

Oracle® Configuration Manager

Installation and Administration Guide

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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/technetwork/documentation/ocm-092152.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.

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

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<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Related Documents

For more information, see the following documents in the Oracle Configuration Manager Release 10.3.7 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	<p>Convention used throughout document to represent the directory in which the configuration, state, and log information resides. For:</p> <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 Management 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 10.3.7.0.0

The new features in the 10.3.7.0.0 release include:

- **Support for Oracle Exalogic**

To support patch recommendations in My Oracle Support, Oracle Configuration Manager collects patch information from WebLogic Server, Oracle JRockit, and Oracle Coherence environments in Oracle Exalogic.

- **Support for Oracle Exadata Cell Server**

To support configuration-driven software request workflow in My Oracle Support, Oracle Configuration Manager collects the serial number for the host of the Oracle Exadata Cell server.

- **Oracle Configuration Manager now supports collections for IBM AIX releases 6.1 and 7.1.**

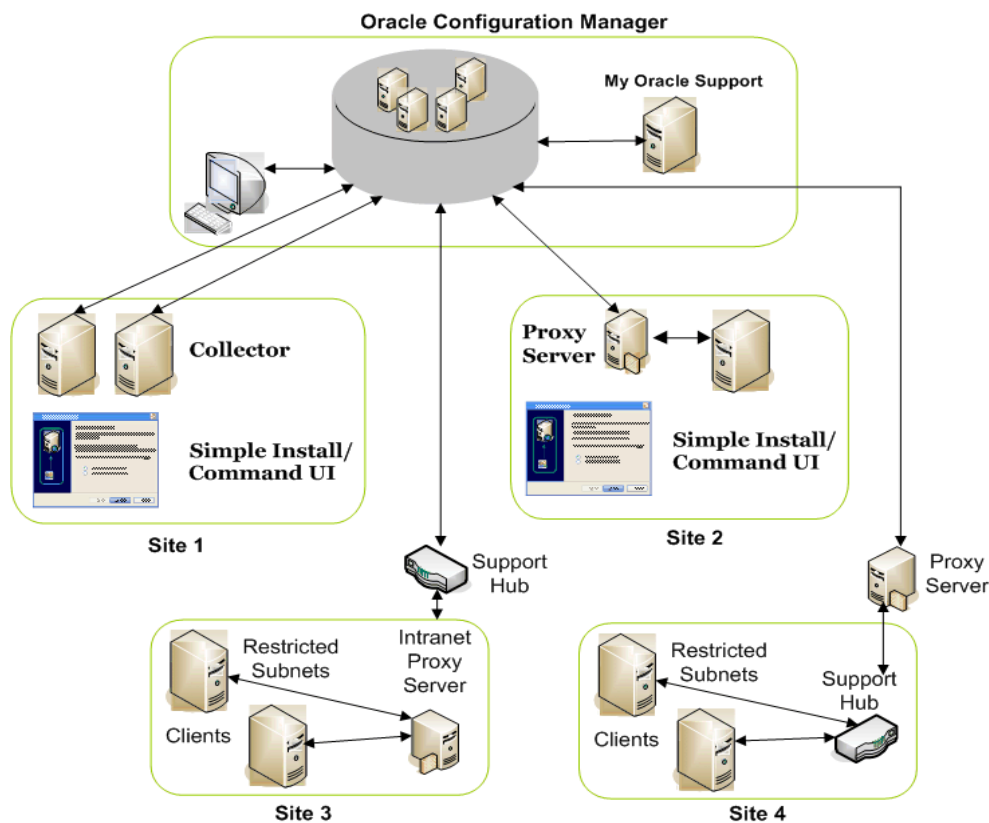
- **Support for Expanded Oracle Solaris Configuration Collection**

Oracle Configuration Manager installs based on Oracle Solaris now support the collection of hardware component data, installed OS patches and firmware. See the *Oracle Configuration Manager Collections Overview* manual for additional information.

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*.

1.6 Oracle Harvester

Oracle Harvester (Harvester) collects target configuration data from the Management Repository and uploads it to Oracle.

When Oracle Configuration Manager is configured in Enterprise Manager release 10.2.0.5 or higher, it enables the Harvester functionality. The Harvester job runs every 24 hours and collects configuration data from the Management Repository which Oracle Configuration Manager uploads to Oracle as part of its next collection. Some target types for which data is collected include: Oracle Database, Host, Oracle Home, Oracle Virtual Machine, Oracle Real Application Cluster, Oracle Application Server, and Web Logic Server.

If Oracle Configuration Manager is also installed in the actual target home, the data collected by Oracle Configuration Manager in this home overrides data collected by the Harvester from the Management Repository.

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 3.9.2, "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 3.9.2, "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 homes for CRM. For example:

- On Windows, if your Siebel home directory is `c:\sia81`, then your Oracle Configuration Manager installation would be in the `c:\sia81\ccr` directory.
- On UNIX systems, if your Siebel home directory is `/app/sia81`, then your Oracle Configuration Manager installation would be in the `/app/sia81/ccr` directory.

The current Oracle Configuration Manager release has been certified for 7.7, 7.8, 8.0 and 8.1 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 3.9.2, "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.oracle.com/CSP/main/article?cmd=show&type=NOT&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

2.2.8 ASM and Exadata Grid Infrastructure Installation Considerations

Oracle Configuration Manager can be installed and configured by the **oracle** user as long as the base directory is owned by the **root** user or the **oracle** user.

If Oracle Configuration Manager has not been installed in the ASM home and Oracle Grid Infrastructure home (\$ORACLE_HOME), do the following:

1. Log in as the **root** user and unzip the Oracle Configuration Manager kit into the ASM home or the Oracle Grid Infrastructure home
2. Change the owner of the \$ORACLE_HOME/ccr directory and its files to the **oracle** user:

```
chown -R oracle:<group> $ORACLE_HOME/ccr
      where <group> is the user group for the oracle user
```

3. Log in as the **oracle** user
4. Setup Oracle Configuration Manager in the \$ORACLE_HOME by executing:

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

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"](#)
- [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 PeopleSoft Configuration"](#)
- [Section 3.9, "Post-Installation Database Configuration"](#)
- [Section 3.10, "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 10.3.7.0.0
...
```

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> ] [<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.
- `<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-10.3.7.0.0-<OS_NAME>-<CHIP_ARCH>.zip
```

The name of the platform-specific distribution file for Oracle Configuration Manager may appear as `ccr-Production-10.3.7.0.0-<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> ] [<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 3-8 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 installation, you *must* execute the database collection scripts to enable the collection of the database configuration data. Refer to [Section 3.9.2, "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: ssmith@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 10.3.7.0.0
```

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

```
Deploying engines - Version 10.3.7.0.0
```

```
Deploying metricdata - Version 10.3.7.0.0
```

```
Deploying scripts - Version 10.3.7.0.0
```

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

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

```
Oracle Configuration Manager - Release: 10.3.7.0.0 - Production
```

```
Copyright (c) 2005, 2012, Oracle. All rights reserved.
```

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

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

```
Start Date          06-Jan-2012 12:49:53
```

```
Last Collection Time -
```

```
Next Collection Time 07-Jan-2012 12:49:00
```

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

```
Collection Status    scheduled collection running
```

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

```
Registered At        06-Jan-2012 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: sam.smith@example.com

** Installing base package **

Deploying core - Version 10.3.7.0.0

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

Deploying engines - Version 10.3.7.0.0

Deploying metricdata - Version 10.3.7.0.0

Deploying scripts - Version 10.3.7.0.0

** Getting package updates from ContentServer **

** Starting the Oracle Configuration Manager Scheduler **

Oracle Configuration Manager - Release: 10.3.7.0.0 - Production

Copyright (c) 2005, 2012, Oracle. All rights reserved.

Starting Oracle Configuration Manager...

Waiting for status from Oracle Configuration Manager....

Start Date 06-Jan-2012 12:49:53

Last Collection Time -

Next Collection Time 07-Jan-2012 12:49:00

Collection Frequency Daily at 12:49

Collection Status scheduled collection running

Log Directory /scratch/ssmith/test/ccr/hosts/myhost/log

Registered At 06-Jan-2012 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: sam.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.example.com:7654>

**** Installing base package ****

Deploying core - Version 10.3.7.0.0

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

Deploying engines - Version 10.3.7.0.0

Deploying metricdata - Version 10.3.7.0.0

Deploying scripts - Version 10.3.7.0.0

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

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

Oracle Configuration Manager - Release: 10.3.7.0.0 - Production

Copyright (c) 2005, 2012, Oracle and/or its affiliates. All rights reserved.

Starting Oracle Configuration Manager...

Waiting for status from Oracle Configuration Manager....

Start Date 03-Jan-2012 15:13:47

Last Collection Time -

Next Collection Time 04-Jan-2012 15:13:00

Collection Frequency Daily at 15:13

Collection Status scheduled collection running

Log Directory /scratch/ssmith/test/ccr/hosts/host123/log

Registered At 03-Jan-2012 15:13:27

Automatic Update On

Collector Mode Connected (via Oracle Support Hub)

Oracle Support Hub URL <http://host123.example.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: sam.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.example.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@ssmith-sun:8083

Proxy Password:

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

**** Installing base package ****

Deploying core - Version 10.3.7.0.0

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

Deploying engines - Version 10.3.7.0.0

Deploying metricdata - Version 10.3.7.0.0

Deploying scripts - Version 10.3.7.0.0

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

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

Oracle Configuration Manager - Release: 10.3.7.0.0 - Production

Copyright (c) 2005, 2012, Oracle and/or its affiliates. All rights reserved.

Starting Oracle Configuration Manager...

Waiting for status from Oracle Configuration Manager....

Start Date	03-Jan-2012 15:04:46
Last Collection Time	-
Next Collection Time	04-Jan-2012 15:04:00
Collection Frequency	Daily at 15:04
Collection Status	scheduled collection running
Log Directory	/scratch/ssmith/test/ccr/hosts/host123/log
Registered At	03-Jan-2012 15:04:27
Automatic Update	On
Collector Mode	Connected (via Oracle Support Hub)
Oracle Support Hub URL	http://host123.example.com:7654
HTTP Proxy	ccr@ssmith-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 10.3.7.0.0
Deploying engines - Version 10.3.7.0.0
Deploying metricdata - Version 10.3.7.0.0
Deploying scripts - Version 10.3.7.0.0

```

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

```

Oracle Configuration Manager - Release: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, Oracle and/or its affiliates. All rights reserved.
-----
Log Directory           /scratch/ssmith/test/ccr/hosts/host123/log
Collector Mode          Disconnected
To switch to connected mode, please run /scratch/ssmith/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.

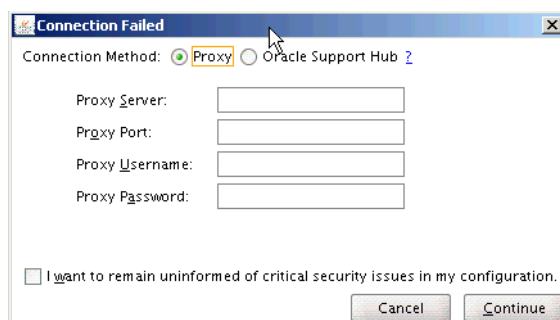
Once connectivity is established, the credentials are verified. You are given three opportunities to enter correct credentials. After the third failure, you will no longer be prompted and Oracle Configuration Manager will be configured in unauthenticated mode.

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 check box. Oracle Configuration Manager will be installed in disconnected mode.

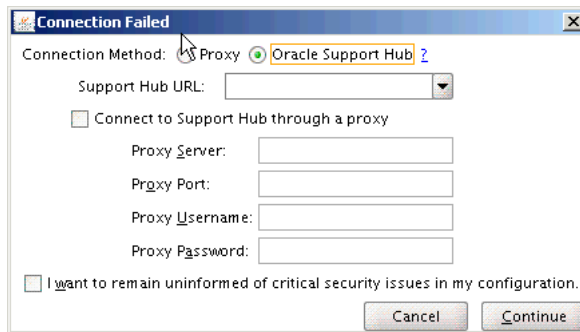
- If the connection *is* successful, Oracle Configuration Manager validates the My Oracle Support User Name (e-mail address) and My Oracle Support Password. See [Section 3.3.1, "Providing Credentials"](#) for additional information.

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.example.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) - el4_i386_oracle
OEL 4 (64 Bit) Oracle Software for Enterprise Linux 4 (x86_64) - el4_x86_64_oracle
OEL 5 (32 Bit) Oracle Software for Enterprise Linux 5 (i386) - el5_i386_oracle
OEL 5 (64 Bit) Oracle Software for Enterprise Linux 5 (x86_64) - el5_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

During the installation of Enterprise Manager, Oracle Configuration Manager is installed in the Enterprise Manager Oracle Home and configured to run from the Enterprise Manager Instance Home. If My Oracle Support credentials were not provided during the Enterprise Manager installation, Oracle Configuration Manager can be installed manually by doing the following:

1. Set the variable `ORACLE_CONFIG_HOME` to the Enterprise Manager Instance Home.
2. From the Enterprise Manager `ORACLE_HOME`, execute the `setupCCR` command and provide the My Oracle Support credentials when prompted.

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

After cloning an Oracle home that has Oracle Configuration Manager installed and configured, perform the following steps in the cloned Oracle home:

1. Ensure environment variables are properly set. See [Section 5.8, "Verifying Environment Variables"](#) for details.
2. Run the following command from `$ORACLE_HOME/ccr/bin`:
`$./deriveCCR`
 See [Section 6.20, "deriveCCR"](#) for details regarding the deriveCCR command.
3. Perform all post derivation operations, for example, re-instrumentation of the database. See [Section 3.9, "Post-Installation Database Configuration"](#) for additional information.

3.8 Post-Installation PeopleSoft Configuration

This step is only needed if you are installing a version of Oracle Configuration Manager into a PeopleSoft home (PS_HOME) with PeopleTools release 8.51 and higher or if Oracle Configuration Manager is updated in the PeopleSoft home.

3.8.1 Instrumenting PeopleSoft for Configuration Collection

The PeopleSoft query definitions for configuration collections are packaged as part of Oracle Configuration Manager and will be published by way of the Integration Broker interface to your PeopleSoft environment during this step.

The PeopleSoft Integration Broker configuration required for publishing the configuration collections are defined in PeopleBooks (PeopleTools 8.51 PeopleBook: PeopleSoft Change Assistant: "Configuring and Running Environment Management Components," Integrating with Oracle Configuration Manager located at http://ple70008uias.dsi-inet.peoplesoft.com:6460/ODLA/pt851pbr0_run1_yk/eng/psbooks/tswu/htm/tswu01.htm.)

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

1. Run publisher:
 Go to the `PS_HOME/ccr/sysman/admin/util` directory.
 On UNIX run `psft_qrypub.sh`; on Windows run `psft_qrypub.bat`

2. Provide the parameters when prompted.

Provide SOAP url. (Format:

`https://<hostname>:<port>/PSIGW/PeopleSoftServiceListeningConnector`): Provide HTTPS Listener endpoint

For example:

`https://rtdc78454vmc/PSIGW/PeopleSoftServiceListeningConnector`

3. Provide security credentials when prompted

Provide User ID: QEDMO

Provide Password:

Note: This step needs to be performed only once for your PeopleSoft environment. If you have Oracle Configuration Manager installed and configured on each PeopleSoft server (Application Server, Web Server, Process Scheduler, or Web server), publishing needs to be done only once for a PeopleSoft environment from any of the configured collectors in your PeopleSoft servers (PS_HOME/ccr).

3.9 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.
-
-

3.9.1 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.

3.9.2 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.

3.9.2.1 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.

3.9.2.2 Additional Step for Oracle Enterprise Manager

As of Enterprise Manager release 10.2.0.5, this step is automatically executed.

If the database is used as a repository for Oracle Enterprise Manager, 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 Database instance. You must run this script from the `<ocm_install_root>` in which the Oracle Enterprise Manager 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.

3.10 Uninstalling Oracle Configuration Manager

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

- [Section 3.10.1, "Removing Oracle Configuration Manager Instrumentation from a Database"](#)
- [Section 3.10.2, "Uninstalling Oracle Configuration Manager in a Single Instance Home \(Upgraded Pre-10.2.7 Installations\)"](#)
- [Section 3.10.4, "Uninstalling Oracle Configuration Manager in Shared Homes \(10.2.7 and Higher Installations\)"](#)

3.10.1 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 Enterprise Manager, 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;
```

3.10.2 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.

3.10.3 Uninstalling Oracle Configuration Manager in a Single Instance Home (Post-10.2.7 Installations)

To remove Oracle Configuration Manager from a post 10.2.7 installation, follow these steps:

1. Execute the following command:

```
ccr/bin/configCCR -r
```

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.

3.10.4 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_HOMES` 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"](#)

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-10.3.7.0.0-<OS_
NAME>--<CHIP_ARCH>.zip
OR
% unzip -d <ocm_install_root>
/net/hostname/directory/ccr-Production-10.3.7.0.0-<OS_NAME>--<CHIP_ARCH>.zip
```

The name of the platform-specific distribution file for Oracle Configuration Manager is `ccr-Production-10.3.7.0.0-<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-10.3.7.0.0-<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-10.3.7.0.0-<OS_NAME>--<CHIP_ARCH>.zip \
<user>@<hostname>:ccr-Production-10.3.7.0.0-<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-10.3.7.0.0-<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

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

- Copy the Oracle Configuration Manager distribution file (`ccr-Production-10.3.7.0.0-<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 functions that allows it to run on monitored hosts. To use this method, the following must be true:
 - The 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-10.3.7.0.0-<OS_NAME>-<CHIP_ARCH>.zip;
umask 077
unzip -d . ccr-Production-10.3.7.0.0-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, "Masking 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, also known as Host IP Addresses, add the following entry:
`ccr.metric.host.ecm_hw_nic.inet_address=false`
- To disable the collection of the MAC address, also known as the hardware 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 Masking Collection of Database Columns

You can mask the collection of the Database User Name column by using data masking. Masking data means replacing the Database Username field with a mask character, such as an X.

The masking operation is 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> .

Qualifier	Description
-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 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, Oracle and/or its affiliates. All rights reserved.
```

```
Response file created: Jan 3, 2012 3:09:29 PM
Created by: ssmith
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@ssmith.com
```

Example Using -verify Qualifier

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

```
OCM Installation Response Generator 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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	Description	Used on UNIX	Used on Windows
BEA_HOME	Used for WebLogic Server	yes	yes
CRS_HOME	Used for clustering	yes	yes
CLUSTER_NAME	Used for clustering	yes	yes
IAS_CONFIG_HOME	Used for Oracle E-Business Suite	yes	no
JAVA_HOME	Must point to an appropriate JDK directory	yes	yes
ORACLE_CONFIG_HOME	Used to define the location of instance-specific data in a shared home environment.	yes	yes
ORACLE_HOME	This is the default.	yes	yes
WL_HOME	Used for WebLogic Server	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.

- 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:

- Copy

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

- 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 OCM_INSTALL_ROOT/diagchecks/<target_type> 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 ccr_home/diagchecks/<target_type> directory.

Example of a group

```
$ cat ccr/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"](#)
- [Section 6.20, "deriveCCR"](#)

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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, Oracle. All rights reserved.
-----
Updates are downloaded from the Content Server.
Deploying core.jar at 01-06-2012_13:57:27
Deploying core - Version 10.3.7.0.0
Deploying scripts.jar at 01-06-2012_13:57:35
Deploying scripts - Version 10.3.7.0.0
```
- **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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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 Management 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, Oracle. All rights reserved.

Starting Oracle Configuration Manager...
Waiting for status from Oracle Configuration Manager....
Start Date 06-Jan-2012 07:51:18
Last Collection Time 07-Jan-2012 11:12:00
```

```

Next Collection Time 08-Jan-2012 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-2012 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, Oracle. All rights reserved.

```

```

SR Number 1234.222
Package Name /scratch/test/support_info.zip
Start Time 02-Jan-2012 09:23:13
Submit Time 02-Jan-2012 09:23:13
Update Time 02-Jan-2012 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, Oracle and/or its affiliates. All rights reserved.

Start Date 24-Jan-2012 15:45:33
Last Collection Time 24-Jan-2012 15:49:59
Next Collection Time 25-Jan-2012 15:45:00
Collection Frequency Daily at 15:45
Collection Status idle
Log Directory <ocm_install_root>/ccr/hosts/abc/log
Registered At 24-Jan-2012 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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 2012 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, Oracle. All rights reserved.

Deploying core - Version 10.3.7.0.0
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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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-10.3.7.0.0-Linux-i386.zip
Oracle Configuration Manager - Release: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, Oracle. All rights reserved.

Deploying core - Version 10.3.7.0.0
Deploying engines - Version 10.3.7.0.0
Deploying metricdata - Version 10.3.7.0.0
Deploying scripts - Version 10.3.7.0.0
```

**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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, Oracle and/or its affiliates. All rights reserved.

Deploying diagchecks - Version 10.3.7.0.0
```

- **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 Management 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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 Management 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: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, 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 pieces(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@ssmith-sun:8083*

Proxy Password:

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

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

#### Usage:

*ccr@ssmith-sun:8083* represents the proxy server information where: *ccr* is the proxy user, *ssmith-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 10.2.7.0.0 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.

## 6.20 deriveCCR

**Note:** Before using the deriveCCR command, refer to [Section 3.7, "Setting Up Oracle Configuration Manager in a Cloned Home"](#).

### Usage:

Use this command to configure Oracle Configuration Manager in an Oracle Home that has been cloned. Execute this command from the ccr directory in the cloned home.

The syntax is as follows:

```
deriveCCR
deriveCCR [-d | -C <OracleSupportHubUrl>] [<csi-number> <MyOracleSupportID>]
deriveCCR [-R <response-file>]
```

Before executing deriveCCR, ensure that the environment variables needed to configure Oracle Configuration Manager in the cloned Oracle home are set. Of special importance is the ORACLE\_CONFIG\_HOME environment variable. If ORACLE\_CONFIG\_HOME was used in the original home environment, then you must set this variable to the cloned home environment before executing deriveCCR.

The JAVA\_HOME used for Oracle Configuration Manager is determined in the following order:

1. If the JAVA\_HOME variable is set for the environment, that is the variable used.
2. If the JAVA\_HOME variable is not set, but there is a JDK or JRE in the cloned home, that is the path used.
3. Otherwise, the JAVA\_HOME variable is determined from the Oracle Configuration Manager properties in the source home.

### Parameters:

- If no parameters are specified on the command line, configuration information is extracted from the Oracle Configuration Manager information in the source home.

If connectivity cannot be established to Oracle using Oracle Configuration Manager information from the source home, you will be prompted for all connection information.

- If you use the -d parameter, Oracle Configuration Manager will be configured to **Disconnected** mode. In this mode, configuration data is not collected automatically. This mode is useful when your computer does not have Internet access. When the -d parameter is used, do not use the following qualifiers: -C and -R.

- The `-C <OracleSupportHubUrl>` parameter defines the Oracle Support Hub used to connect to Oracle. The `deriveCCR` command will prompt for User Name, Password and, if required, a proxy server.
- The `-R` parameter indicates `deriveCCR` will get the configuration information from 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) and CSI and My Oracle Support User Name.
- Specify the CSI and My Oracle Support User Name if you want to use a specific CSI and My Oracle Support User Name. The `deriveCCR` command will prompt you for any other configuration information required for connectivity to Oracle. After you specify the parameters, registration will be performed.

If the registration fails, you will be prompted again for the information. If the validation fails three times, `deriveCCR` will configure Oracle Configuration Manager in unauthenticated mode.

### Execute Privileges

Can only be executed by `<ocm_install_root>` owner.

### Restrictions

On UNIX, if the source home was in disconnected mode, you are prompted for credentials so Oracle Configuration Manager will be configured in connected mode.

### Prerequisites

Oracle Configuration Manager had to have been configured in the original source home.

### Examples

#### ■ Example 1

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

```
<ocm_install_root>/ccr/bin/deriveCCR
Snapshot the environmental variables.
Ensure OCM collector is not already running by executing emCCR status.
OCM collector is not running... continue to derive the OCM collector
installation.
Gleaning OCM collector installation to create a temporary response file.
Verifying the gleaned response file.
Configuration connectivity verified successfully.
Derived OCM collector will be configured using the gleaned response file.
Invoking configCCR to re-configure using the gleaned response file.

** Installing base package **
Deploying core - Version 10.3.7.0.0

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

** Getting package updates from ContentServer **

** Starting the Oracle Configuration Manager Scheduler **
Oracle Configuration Manager - Release: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, Oracle and/or its affiliates. All rights reserved.

Starting Oracle Configuration Manager...
```

```

Waiting for status from Oracle Configuration Manager....
Start Date 16-Jan-2012 12:04:12
Last Collection Time -
Next Collection Time 17-Jan-2012 12:02:00
Collection Frequency Daily at 12:02
Collection Status scheduled collection running
Log Directory <ocm_install_root>/ccr/hosts/abc/log
Registered At 16-Jan-2012 12:04:07
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.

## ■ Example 2

This example demonstrates the use of the deriveCCR command using the CSI.

```

<ocm_install_root>/ccr/bin/deriveCCR 12345678
Snapshot the environmental variables.
Ensure OCM collector is not already running by executing emCCR status.
OCM collector is not running... continue to derive the OCM collector
installation.
Invoking configCCR to re-configure.
Configuration requires the following pieces(s) of information.
 My Oracle Support User Name: ccrsmpdevelopment@sleepycat.com

** Installing base package **
Deploying core - Version 10.3.7.0.0

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

** Getting package updates from ContentServer **

** Starting the Oracle Configuration Manager Scheduler **
Oracle Configuration Manager - Release: 10.3.7.0.0 - Production
Copyright (c) 2005, 2012, Oracle and/or its affiliates. All rights reserved.

Starting Oracle Configuration Manager...
Waiting for status from Oracle Configuration Manager....
Start Date 16-Jan-2012 12:07:18
Last Collection Time -
Next Collection Time 17-Jan-2012 12:02:00
Collection Frequency Daily at 12:02
Collection Status scheduled collection running
Log Directory <ocm_install_root>/ccr/hosts/abc/log
Registered At 16-Jan-2012 12:07:15
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.

### ■ Example 3

This example demonstrates the use of the deriveCCR command using the disconnected (-d) parameter.

```
<ocm_install_root>/ccr/bin/deriveCCR -d
Snapshot the environmental variables.
Ensure OCM collector is not already running by executing emCCR status.
OCM collector is not running... continue to derive the OCM collector
installation.
Invoking configCCR to re-configure.
Visit http://www.oracle.com/support/policies.html for Oracle Technical Support
policies.
```

```
** Installing base package **
Deploying core - Version 10.3.7.0.0
```

Oracle Configuration Manager has been configured in disconnected 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.

### Errors

If deriveCCR cannot configure the Oracle Configuration Manager in the cloned home, it returns an appropriate 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`.

To see all the steps performed throughout the execution of the `setupCCR`, `configCCR`, and `deriveCCR` commands, set the `CCR_DEBUG` environment variable to 1. We suggest that the output be redirected to a file. This enables you to send the file to Oracle Support if needed.

## 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 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:

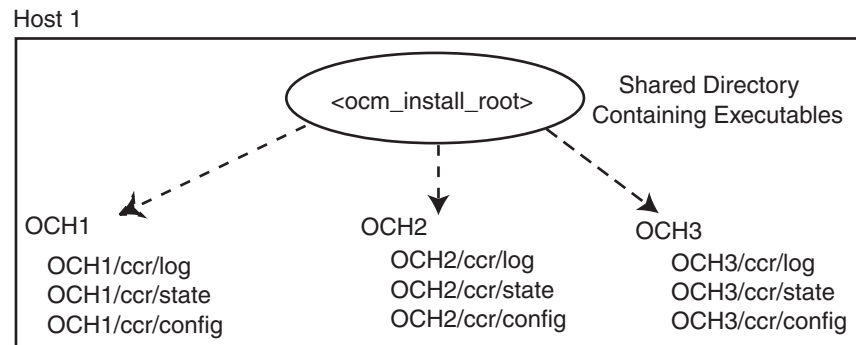
- Multiple copies of a software installation on a single host.  
Notice that there is one base installation with other installations on this host sharing the base installed software. When multiple installations exist on a single host, Oracle Configuration Manager *must* be added to each installation 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<sup>x</sup>

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 data that was uploaded to the Server

## 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.

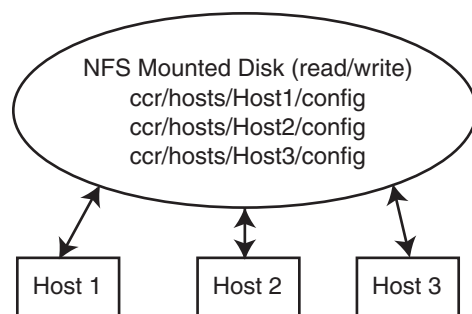
Once installed and configured, Oracle Configuration Manager can collect configuration data for the <ocm\_install\_root> directory and the hosts on which it is installed.

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`).
- b. Remove the configuration of the master host using the command: `<ocm_install_root>/ccr/bin/configCCR -r`
- c. Mount the location as READ/WRITE.

## 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. Execute the command: `<ocm_install_root>/ccr/bin/configCCR -a`
- c. Specify My Oracle Support credentials.

The host-specific Oracle Configuration Manager files will be stored in `$ORACLE_HOME/ccr/hosts/<hostname>`.

## 3. To Apply Updates

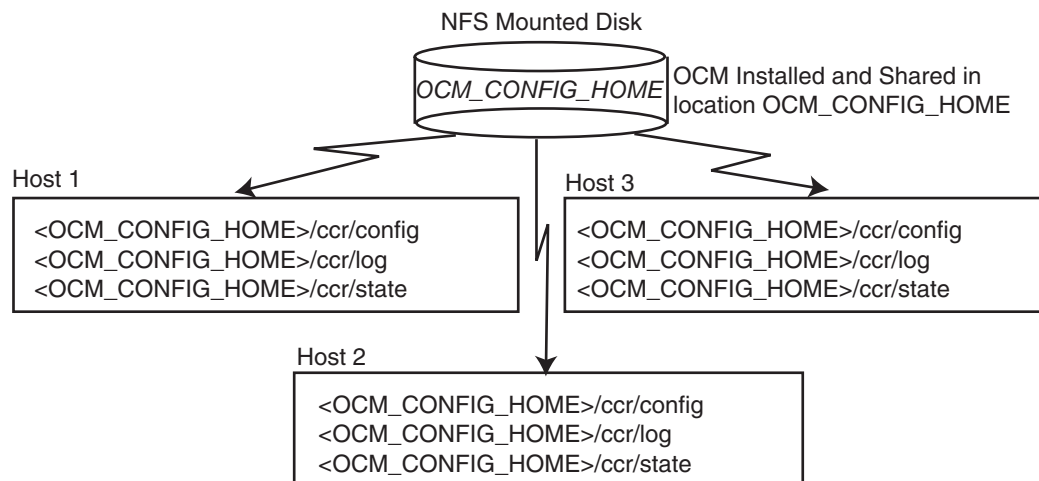
When an Oracle Configuration Manager update is available, it will be applied automatically or manually depending on the option you chose for the automatic update feature.

Automatic updates can occur from any of the Oracle Configuration Manager installations in the shared homes.

The manual update is performed by executing the command: `<ocm_install_root>/ccr/bin/emCCR getupdates`

### A.4.2 Shared Home Installation on a Non-Writable Network Location (Read Only)

Another common practice with shared homes is to install software binaries on a network file system on a master host. These files are then locked down and exported for read-only access and shared between hosts. All hosts refer to this network resource for accessing the software. You must set up `ORACLE_CONFIG_HOME` to take advantage of this functionality.

**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



---

## Collecting OCM Data in Enterprise Manager and Ops Center Environments

My Oracle Support provides a key set of features and functionality that greatly enhance the customer's interaction with Oracle Support. My Oracle Support streamlines the Service Request submission process by providing in-context information specific to a customer's configurations, as well as proactive support. To enable these features within My Oracle Support, the customer's configuration information must be uploaded to Oracle. When the configuration data is uploaded on a regular basis, customer support representatives can analyze this data and provide better service to customers.

The following mechanisms are provided to customers for collecting and uploading configuration data to Oracle.

- Oracle Configuration Manager (OCM)
- Oracle Enterprise Manager Harvester (Oracle Harvester)
- Oracle Enterprise Manager Ops Center Harvester (Ops Center Harvester)

In particular:

- Oracle Configuration Manager is installed and configured automatically when you install an Oracle product.

When installing any product, the first screen asks for My Oracle Support credentials. THIS IS A PIVOTAL SCREEN in the installation. The user name and password that you provide are the credentials against which the configuration data is uploaded to Oracle.

- Configuration collections run and the configuration data is uploaded to Oracle every 24 hours.
- Once the data is uploaded, it can be viewed by logging into My Oracle Support (<https://support.oracle.com>) using the same credentials supplied during product installation.

**Note:** If you use Enterprise Manager or Ops Center to manage targets in your enterprise, we recommend that you use Oracle Harvester or Ops Center Harvester respectively to upload the configurations managed by them to Oracle. Otherwise, use OCM.

### B.1 Oracle Configuration Manager

OCM is installed as part of the Oracle product installation. It is installed in the product Home and collects configuration data for all targets installed in that Home.

The OCM setup requires specifying the My Oracle Support account and password, or My Oracle Support account and Customer Support Identifier (CSI). Configuration data will be uploaded using this information and can be viewed by logging in to My Oracle Support using the same credentials.

OCM must be installed in every Oracle Home from which you want to upload configuration data to Oracle. In addition to being part of the product installation, OCM can also be downloaded from My Oracle Support. The Mass Deployment tool is available to help with deploying OCM across data centers. The OCM kit is available from the Collector tab on My Oracle Support.

Once OCM is installed, no additional work is required. By default, automatic updates are enabled and you are encouraged to use this feature to ensure you are always running the latest version of OCM. This feature can be disabled if required, for example, for security reasons. If you disable the feature, you can turn it on by executing the following command:

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

**Note:** If you use Enterprise Manager or Ops Center to manage your applications, we recommend that you use Oracle Harvester or Ops Center Harvester respectively to upload your configurations to Oracle. Otherwise, use OCM.

## B.2 The Harvesters

**Note:** The harvesters only harvest data for targets that are managed by Enterprise Manager and Ops Center.

Uploading the configuration data through a harvester removes the requirement of having OCM installed in each product home.

The available harvesters are: Oracle Harvester which collects configuration data in the Enterprise Manager environment and Ops Center Harvester which collects configuration data in the Ops Center environment.

The Ops Center Harvester and Oracle Harvester have the same OCM dependencies. Each harvester enables the gathering of target configuration data by leveraging Enterprise Manager and Ops Center collection methods thus precluding the need to install OCM on target homes managed by each harvester.

Details shared by the harvesters:

- Data is uploaded by default against the same credentials with which OCM in the Oracle Management Service (OMS) home or the Controller home for Ops Center is configured.
- Require OCM to be configured and running in the OMS home for Enterprise Manager or the Controller home for Ops Center.
- Gathers target configuration data from either the Ops Center database or Management Repository
- Automatically run periodically so no user intervention is required

### B.2.1 Oracle Harvester

When you install Enterprise Manager, Oracle Harvester and Oracle Configuration Manager are automatically installed as are all the necessary subcomponents. The Oracle Harvester will run as long as the OCM in the OMS home is configured and running.



For Enterprise Manager releases 11.1 and later, OCM must be enabled in the Oracle Home of the OMS and configured (and running in connected mode) in the Instance Home of the OMS. For example:

1. Locate the OMS instance home.

In the \$ORACLE\_HOME/sysman/config/emInstanceMapping.properties file (where ORACLE\_HOME is the Oracle Home of the OMS), there is an entry referencing a file called emgc.properties.

The directory in which the emgc.properties file is located is the "instance home" of the OMS. In the following example, /u01/app/oracle/product/gc\_inst/em/EMGC\_OMS1 is the instance home of the OMS:

```
EMGC_OMS1=/u01/app/oracle/product/gc_inst/em/EMGC_OMS1/emgc.properties
```

2. Set the environment variable ORACLE\_CONFIG\_HOME to the directory of this emgc.properties file.

Example:

```
$export ORACLE_CONFIG_HOME=/u01/app/oracle/product/gc_inst/em/EMGC_OMS1
```

3. Configure OCM.

For Enterprise Manager release 10.2.0.5, OCM must be installed and configured in the Oracle Home.

### New For Enterprise Manager Release 12.1

Prior to Enterprise Manager 12.1, Oracle Harvester could only upload all targets using the Customer Support Identifier (CSI) used to register Oracle Configuration Manager in the OMS Home.

For Enterprise Manager 12.1, the default is for Oracle Harvester to upload all targets using the CSI used to register OCM in the OMS Home. However, you have the option of assigning a CSI to each target home.

The Oracle Harvester supports uploading configuration data to different CSIs for each different target home.

The steps include:

1. Ensuring that the Oracle Harvester has run. This job runs automatically. The status of the run can be monitored from the Support Identifier Assignment page. To access this page from the Enterprise Manager home page, select **Setup**, then select **My Oracle Support**. From the menu, select **Support Identifier Assignment**.
2. Setting My Oracle Support preferred credentials. From the Enterprise Manager home page, select **Setup**, then select **My Oracle Support**. From the menu, select **Set credentials** and supply any valid My Oracle Support credentials.
3. Assigning the Support Identifier.
  - a. From the Enterprise Manager home page, select **Setup**, then select **My Oracle Support**. Select **Support Identifier Assignment** and provide the correct user name and password. Select **Set credentials**.
  - b. Select **Home**. Click **Assign** button. Select CSI and click **OK**.
4. Ensuring the message displays indicating the assignment was successful. The message reads:

Support Identifier has been assigned for 1 Oracle homes. The changes in the Customer Support Identifiers will be reflected in My Oracle Support after the next Harvester run.

### Viewing CSIs in Enterprise Manager

You can see the CSI associated with a target by viewing the target property or by doing a configuration search with CSI set as the search criteria. Any user with operator privilege on all targets for a given Oracle Home can assign a CSI for that Oracle Home.

Refer to the help in the Enterprise Manager interface on how to access this information.

### B.2.1.1 Supported Targets in Oracle Harvester

Oracle Harvester collects configuration data from Enterprise Manager releases 10.2.0.5, 11.1, and 12.1. Depending on the version of Enterprise Manager that Oracle Harvester is running on, Oracle collects the configuration data from a different set of target types. Only configuration data from the target types represented in the following table is collected by Oracle Harvester.

**Table B–1 Supported Targets in Enterprise Manager (EM)**

| Target                        | EM 10.2.0.5 | EM 11.1 | EM 12.1 |
|-------------------------------|-------------|---------|---------|
| Host                          | Yes         | Yes     | Yes     |
| Oracle Application Server     | Yes         | Yes     | Yes     |
| Oracle Database               | Yes         | Yes     | Yes     |
| Oracle Home                   | Yes         | Yes     | Yes     |
| Oracle Exadata Storage Server | No          | Yes     | Yes     |
| Oracle Virtual Manager        | No          | Yes     | Yes     |
| Oracle WebLogic Server        | No          | Yes     | Yes     |
| Management Agent              | No          | No      | Yes     |
| Management Repository         | No          | No      | Yes     |
| Oracle Database Machine       | No          | No      | Yes     |
| Oracle Fusion Applications    | No          | No      | Yes     |
| Oracle Fusion Middleware      | No          | No      | Yes     |
| Oracle Management Service     | No          | No      | Yes     |
| Oracle SOA Suite              | No          | No      | Yes     |

### B.2.1.2 Configuration Data Not Available in My Oracle Support

Configuration data for targets collected from Oracle Harvester running in Enterprise Manager releases 10.2.0.5 and 11.1 will show up in My Oracle Support only if one of the following conditions is met:

- OCM collector is not configured in connected mode where the target is present and is not uploading the configuration for the target.
- Thirty days have passed since the OCM collector last uploaded the configuration data for the target.

Configuration data for targets collected from Oracle Harvester running in Enterprise Manager release 12.1 display in My Oracle Support immediately.

In Enterprise Manager release 11.1, if you do not want to wait for 30 days for Oracle Harvester collected configuration data to display in My Oracle Support, you can execute the following SQL script against the Management Repository:

```
sql> insert into mgmt_ocm_upl_props (name,str_value) values('is_gc_force','true');
sql> commit;
```

Bounce the OMS after executing the SQL script.

## B.2.2 Ops Center Harvester

The Ops Center Harvester leverages the scale of Ops Center manageability by providing OCM collection capabilities for all systems managed by the Ops Center starting with release 11.1.

Ops Center Harvester collects configuration data from the Management Repository creating a host target for each managed asset and an Ops Center target containing summary information about the Ops Center instance.

OCM and the Ops Center Harvester are bundled with Ops Center, and are installed in a fixed location on the Ops Center Enterprise Controller. Ops Center Harvester requires OCM to be installed in: `/var/opt/sun/xvm/ocm/` which is governed by the Ops Center Installer.

The Ops Center Harvester utilizes the credentials entered during the OCM setup for uploading configuration data. You must explicitly configure OCM during the overall Ops Center install process, that is, you must complete the OCM configuration. Otherwise the Ops Center Harvester will not run.

Host targets collected by the Ops Center Harvester should appear in My Oracle Support with a Source of "Oracle Enterprise Manager Ops Center Harvester".

Additional information on Ops Center Harvester is available at:

[http://wd0338.oracle.com/archive/cd\\_ns/E11857\\_01/nav/management.htm](http://wd0338.oracle.com/archive/cd_ns/E11857_01/nav/management.htm)

## B.3 Additional Information

To find additional information about My Oracle Support, see:

<https://support.oracle.com>

To find more information about OCM, perform the following steps:

1. Log into My Oracle Support at <https://support.oracle.com>
2. Access the **Collector** tab. The **What, Why, How, Using It, and Additional Resources** sections all contain useful information.

## B.4 Troubleshooting Configuration Data Collection Tools

The following sections describe how to resolve issues with the configuration data collections.

In Enterprise Manager releases 10.2.0.5 and 11.1, ensure that collection data is uploaded to Oracle by using the `emccr status` command. Look at the last uploaded date and time.

**Note:** This `emccr status` command shows that collected data was uploaded, but does not ensure the Oracle Harvester collections were successful and uploaded.

Location of error logs:

- Oracle Harvester error logs:
  - For Enterprise Manager release 10.2.0.5 look at:  
`ORACLE_HOME/sysman/log/emoms.trc`
  - For Enterprise Manager release 11.1, look at:  
`INSTANCE_HOME/sysman/log/emoms.trc`
  - For Enterprise Manager release 12.1, look at:  
`INSTANCE_HOME/sysman/log/emoms_pbs.trc`
  - UI errors, for example CSI Assignment errors, look at:  
`INSTANCE_HOME/sysman/log/emoms.trc`  
  
 for example: `/gc_inst/user_projects/domains/GCDomain/servers/EMGC_OMS1/sysman/log/emoms.trc`
- Ops Center Harvester error log is located at:  
`/var/opt/sun/xvm/logs/ocharvester.log`
- Oracle Configuration Manager log is located at:  
`ccr/hosts/<hostname>/log/collector.log`

### B.4.1 Oracle Harvester Collection Fails If the state/upload/external Directory Is Missing

If the Oracle Harvester collection fails with the following error, the required directory named *external* is missing.

```
[JobWorker 75210:Thread-61] ERROR gcharvester.GcCollectionMgr initOcm.? - GC OCM
Harvester: Caught GC Harvester exception from GCInit.init(): The installed version
of Oracle Configuration Manager in the ORACLE_HOME
(/scratch/aime/work/midlwre8937/oms11g) is prior to 10.3.1. The Grid Control
Configuration harvesting requires at a minimum, 10.3.1
```

The *external* directory is missing in one of the following:

- `$ORACLE_HOME/ccr/hosts/<local_host_name>/state/upload` directory (Enterprise Manager release 10.2.0.5)
- `$ORACLE_INSTANCE_HOME/ccr/state/upload` directory (Enterprise Manager releases 11.1 and later).

To resolve this issue:

- In Enterprise Manager release 10.2.0.5, create the directory `$ORACLE_HOME/ccr/hosts/<local_host_name>/state/upload/external`.
- In Enterprise Manager releases 11.1 and later, create the directory `$ORACLE_INSTANCE_HOME/ccr/state/upload/external`.

(Bug 12795503)

### B.4.2 Oracle Configuration Manager Is Not Running

When OCM is not running, you may see the following error:

```
2012-08-29 16:34:20,709 [JobWorker 97285:Thread-60] WARN
gcharvester.HarvesterJobUtils performOCMCollections.? - GC OCM Harvester: OCM was
```

stopped and is not running

To resolve this issue, verify that the OCM is correctly installed and configured in the appropriate directories. In particular:

- For Enterprise Manager release 10.2.0.5, OCM must be installed and configured (and running in connected mode) in the Oracle Home of the targets it is managing.
- For Enterprise Manager releases 11.1 and later, OCM must be installed in the OMS Oracle Home and configured (and running in connected mode) in the OMS Instance Home.

### B.4.3 Configuration Data Not Available in My Oracle Support

When you look at My Oracle Support and do not find configuration data, it could be that the Oracle Harvester collection did not run.

To resolve this issue, verify that the OCM was installed and configured in the appropriate directories (execute `emCCR status`). In particular:

- For Enterprise Manager release 10.2.0.5, OCM must be installed and configured (in connected mode) in the Oracle Home of the OMS. To verify that OCM is running, execute the following command:

```
$ORACLE_HOME/ccr/bin/emCCR status
```

- For Enterprise Manager releases 11.1 and later, OCM must be installed in the OMS Oracle Home and configured (and running in connected mode) in the OMS Instance Home. To verify that OCM is running, perform the following steps:

1. Set `ORACLE_CONFIG_HOME` to the INSTANCE HOME
2. Execute `$ORACLE_HOME/ccr/bin/emCCR status`

### B.4.4 Only a Subset of the Targets Is Collected by the Oracle Harvester

If many targets are uploaded to the Management Repository but only a subset of the targets is collected by the Oracle Harvester, it could be because the same error was encountered 10 times during a collection, causing the Oracle Harvester to stop collecting. Look at the appropriate log file to verify that this error has occurred.

Resolve the issue by running the following SQL script against the Management Repository. This script forces the Oracle Harvester to ignore this collection error and continue collecting the remaining target information.

```
sql> insert into mgmt_ocm_upl_props (name,str_value) values('ignore_
errors','true');
sql> commit;
```

Bounce the OMS after executing the SQL script.

(Bug 11734389)



---

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