

# Oracle® Configuration Manager

Quick Start Guide

Release 10.3.8

E38356-02

March 2013

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This document provides instructions on installing and configuring Oracle Configuration Manager (OCM), and uploading product configurations for use by configuration management capabilities of My Oracle Support. To get started on these capabilities, refer to the *My Oracle Support Getting Started Guide* available at <https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=735496.5>.

This document is an abridged form of the *Oracle Configuration Manager Installation and Administration Guide*. Before installing Oracle Configuration Manager, you must ensure that your system meets the required prerequisites as specified in the *Prerequisites* document. For a list of additional documentation, refer to "[Additional Documentation](#)" section.

## Identifying If Oracle Configuration Manager Is Already Installed or Configured

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

- Navigate to the `ccr/bin` directory and locate the file `emCCR`. If `emCCR` exists, OCM has been configured.
- If `emCCR` is not present under the `ccr/bin` directory, OCM has been installed but not configured.

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

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

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## Downloading Oracle Configuration Manager

You can download Oracle Configuration Manager in two ways:

- Log in to My Oracle Support, click **More**, and select **Collector**.

In the Download region, select the appropriate platform on which Oracle Configuration Manager is to be installed and click **Download**.

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

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

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## Installing Oracle Configuration Manager

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

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

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

- For Siebel CRM, unzip the file into both the Siebel Server and Siebel Gateway homes.
- For Oracle Business Intelligence, unzip the file into the installation directory (SAROOTDIR) of the product.
- For Oracle E-Business Suite Release 11i, you must unzip the file into both the application server home and the database home.

## Configuring Oracle Configuration Manager in Connected Mode

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

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

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

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

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

- If Oracle Configuration Manager is being installed in silent mode, prior to the installation, you must generate a response file using the emocmrsp utility located in the \$ORACLE\_HOME/ccr/bin directory. The setupCCR script, with the -R option, is then run to specify the response file.
- While installing Oracle Configuration Manager, you will be prompted to enter the My Oracle Support User Name and Password. Alternatively, you can specify the

Customer Support Identifier (CSI) and My Oracle Support User Name associated with the CSI by way of the command line. Oracle recommends that you use the command line option if you have more than one CSI associated with your My Oracle Support profile. However, if you do have more than one CSI in your profile and you choose to register using a My Oracle Support User Name and Password, you will need to associate Oracle Configuration Manager with one of those CSIs using the My Oracle Support interface. See "[Associating Configurations with a CSI](#)" for details.

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

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## Instrumenting the Database for Configuration Collections

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**Note:** As of Oracle Database release 10.2.0.4, you no longer need to instrument the database. But you may wish to update to the latest instrumentation version as provided in the kit.

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

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**Note:** For Real Application Cluster (RAC) databases, the following steps must be run against one database instance only but the Oracle Configuration Manager software must be present in all ORACLE\_HOME locations.

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

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

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

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

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

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

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

## Associating Configurations with a CSI

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

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

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**Note:** The Associate Configuration with a CSI step is not required if either of the following conditions is true:

- If the My Oracle Support user has only one CSI in its profile.
  - If the OCM configuration was performed by specifying the CSI and My Oracle Support User Name as command line arguments.
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To perform this association, perform the following steps:

1. Log in to My Oracle Support as the specified user.
2. If any OCM installations have not been associated with CSIs, you must associate them using the **Task: Associate Collectors** region.
3. If this region does not appear in your dashboard:
  - a. Click the **Customize Page** in the dashboard. (Click the **Customize Page...** link located on the upper right hand side of the My Oracle Support page (under the Search Bar).
  - b. Add the **Task: Associate Collectors** region to your dashboard. (You can only add this region if there are pending collections to be associated for the user.)

## Configuring Oracle Configuration Manager in Disconnected Mode

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

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

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

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

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

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

## Configuring Oracle Configuration Manager as Central Collector

The central collector can collect configuration data for all Oracle homes that you own on the host machine. You can designate a collector to be a central collector by configuring the collector with the `-c` option.

A central collector collects and uploads under its My Oracle Support credentials in the following order:

1. Its own Oracle home.
2. Oracle homes that do not have a configured collector.
3. Oracle homes whose collector has unauthenticated registration.
4. Oracle homes whose collector is in disconnected mode.

If a pre 10.3.8 collector is configured using `ORACLE_CONFIG_HOME`, then the central collector will not collect that home.

Only Oracle Database and Oracle Fusion Middleware based products that use Oracle WebLogic are collected by the central collector.

## Uploading the Disconnected Mode Configuration to My Oracle Support

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

1. Sign in to My Oracle Support.
2. Click the Down arrow located at the far right. Select **Service Requests**.
3. Either create a new SR or edit an existing SR.
4. Attach the `ocmconfig.jar` file to the SR. The system from which you are attaching the SR must be connected to the Internet.

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

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

## Need More Help?

You can log a Service Request against Oracle Configuration Manager. Log in to My Oracle Support, click the Down arrow located at the far right, and select **Service Requests**. On the Service Request Home page, click **Create SR**. Using the Create Service Request wizard, enter the details of your service request ensuring to select **Oracle Configuration Manager** as the product. Click **Submit**.

## Additional Documentation

Apart from this guide, you can refer to the following documents for additional information on Oracle Configuration Manager. Login to My Oracle Support, click **More**, then select **Collector**. You will find the following listed on the screen.

- *What data is and is not collected?*
- *Security Overview*
- *OCM Quick Start Guide*
- *Enterprise Companion Guide*
- *Frequently Asked Questions*

## Documentation Accessibility

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

## Access to Oracle Support

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

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