

Oracle® Configuration Manager

Quick Start Guide

Release 10.3.6

E24183-01

October 2011

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* available at <https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=735496.5>. You can also 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 Remote Diagnostic Agent (RDA) 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 11i, 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>] ]]
```

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) and My Oracle Support User Name 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.

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, 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 and My Oracle Support User Name 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**. Using the Service Request wizard, enter the details of your service request ensuring to select **Oracle Configuration Manager** as the product. 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 listed on the screen.

- *Recorded Training for Installing the Collector*
- *Installation and Administration Guide*
- *Prerequisites*
- *Testing Network Connectivity*
- *Frequently Asked Questions*
- *Getting Started*
(<https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=735496.5>)

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.

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

Oracle customers have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Oracle Configuration Manager Quick Start Guide, Release 10.3.6
E24183-01

Copyright © 2006, 2011, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle America, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.