASR Manager**

You must first set up the ASR Manager before you set up and configure ASR Assets.

**Note:** You must log in as root to install all ASR components.
1.1 Install Oracle ASR Package
To install Oracle ASR on a server running Oracle Solaris or Linux:

1. Download and unzip the ASR package (see Doc ID 1185493.1 on My Oracle Support). As root:
   - Solaris: `pkgadd -d asrmanager.[version_num].pkg`
   - Linux: `rpm -i asrmanager.[version_num].rpm`

2. As the installation progresses, you are prompted to make several selections, including:
   - When prompted: "... select all packages to process," press [Return] to select all packages.
   - When prompted: "... install conflicting files," enter Y.
   - When prompted: "... scripts will be executed with super-user permission during the process of installing this package," enter Y.

3. Enable HTTP Receiver for ASR Manager Relay, Solaris 11, and VOP.

1.2 Register the ASR Manager
To register the ASR Manager with Oracle:

1. As root on the ASR Manager system, run:
   ```
   asr> register
   ```

2. If you are using a proxy server to access the Internet, then enter the proxy server information. If you are not using a proxy server, then enter a hyphen (-).

3. When prompted, enter your My Oracle Support user name and password. ASR will validate the login. Once validated, the registration is complete.

   Note: Passwords are not stored.

1.3 ASR Auto Update
Once installed and registered, Oracle ASR provides the functionality to check the ASR software update server for any software updates. If there is a newer version, it will (by default):

- Automatically download and install the latest Oracle ASR software bundle.
- Send an e-mail notification that installation is complete or if there was any problem encountered.
- Store the previous version of Oracle ASR to the `/var/opt/SUNWsasm/backup` directory.

If necessary, you can disable the Auto Update feature:

```asr> disable_autoupdate```
1.4 Enable HTTP Receiver for ASR Manager Relay, Solaris 11, and VOP

The ASR Manager can be configured as a relay for other ASR Managers, Solaris 11 servers, and Virtual Operator Panel (VOP) for tape library products.

To enable this capability, use the `asr enable_http_receiver` command. Select a port for the HTTP receiver that is appropriate for your network environment and does not conflict with other network services. To show the current HTTP receiver configuration port and status, run:

```
asr> show_http_receiver
```

Follow the procedure below to enable the HTTP receiver for Solaris 11 ASR Assets. Make sure you are logged in to the ASR Manager system as root.

1. After installing Oracle ASR on the ASR Manager, enable the HTTP receiver:

```
asr> enable_http_receiver -p <port_number>
```

   **Note:** If you need to disable the HTTP receiver, run:

```
asr> disable_http_receiver
```

2. Verify the HTTP receiver is up and running. In a browser, go to:

```
http://<asr_manager_host>:<port_number>/asr
```

A message will display indicating that the HTTP receiver is up and running.

   **Note:** If you need to use HTTPS, see the Oracle Auto Service Request Installation and Operations Guide for instructions.

2 Set Up ASR Assets

Once you have set up the ASR Manager, follow the instructions below to install, configure, register and activate your qualified ASR Assets.

   **Note:** An ASR Manager can also be activated as an ASR Asset. See the Oracle Auto Service Request Installation and Operations Guide for more information and special considerations:

2.1 Install ASR Asset Bundle

1. Copy the `ASRAssetBundle.tar` to each asset requiring OHMP and/or Solaris 10 FMA fault telemetry.

2. As root on the ASR Manager system, go to the `/opt/asrmanager/asrassetbundle` directory and make sure a copy of the `ASRAssetBundle.<version_num>.tar` file is available on each ASR asset system.

3. As root on the ASR Asset system, unzip and untar the file.
2.2 Configure Fault Telemetry Destinations

The ASR Manager can receive telemetry from multiple sources (such as ILOM and FMA). Check the list of qualified hardware to verify the fault telemetry source needed for each asset identified.

For instructions for configuring all supported types of fault telemetry, see the Oracle Auto Service Request Installation and Operations Guide

2.2.1 Enable Integrated Lights Out Manager (ILOM) Telemetry

Follow the procedures below to enable ILOM telemetry. It is assumed that a network connection to the platform’s dedicated service processor (SP) is connected and configured. Do not continue with the installation unless you have confirmed the initial ILOM setup.

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**Note:** Some platforms support Sideband Management, which enables support for ILOM telemetry through a host network port.

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1. Open a terminal window and ssh to the IP address of the ILOM network interface:
   
   ```
   ssh IP_address_of_ILOM_interface
   ```

2. Log in as root.

3. Because ILOM supports up to 15 user-configurable alert rules, run the following command to determine an available alert rule slot.
   - For Rack Mount Servers and Blades:
     ```
     -> show /SP/alertmgmt/rules/x
     ```
   - For the Sun Blade 6000 Chassis:
     ```
     -> show /CMM/alertmgmt/rules/x
     ```

4. Once you have an available rule, configure the following:
   ```
   set destination=<IP address of ASR manager>
   set destination_port=162
   set type=snmptrap
   set level=minor
   set snmp_version=2c
   set community_or_username=public
   show /SP/alertmgmt/rules/x to confirm these parameters
   ```

5. Confirm that SNMP services are enabled:
   ```
   show /SP/services/snmp
   ```
   Verify that the "port" is **161** and that "v2c" is **enabled**.

6. Repeat for each ASR Asset using ILOM.

2.2.2 Enable FMA Telemetry (Solaris 10 Only)

1. To launch the ASR Asset Menu, as root on the asset system, go to the directory where the ASRAssetBundle.<version_num>.tar file is uncompressed and run:
   ```
   asrassetbundle/asrassetmenu.sh
   ```
2. From the Asset Menu, select 3 to enable Solaris 10 SNMP trap destination (management host).
   - For the prompt "Please enter Hostname or IP Address of ASR Manager," enter the hostname or IP for the installed ASR Manager system.
   - For the prompt "Please enter SNMP port of ASR Manager (q to quit) [162]," press [Return] or enter another port if you have changed your port settings for ASR.
   - For the prompt "Do you want to set trap-destination [y,n,q]," enter Y and press [Return].
3. Repeat for each ASR Asset.

   **Note:** This step does not apply to M-series, X6270, or X6275 systems.

2.3 Activate ASR Assets

1. Open a terminal window and log in as root on the ASR Manager system.
   **Important:** Activating ASR Assets is not done on the assets themselves but on the ASR Manager system only.
2. Run the following activate command for each ASR Asset. Be sure to use the IP or hostname of the ASR Asset system.
   ```bash
   asr> activate_asset -i [IP_Address]
   
   or
   
   asr> activate_asset -i [hostname]
   ```

   As some servers require both ILOM and Solaris FMA fault telemetry the `asr activate_asset` command must be run twice, once to each sources IP or hostname.

   **Note:** To activate Sun Blade Systems and Chassis ASR Assets (for both Solaris 10 and Solaris 11), see the Oracle Auto Service Request Installation and Operations Guide.

2.4 Activate and Register ASR Assets for Solaris 11 Systems

Follow the steps below to active ASR Assets for Solaris 11 systems:

1. Log in to the ASR Asset as the root user.
2. Run the following command to register the endpoint URL:
   ```bash
   asradm register -e http://[asr_manager_host]:[port_number]/asr
   ```
3. Enter your Oracle SSO user name and password.
4. Run the `asradm list` command to view the status.
5. Log in to My Oracle support to complete the activation. See Approve ASR Assets in My Oracle Support.
6. To send a test e-mail:
   ```bash
   asradm send test [email.address@mycompany.com]```
2.5 Approve ASR Assets in My Oracle Support

You will need either CUA or Asset Admin roles to update/approve ASR activation requests. To complete the installation of Oracle ASR:

2. In the My Oracle Support Dashboard, click the More... tab. Then select Settings from the menu.
3. In the Settings pane on the left of the window, select Assets (located under the Administrative submenu). For your Support Identifier, select ASR Status from the sort filter, then select Pending from the All Statuses drop-down menu:

**Note:** By default, all support identifiers that you are associated with are displayed. If this list of assets is long, you can limit the display to show only assets associated to one support identifier.

You can filter and sort on asset columns to find the assets you are interested in.

4. You can approve a Pending asset two ways:

   - **Activate via Asset Toolbar.** Click the asset’s serial number to display a toolbar, which includes an option to Approve. Click Approve to enable ASR for the asset.

   **Note:** You can use the Asset Toolbar to update multiple assets:

   1. Click the checkbox of each asset.
   2. Click the first asset then shift-click another asset to select all the assets in a range.

   - **Activate via Asset Details**

     At the bottom of the Asset pane, there is a “Show Asset Details” option. Click an asset’s serial number and then Show Asset Details to update information about the asset.

     Required fields for ASR Asset activation are indicated by an asterisk (*). You should update and verify all required fields.

3 Resources

- Oracle ASR product page: [http://www.oracle.com/asr](http://www.oracle.com/asr)
- Oracle ASR user documentation:
ASR Documentation Library
http://docs.oracle.com/cd/E37710_01/index.htm

My Oracle Support: https://support.oracle.com
- Download Oracle ASR software from My Oracle Support. See Doc ID 1185493.1.
- How to activate ASR within My Oracle Support (Doc ID 1329200.1)

4 Third-Party Licenses
Oracle Auto Service Request (ASR) includes third-party products. For a complete list of the licensed third-party products, see Appendix C, "Third-Party Licenses," of the Oracle® Auto Service Request (ASR) Manager User's Guide:
http://docs.oracle.com/cd/E37710_01/install.41/e18475/toc.htm

5 Documentation Accessibility
For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support
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