Oracle® Configuration Manager

Quick Start Guide

Release 10.3.2.1

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This document provides instructions on installing and configuring Oracle Configuration Manager (OCM), and uploading product configurations for use by configuration management capabilities of My Oracle Support. To get started on these capabilities, refer to the *My Oracle Support Getting Started Guide*. You can find this guide by clicking the Collector tab in My Oracle Support, go to the **Using It** section, and click the **Getting Started** link.

This document is an abridged form of the *Oracle Configuration Manager Installation and Administration Guide*. Before installing Oracle Configuration Manager, you must ensure that your system meets the required prerequisites as specified in the *Prerequisites* document. Click the **Collector** tab in My Oracle Support. You will find both the *Prerequisites* document and the unabridged *Oracle Configuration Manager Installation and Administration Guide* listed in the **How** section. For a list of additional documentation, refer to Additional Documentation section.

Identifying If Oracle Configuration Manager Is Already Installed or Configured

Oracle Configuration Manager is included with many Oracle product lines. To verify if it has been included, check for the presence of the `ccr` directory under `$ORACLE_HOME`. If the `ccr` directory exists, you must verify whether it has been configured.

- Navigate to the `ccr/bin` directory and locate the file `emCCR`. If `emCCR` exists, OCM has been configured.

- If `emCCR` is not present under the `ccr/bin` directory, OCM has been installed but not configured.

If the `ccr` directory does not exist, Oracle Configuration Manager has not been installed with your Oracle product release.

> **Note:** For the middle-tier of Oracle E-Business Suite Release 12 installations, check for the presence of the `ccr` directory under the `$INST_TOP/ocm/10.1.2/` and `$INST_TOP/ocm/10.1.3/` directories. For the database tier, the `ccr` directory can be found under `$ORACLE_HOME`.

Downloading Oracle Configuration Manager

You can download Oracle Configuration Manager in two ways:

ORACLE®

- Login to My Oracle Support and click the **Collector** tab. The Install Configuration Manager page is displayed. Select the appropriate platform on which Oracle Configuration Manager is to be installed and click **Download**.

- Login to My Oracle Support and download patch 5567658 to ensure that you have the latest version of Oracle Configuration Manager.

> **Note:** Oracle Configuration Manager may be bundled with Critical Patch Updates or Oracle utilities including the latest OPatch and RDA (Remote Diagnostic Agent) releases. For more details on RDA, see My Oracle Support Note 314422.1.

Installing Oracle Configuration Manager

To install Oracle Configuration Manager, you must be logged in as the owner of the target ORACLE_HOME.

After you have downloaded the zip file, unzip the file into the home directory of the product where you want to collect configuration data (usually referred to as ORACLE_HOME). To unzip the file, use the following command:

```
$unzip -d <location of home where OCM is to be installed> ocm_kit.zip (use correct kit name)
```

- For Siebel CRM, unzip the file into both the Siebel Server and Siebel Gateway homes.

- For Oracle Business Intelligence, unzip the file into the installation directory (SAROOTDIR) of the product.

- For Oracle E-Business Suite Release 11*i*, you must unzip the file into both the application server home and the database home.

Configuring Oracle Configuration Manager in Connected Mode

> **Note:** Configuring Oracle Configuration Manager for E-Business Suite R12 installations is done through a different process. For information, see My Oracle Support Note 406369.1.

After you have unzipped the Oracle Configuration Manager file on your system, determine if you have access to Oracle by any of the following methods: direct connection, Oracle Support Hub, or proxy server.

Once connectivity is determined, navigate to the $ORACLE_HOME/ccr/bin directory and enter the following command:

```
setupCCR [-R <response file>]  |  [ -C <OracleSupportHubUrl> ] [<CSI>
[[<MyOracleSupportUserName>] [<Country-Code>]]]
```

This command registers Oracle Configuration Manager and its ORACLE_HOME with My Oracle Support and finishes unpacking some required files and directories.

- If Oracle Configuration Manager is being installed in silent mode, prior to the installation, you must generate a response file using the emocmrsp utility located

in the $ORACLE_HOME/ccr/bin directory. The setupCCR script, with the -R option, is then run to specify the response file.

- While installing Oracle Configuration Manager, you will be prompted to enter the My Oracle Support User Name and Password. Alternatively, you can specify the Customer Support Identifier (CSI), My Oracle Support User Name, and the Country-Code associated with the CSI by way of the command line. Oracle recommends that you use the command line option if you have more than one CSI associated with your My Oracle Support profile. However, if you do have more than one CSI in your profile and you choose to register using a My Oracle Support User Name and Password, you will need to associate Oracle Configuration Manager with one of those CSIs using the My Oracle Support interface. See Associating Configurations with a CSI for details.

Note: If the ORACLE_HOME in which Oracle Configuration Manager has been installed does not contain a database, OCM configuration is now complete. By default, configuration collection and upload will take place immediately and OCM will automatically collect and upload data every 24 hours; or you can manually initiate collection by running the $ORACLE_HOME/ccr/bin/emCCR collect command.

Instrumenting the Database for Configuration Collections

After Oracle Configuration Manager has been installed in your ORACLE_HOME directory, you must instrument the database in order to collect database configuration information. The following steps must be repeated for every database instance, including multiple instances running from the same ORACLE_HOME:

Note: For RAC databases, the following steps must be run against one database instance only but the Oracle Configuration Manager software must be present in all ORACLE_HOME locations.

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1. You must run the following script for each database:

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

2. In addition, if the database is a part of an eBusiness Suite installation, you must also run the following command:

   ```
   $ORACLE_HOME/ccr/admin/scripts/installCCRSQL.sh
   ebs_collectconfig -u <Oracle_Applications_User> -w <APPS_PWD>
   ```

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

   ```
   $ORACLE_HOME/ccr/admin/scripts/installCCRSQL.sh collectemrep -e
   <SYSMAN.PASSWORD> -s <SID>
   ```

4. After executing the scripts, run $ORACLE_HOME/ccr/bin/emCCR collect to collect and upload the database configuration data and check the configuration on My Oracle Support.

Associating Configurations with a CSI

If you are configuring Oracle Configuration Manager without using any command line parameters, you are prompted for the My Oracle Support User Name and Password.

If the My Oracle Support User Name that you have specified during configuration has more than one CSI in its profile, you must associate the Oracle Configuration Manager instance with a CSI. This step is required to enable you to see the configuration data using My Oracle Support.

> **Note:** The Associate Configuration with a CSI step is not required if either of the following conditions is true:
>
> - If the My Oracle Support user has only one CSI in its profile.
>
> - If the OCM configuration was performed by specifying the CSI, My Oracle Support User Name, and Country Code as command line arguments.

To perform this association, perform the following steps:

1. Login to My Oracle Support as the specified user.

2. If any OCM installations have not been associated with CSIs, you must associate them using the **Task: Associate Collectors** region.

3. If this region does not appear in your dashboard:

   a. Click the **Customize Page** in the dashboard.

   b. Add the **Task: Associate Collectors** region to your dashboard. (You can only add this region if there are pending collections to be associated for the user.)

Configuring Oracle Configuration Manager in Disconnected Mode

If Oracle Configuration Manager is being installed on a system that is not connected to the Internet and does not have access to an Oracle Support Hub or proxy server, you must configure it in Disconnected Mode by using the `-d` option as follows:

```
setupCCR [-s] -d
```

If this `ORACLE_HOME` contains a database, then that database must also be instrumented to collect configuration data. See "Instrumenting the Database for Configuration Collections" for details.

After Oracle Configuration Manager has been configured, collections must be done manually by executing the `$ORACLE_HOME/bin/emCCR collect` command.

You can find the disconnected mode collection at the following location:

```
$ORACLE_HOME/ccr/hosts/<hostname>/state/upload/ocmconfig.jar
```

Uploading the Disconnected Mode Configuration to My Oracle Support

The most expedient way to upload the disconnected mode configuration is to use the Service Request (SR) feature available through the My Oracle Support user interface (http://support.oracle.com). Use the Service Request feature, if you are having a problem using any of the other methods.

1. Sign in to My Oracle Support.

2. Click the Service Requests tab.

3. Either create a new SR or edit an existing SR.

4. Attach the `ocmconfig.jar` file to the SR. The system from which you are attaching the SR must be connected to the Internet.

My Oracle Support will find the file and create an entry in the list of Systems shown on the dashboard just as if the configuration data were uploaded by way of connected mode.

Subsequent disconnected mode collections can be uploaded using the same SR. If the same SR is used, make sure that the `ocmconfig.jar` is renamed so that the file name being uploaded is different from all prior uploads for that SR.

Need More Help?

You can log a Service Request against Oracle Configuration Manager. Login to My Oracle Support and click the **Service Requests** tab. On the Service Request Home page, click **Create SR**, select the **Standard SR** method from the **SR Type** list of values, select **Oracle Configuration Manager**, enter the details of your service request and click **Submit**.

Additional Documentation

Apart from this guide, you can refer to the following documents for additional information on Oracle Configuration Manager. Login to My Oracle Support, click the **Collector** tab. You will find the following documents listed in the box on the right side of the screen.

■ *Installation and Administration Guide*

■ *Prerequisites*

■ *Network Connection Methods and Tests*

■ *Security Overview*

■ *Collections*

■ *Frequently Asked Questions*

■ *Pre-recorded Training*

You can also visit the OCM Knowledge Browser home on My Oracle Support for easy access to relevant My Oracle Support knowledge articles. This is accessible as My Oracle Support Note 421295.1.

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