

# Oracle® Configuration Manager

Security Overview

Release 10.3.8

E38357-02

March 2013

---

When installing any new software onto a machine, there is always a concern that corporate security may be compromised. This document explains how Oracle Configuration Manager addresses these concerns.

## Introduction

Oracle Configuration Manager (OCM) collects configuration information and, if running in connected mode, automatically uploads it to an Oracle repository. When the configuration data is uploaded on a regular basis, support analysts can analyze this data and provide better support and assistance.

Oracle Configuration Manager benefits your organization by:

- Reducing time for resolution of support issues
- Providing pro-active problem avoidance
- Improving access to best practices and the Oracle knowledge base
- Improving understanding of your business needs
- Providing consistent responses and services

---

---

**Note:** OCM does not collect business transactions, production data, or passwords.

---

---

Much of the configuration information collected by OCM may be collected by other means when there is a support issue. OCM simplifies this data collection, improves the accuracy and reliability of the information and provides secure transmission of the data back to Oracle.

Oracle security teams carefully review all proposed enhancements to OCM to ensure that all data collected is used only to facilitate more efficient use of Oracle products and services, including Oracle Support.

## Communications Between the Customer Site and Oracle

When transmitting data between your site and Oracle, a key security concern is to ensure that only Oracle accesses the data. To protect against unauthorized access, Oracle uses Secure Socket Layer (SSL) and HTTPS for all communications.

When transmitting data, the first step authenticates Oracle as the recipient by interrogating the certificate returned by the server. A recognized certificate authority, specified by Oracle, issues the certificate to Oracle Corporation.

Once authentication is complete, OCM requires that 128-bit encryption using public/private key exchange (otherwise known as asymmetric encryption) be used for all communications. OCM initiates outbound communications with Oracle and does not listen for inbound communications, so that your firewall protections are preserved.

If you are unable to establish an HTTPS connection from your environment, OCM can be configured to run in disconnected mode. While running in disconnected mode, OCM will not collect data automatically nor attempt to connect to Oracle; performing a configuration collection produces an output file that can then be manually uploaded to Oracle by way of My Oracle Support.

## Viewing Collected Data

OCM permits your users to view and verify the configuration data that is collected and transmitted to Oracle. The output of configuration collections is stored on the local host for viewing; those XML files are the ones uploaded to Oracle. These XML files may be found in the `OCM_INSTALL_ROOT/ccr/host/<hostname>/state/review` directory.

Refer to the *Oracle Configuration Manager Collection Overview* for a listing of all the configuration parameters that OCM is capable of collecting (any individual collection will contain a subset of these configuration items).

## Customer Configuration Repository

The customer configuration repository (CCR) is secured inside the Oracle data center and protected by Oracle network security infrastructure and security teams. All access to the CCR goes through a rigorous security review.

## Collecting Database Information

Traditionally, data is collected from a database by making a connection to the database and passing user credentials. The disadvantages of this approach are that credentials have to be stored and password changes have to be tracked over time.

OCM has implemented a different approach:

1. OCM instructs the database to collect its own configuration and write that configuration to a report or file within the `$ORACLE_HOME/ccr/state` directory. The output may also appear in `OCM_INSTALL_ROOT/ccr/host/<hostname>/state`, depending on the configuration settings.

Only the owner of Oracle Home can read the contents of the configuration report generated.

2. During the installation of OCM, the `installCCRSQL.sh` script creates an account in the database to house a PL/SQL procedure, installs a PL/SQL package and sets up a DBMS job so that the procedure is executed on a regular basis.

To avoid security vulnerabilities, the account that OCM creates is immediately locked and the password expired. This can be done because OCM does not connect to the database for collections. The account is only needed to house the PL/SQL procedure.

## Auto-Update Capability

Auto-update provides the ability to automatically detect, authenticate and apply the latest package updates to OCM. This allows you to maintain the OCM software without the need to apply patches or upgrade software or configuration over time. By default, auto-update capability is enabled when you install and configure OCM.

As with any interaction with Oracle Support, the communication link is authenticated and encrypted. Once the server is authenticated, any OCM package updates, which are digitally signed by Oracle, are downloaded to a staging directory. Before an update is applied to the OCM installation, the digital signature is validated. This process confirms that the update was signed with a certificate issued to Oracle by a specific certificate authority. This certificate is different from the certificate used to secure the communications link. The update is applied to the OCM installation only if this entire process passes validation.

## Documentation Accessibility

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

## Access to Oracle Support

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

---

Oracle Configuration Manager Security Overview, Release 10.3.8  
E38357-02

Copyright © 2008, 2013, Oracle and/or its affiliates. All rights reserved.

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

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

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

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

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

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

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

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

