

Oracle® Advanced Database Support

Service Implementation Worksheet Guide

Release 14.x for all platforms

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Oracle Advanced Database Support Service Implementation Worksheet Guide, Release 14.x for all platforms
E72795-03

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Preface

This guide provides information about using the Service Implementation Worksheet (SIW) when implementing Oracle Advanced Database Support (ADS).

Audience

This guide is intended for ADS customers running certified configurations on Oracle's on-premise or private cloud-based Oracle Database management subscription service. ADS facilitates customer self-service activities and helps you maximize the availability and performance of Oracle databases with 24/7 remote fault monitoring and industry-leading response times.

ADS is a cloud-based, automated service framework that leverages proven Oracle Advanced Support Platform technology and improves visibility into Oracle Database management, thereby maximizing reliability of these systems. ADS improves efficiency and productivity in day-to-day management of a customer's Oracle Database landscape with:

- Patch management
- Intelligent, automated Oracle Database fault management
- Accelerated Oracle Support response times
- Oracle Database security compliance reporting
- Intuitive, easy-to-use service dashboard
- Expert guidance from a Technical Account Manager (TAM)

The ADS remote service is installed and supported on Oracle Advanced Support Gateway. Oracle Advanced Support Gateway is an appliance that enables Oracle to deliver a portfolio of remote services, such as ADS, Oracle Platinum Services, and Oracle Advanced Support Cloud Service.

Related Documentation

For more information, see the following documents in the Oracle Advanced Support Gateway documentation set:

- *Oracle Advanced Support Gateway Users Guide*: Describes how to use Oracle Advanced Support Gateway. The functionality includes:
 - Using the customizable service dashboard on the Gateway to provide an overview of your services and enable you to focus on selected items of interest
 - Activating Oracle Services

- Provisioning agents
- Managing databases, systems, and hosts
- Performing user and password management
- Configuring the Gateway: email server, HTTP proxy, server certificates, logs

Oracle Advanced Support Gateway Users Guide also describes how to use the following features that are specific to this release:

- Scheduling an automated patching event (PE)
- Viewing and configuring proactive patch recommendations that allow Oracle Support Engineers to view bundle patches, as well as add, edit, and delete interim patches
- *Oracle Advanced Support Gateway Installation Guide*: Describes the requirements for installing the Oracle Advanced Support Gateway, installation procedures, and post-installation tasks. Also provides information on activating the Oracle Advanced Support Gateway on which the ADS remote service is installed and supported.
- *Oracle Advanced Support Gateway Security Guide*: Describes security information and instructions for Oracle Advanced Support Gateway. Includes information on firewall rules between Oracle Advanced Support Gateway and hosts to be monitored by ADS.

Getting Help

If you require assistance using ADS or Oracle Advanced Support Gateway, please contact the Oracle Support Services contact with whom you have been engaged for ADS review.

Alternatively, you can use your CSI (Customer Support ID) to access My Oracle Support at:

<https://support.oracle.com/>.

Thank you for choosing Oracle Advanced Database Support.

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 that have purchased support 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.

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.

Document Revision History

The following table lists the revision history for this book.

Version	Date	Description
E72795-01	March 2016	Initial release.
E72795-02	September 2016	Update provided for the Oracle Advanced Support Gateway 6.1 release.
E72795-03	November 2019	Update provided for the Oracle Advanced Support Gateway 14.x release.

About the Service Implementation Worksheet

This chapter provides an outline of the Service Implementation Worksheet (SIW) used when implementing Oracle Advanced Database Support (ADS).

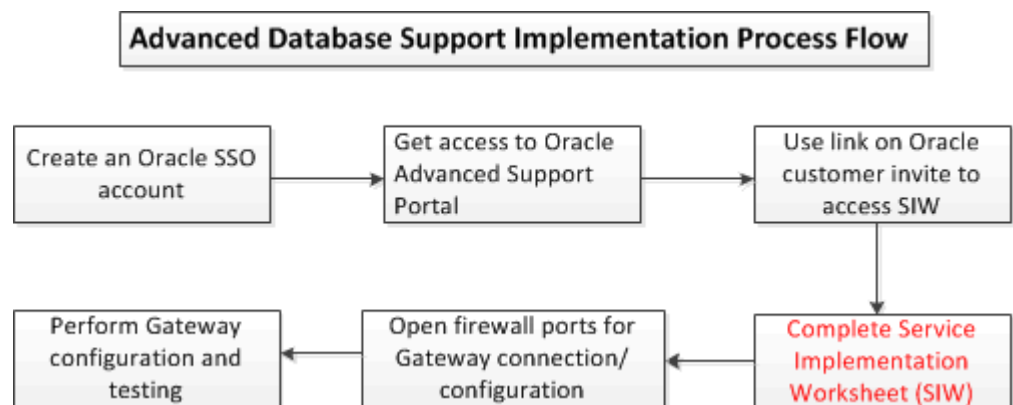
It includes the following topics:

- [Introducing the Service Implementation Worksheet](#)
- [About the Service Implementation Worksheet Customer Invitation](#)
- [About the Service Implementation Worksheet Wizard Screens](#)

About the ADS Implementation Process Flow

The general process flow for ADS implementation is shown in [Figure 1-1](#). The step involving completion of the Service Implementation Worksheet (SIW) is colored for emphasis.

Figure 1-1 Advanced Database Support Implementation Process Flow



Introducing the Service Implementation Worksheet

The Service Implementation Worksheet (SIW) is a key part of planning and executing an efficient and successful initialization and implementation of ADS.

This document is designed to help you:

- Understand the SIW – the required data elements and why they are important
- Understand where to source the required data elements for the SIW

- Understand what constitutes a fully-qualified SIW to enable Oracle to begin the implementation process

You cannot be selected as a user associated to an SIW until your customer account is enabled. In order to access SIW, customers require an Oracle Single Sign On account (see <https://profile.oracle.com/myprofile/account/create-account.jspx> to create an account).

After customers create the SSO, Oracle grants access to Oracle Advanced Support Portal to that user. The customer can then activate the Oracle Advanced Support Portal account by logging in and accessing SIW.

About the Service Implementation Worksheet Customer Invitation

The customer must be invited by an Oracle representative to complete a Service Implementation Worksheet (SIW.) The Oracle representative creates a customer invitation form, specifying the customer name and contact email address, and sends the invitation to the customer contact.

Once the customer invitation is completed and submitted, the customer receives an email containing a link to the Service Implementation Worksheet Overview screen.

The content of the email is as follows:

Dear Customer,

Thank you for your interest in Oracle Advanced Database Support.

You are receiving this email because you are listed as the primary contact for the completion of the Service Implementation Worksheet (SIW). At any time, you may refer to the following link to view the information you completed in the [Service Implementation Worksheet](#). If you are unable to access the SIW link, please open an SR with Oracle Support.

Once you have completed filling the Service Implementation Worksheet, you will receive another notification email.

If you have any questions related to the SIW, please contact your Advanced Database Support TAM.

Thanks and Regards,

Oracle Advanced Database Support Team

By clicking the colored link in the email, the customer invokes a wizard to enable the completion of the Service Implementation Worksheet.

About the Service Implementation Worksheet Wizard Screens

Completing a Service Implementation Worksheet for ADS involves performing four principal wizard steps. All of these screens are described in the following sections.

The main screens are:

- **Introduction.** See "[About the Introduction Screen](#)".
- **Gateway.** See "[About the Gateway Screen](#)".
- **CSI/MOS.** See "[About the CSI/MOS Screen](#)".
- **Confirm.** See "[About the Confirmation Screen](#)".

About the Introduction Screen

The **Introduction** screen welcomes the user, outlines the benefits of ADS, and provides information on completing the wizard steps for the SIW. If you encounter any difficulties completing the SIW wizard, please contact your Oracle Technical Account Manager (TAM).

About the Gateway Screen

The **Gateway** screen requires location and contact information for the Oracle Advanced Support Gateway. In this step, the customer user can specify the Gateway details by:

- Creating a new Gateway by defining a new Gateway address
- Creating a new Gateway using existing location information
- Selecting an existing Gateway

About the CSI/MOS Screen

The **CSI/MOS** screen gathers information about your support identifier associated with the ADS and notification contacts for service related issues.

About the Confirmation Screen

The **Confirmation** screen allows you to review a summary of all of the information submitted in the SIW, and requires you to confirm all details.

After submitting the confirmation, the **All Done** screen is displayed showing the Gateway name and related information. You can click a link on this screen to view the completed worksheet, and to activate the Gateway if required.

Activating the Gateway entails using an activation code to connect the customer Gateway to Oracle as soon as the Gateway is installed at the customer premises.

If a new Gateway was selected during SIW completion, an activation code is provided.

If an existing Gateway was selected, no activation code is generated.

About Activation Codes

Activation codes are Gateway-specific and are generated only for new Gateways. Each new Gateway requires a new activation code.

Customers should retain the SIW invitation email to enable them to review the SIW to keep track of the activation code.

About the Service Implementation Worksheet Process Flow

[Figure 1–2](#) shows the SIW process flow that is displayed in the SIW screens. Progress is illustrated by circled numbers from 1 to 4, corresponding to the screens outlined above.

When a step is complete, the color of the circle changes; for example, in [Figure 1–2](#), the first three wizard steps are complete.

Figure 1–2 *Service Implementation Worksheet Process Flow*



Related Topics

[Completing the Service Implementation Worksheet](#)

Completing the Service Implementation Worksheet

This chapter describes how to use Oracle Advanced Support Platform to complete a Service Implementation Worksheet (SIW) to manage service implementation requests for an Oracle Advanced Database Support (ADS) customer.

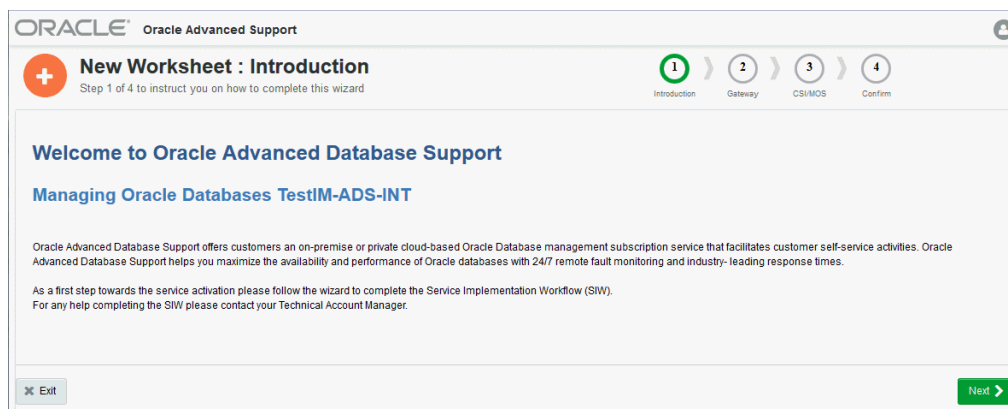
Completing the Service Implementation Worksheet

Before completing a Service Implementation Worksheet, ensure that you have received an email invitation from Oracle that provides a link to a named worksheet for the ADS service. See "[About the Service Implementation Worksheet](#)".

To complete a Service Implementation Worksheet:

1. Click the **Service Implementation Worksheet** link in the SIW invitation email.
The **Introduction** screen appears.

Figure 2–1 Service Implementation Worksheet Screen 1, Introduction



2. Click Next.
The **Gateway** screen appears.

Figure 2–2 Service Implementation Worksheet Screen 2, Gateway

3. Specify the location and contact information for the Oracle ADS Gateway. There are a number of options:
 - Choose a new Gateway and specify a new facility address where the Gateway will be installed. In this case, you need to complete the full address.
 - Choose a new Gateway and select from the list of existing locations.
 - Choose an existing Gateway. Its corresponding address will be loaded automatically.
 - a. In the **Gateway** section, click **New Gateway** to create a new Gateway, or click **Existing Gateway** to use an existing Gateway.

If you choose to create a new Gateway, specify a new facility address where the Gateway will be installed, or select an existing location.

If you choose an existing Gateway, its address and location details are automatically loaded in the following steps.
 - b. If you choose **New Gateway**, in the **Location Source** field, select **New Address** to specify the facility address where the Gateway will be installed, or select **Select from Location List** to choose an existing Gateway location.

If you select **Select from Location List**, the Select Gateway Location screen appears. See [Figure 2–3](#).

Figure 2-3 Select Gateway Location Screen

	Name	Address
Select	ct-testplatin-dw-1_testplatin	1234 Hwy 55, RTP, NORTH CAROLINA, United States of America, 27615
Select	555_testplatin	555, 666, N/A, Bahrain, 666
Select	asdfads_testplatin	asdf, asfads, N/A, Côte d'Ivoire (Ivory Coast), asfadsf
Select	Bogdan Ivan_testplatin	Floreasca Park, 43 Pipera Street, Bucharest, N/A, Romania, 077777
Select	ct-foobar-02_testplatin	123 Main St, Walnut Creek, CALIFORNIA, United States of America, 94596

From the list of Gateway locations, click **Select** to choose a Gateway location.

- c. If you select **New Address**, in the **Name** field, enter the name of the Gateway location.
- d. In the **Country** field, select the country in which the Gateway is located.
Depending on the country selection, the remainder of the fields are adjusted.
For example, if you select *United States of America*, the **State** field is automatically populated with the states.
If you select *United Kingdom*, the **State** field is not applicable.
- e. In the **Address 1** and **Address 2** fields, enter the full address of the Gateway location.
- f. In the **City** field, select the city in which the Gateway is located.
- g. In the **State** field, select the state in which the Gateway is located.
- h. In the **Zip/Postal Code** field, enter the details of the ZIP code, or postal code, as applicable.
- i. In the **Gateway Contact** area, enter the details for the contact: name, phone number, and email address.

Note: You must add at least one Gateway contact.

Next, in the **Gateway Parameters** section, you need to complete the following parameters for all gateway hardware (not limited to Oracle supplied hardware):

- a. In the **Gateway Hardware Vendor** field, select **Oracle** or **Third Party**.
If you select **Oracle**, complete the following Gateway parameters.
If you select **Third Party**, go to [step a](#) below.
- b. In the **Primary IP Address of OASG** field, enter the IP address that will be assigned to the primary network interface in the Oracle Advanced Support Gateway Server.
- c. In the **Primary Subnet** field, enter the subnet mask of the primary network interface in the Oracle Advanced Support Gateway Server.

- d. In the **Primary Default Gateway** field, enter the default gateway of the primary network interface in the Oracle Advanced Support Gateway Server.
- e. (Optional) In the **ILOM IP Address** field, enter the IP address that will be assigned to the ILOM Management Interface of the Gateway.
- f. (Optional) In the **ILOM Subnet** field, enter the subnet mask for the ILOM interface.
- g. (Optional) In the **ILOM Default Gateway** field, enter the default gateway for the ILOM interface.

IP validation takes place after you input data and move outside of the text box.
- h. (Optional) In the **Static IP Routes** field, specify static routes that may be needed to send traffic destined for the Gateway out of the ILOM Management Interface of the Engineered System on the Compute Nodes.

This field is not required if the default route on the monitored system is via the Management Interface (*eth0*).
- i. (Optional) In the **HTTPS Proxy Hostname** field, enter the proxy hostname.

This field is required only if the connection from the Oracle Advanced Support Gateway Server to the Internet is via a proxy.
- j. (Optional) In the **HTTPS Proxy Port** field, enter the proxy port.

This field is required only if the connection from the Oracle Advanced Support Gateway Server to the Internet is via a proxy.
- k. (Optional) In the **HTTPS Proxy Username** field, enter the user name for the proxy.

This field is required only if the connection from the Oracle Advanced Support Gateway Server to the Internet is via a proxy.
- l. (Optional) In the **HTTPS Proxy Password** field, enter the password associated with the user name for the proxy.

This field is required only if the connection from the Oracle Advanced Support Gateway Server to the Internet is via a proxy.

That concludes the configuration of the Gateway screen for Oracle software. Go to [step 4](#) to continue to the **CSI/MOS** screen.
- a. If you select **Third Party** in the **Gateway Hardware Vendor** field, complete the following Gateway parameters.
 - b. In the **Primary IP Address of OASG** field, enter the IP address that will be assigned to the primary network interface in the Oracle Advanced Support Gateway Server.
 - c. In the **Primary Subnet** field, enter the subnet mask of the primary network interface in the Oracle Advanced Support Gateway Server.
 - d. In the **Primary Default Gateway** field, enter the default gateway of the primary network interface in the Oracle Advanced Support Gateway Server.

- e. (Optional) In the **Static IP Routes** field, specify static routes that may be needed to send traffic destined for the Gateway out of the Management Interface on the Compute Nodes.

This field is not required if the default route on the Engineered System is via the Management Interface (*eth0*).

- f. (Optional) In the **HTTPS Proxy Hostname** field, enter the proxy hostname.

This field is required only if the connection from the Oracle Advanced Support Gateway Server to the Internet is via a proxy.

- g. (Optional) In the **HTTPS Proxy Port** field, enter the proxy port.

This field is required only if the connection from the Oracle Advanced Support Gateway Server to the Internet is via a proxy.

- h. (Optional) In the **HTTPS Proxy Username** field, enter the user name for the proxy.

This field is required only if the connection from the Oracle Advanced Support Gateway Server to the Internet is via a proxy.

- i. (Optional) In the **HTTPS Proxy Password** field, enter the password associated with the user name for the proxy.

This field is required only if the connection from the Oracle Advanced Support Gateway Server to the Internet is via a proxy.

4. Click **Next**.

The **CSI/MOS** screen appears.

Figure 2–4 Service Implementation Worksheet Screen 3, CSI/MOS

The screenshot displays the 'New Worksheet : CSI/MOS validation' screen in the Oracle Advanced Support interface. The title bar shows 'ORACLE Oracle Advanced Support'. Below the title, there is a progress indicator with four steps: 1. Introduction, 2. Gateway, 3. CSI/MOS (highlighted), and 4. Confirm. The main content area contains two input fields: 'Customer Support Identifier(CSI)*' with the value '123' and 'Oracle Account Username*' with the value '1234'. Each field has an information icon to its right. At the bottom of the form, there are three buttons: 'Previous', 'Exit', and 'Next'.

5. Validate the customer's credentials and supply notification contacts:

- a. In the **Customer Support Identifier (CSI)** field, enter the CSI of the Advanced Database Support.

Note: A Customer Support Identifier (CSI) is a number issued to Oracle Support customers that must be quoted every time a fault for the relevant product, for example, ADS, is reported to Oracle Support.

- b. In the **Oracle Account Name** field, enter the customer's Oracle account name.
Note: The customer's SSO account must have access to the CSI entered in the previous step.

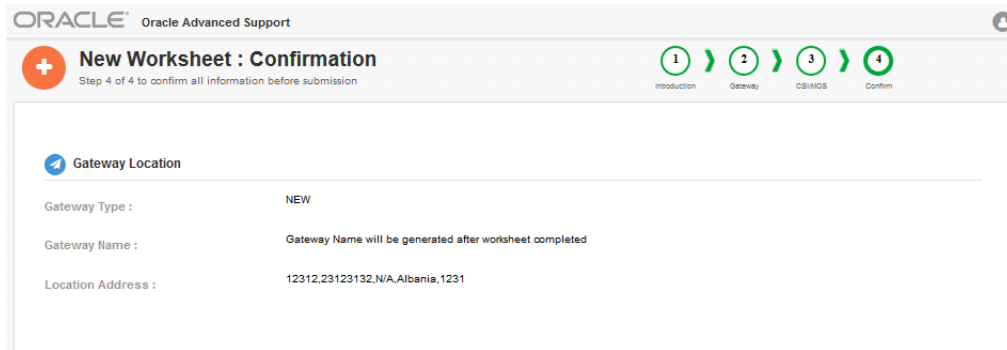
6. Click **Next**.

The **Confirmation** screen appears.

The **Confirmation** screen allows you to review a summary of all of the information submitted in the SIW, and requires you to confirm all details.

Note: [Figure 2-5](#) shows only part of the **Confirmation** screen.

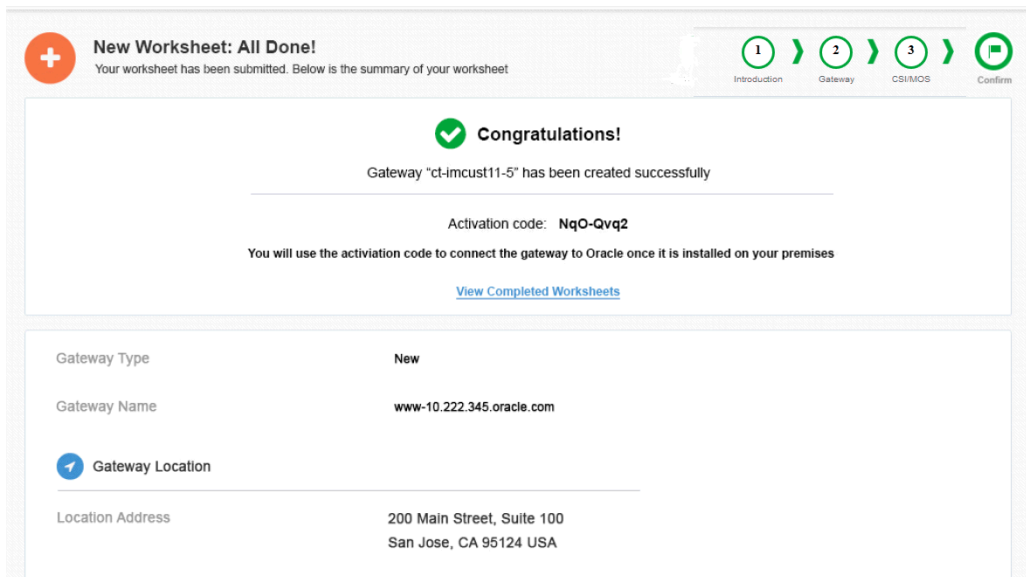
Figure 2-5 Service Implementation Worksheet Process Flow: Screen 4, Confirmation



7. Click **Complete**.

The **All Done** screen appears.

Figure 2-6 Service Implementation Worksheet Screen, All Done



The **All Done** screen allows you to view the completed worksheet, and provides an activation code to activate the Gateway, if required.

See "[About Activation Codes](#)" for more information about activation codes.

Related Topics

[Introducing the Service Implementation Worksheet](#)

[About the Service Implementation Worksheet Customer Invitation](#)