

Oracle® Configuration Manager

Support Hub Guide

Release 10.3.8.0

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The Oracle Support Hub is an HTTP tunnel that conveys the configuration payload from individual Oracle Configuration Manager (OCM) instances to the repository maintained at Oracle. The 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.

The Support Hub is not the same as a proxy server. If a proxy server can be used to connect from Oracle Configuration Manager instances to the Internet, then the Support Hub is not required. However, some network topologies do not even provide proxy server access from internal systems to the Internet; the proxy server (if available) only connects such a machine to the local intranet. In these cases, the proxy server can be used to access the Support Hub, which in turn accesses the Internet and Oracle.

Individual Oracle Configuration Manager instances communicate with a Support Hub using HTTP, whereas all communication from the Support Hub to Oracle (and thus across the Internet) is through HTTPS. The Support Hub does not interpret data passing through it (other than destination information). The configuration details being uploaded are encrypted such that only the endpoint at Oracle can read it, not the tunnel through which it passes. Configuration uploads are immediately transmitted to Oracle; there is no storage or staging of uploads at the Support Hub for later uploading.

The Support Hub has been shipped and installed with Enterprise Manager since Grid Control release 10.2.0.5 and above. See [Installing Oracle Support Hub](#) for download and installation instructions.

The following topics are presented:

- [Enterprise Manager Support](#)
- [Prerequisites](#)
- [Installing Oracle Support Hub](#)
- [Managing Oracle Support Hub](#)
- [Configuring OCM Instances to Use Oracle Support Hub](#)
- [Troubleshooting Oracle Support Hub](#)
- [Frequently Asked Questions](#)

1 Enterprise Manager Support

Enterprise Manager includes the Oracle Support Hub with the following releases of Enterprise Manager:

- Enterprise Manager Cloud Control 12c
- Enterprise Manager Grid Control 11g
- Enterprise Manager Grid Control 10.2.0.5

If you use any of these versions of Enterprise Manager, **you do not need to install Oracle Support Hub**. The binaries are located in the <ORACLE_HOME of OMS>/ocm/repeater directory. See [Configuring OCM Instances to Use Oracle Support Hub](#) to configure the Support Hub.

If you do need to install Oracle Support Hub, see [Installing Oracle Support Hub](#) for details.

2 Prerequisites

The following prerequisites apply when you are working with the standalone Support Hub:

- Supports WebLogic Server (WLS) 10.3.0 on AIX, Oracle Solaris, Microsoft Windows, and Linux platforms.
- Supports Oracle Application Server 10.1.2 and 10.1.4 on both the Windows and Linux platforms. Oracle Application Server might not be supported in future releases of Support Hub; using WLS is recommended.
- Its recommended to use JDK 1.5 and later.

Note: In preparation for an upcoming security update (around June 2016), our servers will be upgraded with the latest SSL certificate that will be based on the new SHA2 algorithm.

For OCM 12.1.2, the collector supports the SHA2 algorithm; so, when the server is updated with the SSL certificate, all collectors earlier than OCM 12.1.2 will fail to connect to the server. To avoid any connection issues, upgrade all of your collectors to OCM 12.1.2 before June 2016.

JDK/JRE 1.4 and earlier does not support SHA2. If your collector is running on JDK 1.4 or earlier, then upgrade to a newer version. You can download the latest version from:

<http://java.com>

Note: When accessing Oracle Support Hub with Enterprise Manager, no separate license is required for WebLogic Server or Oracle Application Server.

However, a license is required for WebLogic Server or Oracle Application Server for standalone installations.

The following restrictions apply when you are working with the Support Hub.

- You can only use one Support Hub in an OC4J installation or a WebLogic domain.
- OCM instance must be release 10.3.5 or higher to be configured to use the Support Hub.

3 Installing Oracle Support Hub

If you use any version of Enterprise Manager listed in [Enterprise Manager Support](#), **you do not need to install Oracle Support Hub**. The binaries are located in the `<ORACLE_HOME of OMS>/ocm/repeater` directory.

If you need to install Oracle Support Hub, you must remove any existing version before continuing with the installation outlined below. To remove the `/ocm/repeater` directory:

```
# rm -r /ocm/repeater
```

The following sections provide the details for installing Oracle Support Hub:

- [Download Oracle Support Hub](#)
- [Deploy Support Hub in a WebLogic Server Environment](#)
- [Deploy Support Hub for OC4J](#)

3.1 Download Oracle Support Hub

To download the Oracle Support Hub:

1. Download Patch 16913013 from My Oracle Support:

<https://support.oracle.com>

2. Once you have downloaded the patch, unzip it with the following command:

```
unzip -d <OCM_REPEATER_HOME> p16913013_1038_Generic.zip
```

Where `<OCM_REPEATER_HOME>` represents the full path where you want to locate the Support Hub. Unzip the patch in one of two locations, depending on how you want to access Support Hub:

- Access Support Hub as a standalone application:
Unzip into an Application Server or WebLogic home directory.
- Access Support Hub through Enterprise Manager:
Unzip into the `ORACLE_HOME` of the OMS for Enterprise Manager Cloud Control.

Unzipping the patch in these locations creates the Support Hub directory structure:

```
<OCM_REPEATER_HOME>/ocm/repeater/
```

3.2 Deploy Support Hub in a WebLogic Server Environment

This section describes the deployment of the Support Hub in the WebLogic environment. The following topics are described:

- [Preparing to Deploy](#)
- [Using the Deployment Script](#)

3.2.1 Preparing to Deploy

Deployment of the Support Hub is done to an existing WebLogic Server. No attempt is made to create and configure a Server by the deployment script. On Windows, the Support Hub install directory cannot contain spaces.

The server needs to be started with the following Java Option:

```
-Docm.repeater.home=<InstallRoot>
```

One way to add this option is to insert the following line in the `setDomainEnv.sh` script located under the domain directory of the Server and bouncing the Server:

```
JAVA_OPTIONS="${JAVA_OPTIONS} -Docm.repeater.home=/scratch/wl2/ocmrepeater"
```

Note in the example above, the patch is unzipped under the `/scratch/wl2/ocmrepeater` directory.

For Support Hub, which is built into Enterprise Manager 11.1 and above, the `ocm.repeater.home` property for the OMS application server is set to `ORACLE_HOME` of OMS by default.

3.2.2 Using the Deployment Script

The Support Hub is packaged as an EAR file that is present in the `ocm/repeater/ears` directory. This ear file is named `OCMRepeater.ear` and deployed with the use of the `ocm/repeater/bin/wls_OCMRepeaterDeploy.sh` file or the `ocm/repeater/bin/wls_OCMRepeaterDeploy.bat` file. The ear is deployed in a user-specified Server.

To run the script:

```
wls_OCMRepeaterDeploy.{sh | bat} <Server> <DomainRoot> <AdminUrl> [<InstallRoot>]
```

Where:

- `<Server>`: WebLogic Server to which the OCMRepeater application needs to be deployed
- `<DomainRoot>`: Root Directory of the WLS Domain in which the Server resides
- `<AdminUrl>`: URL of the AdminServer for the domain. [It must use t3/t3s protocol in place of http/https, respectively.]
- `<InstallRoot>`: Root directory where the patch is unzipped.

For deploying Support Hub in Enterprise Manager 11.1 and above, use OMS application server details and `InstallRoot` as the `ORACLE_HOME` of OMS.

An example of the deployment follows:

```
> /scratch/wl2/ocmrepeater/ocm/repeater/bin/wls_OCMRepeaterDeploy.sh
OCMRepeaterServer1 /scratch/product/wls2_10.3.0/user_projects/domains/base_domain1
t3://example.com:7001 /scratch/wl2/ocmrepeater
#####
# Note: /scratch/product/wls2_10.3.0/user_projects/domains/base_
domain1/bin/setDomainEnv.sh should include:
#       JAVA_OPTIONS="${JAVA_OPTIONS}
-Docm.repeater.home=/scratch/wl2/ocmrepeater"
#####
Deploying OCMRepeater to OCMRepeaterServer1
Deprecated operation, activate, specified. Consider using deploy operation
instead.
weblogic.Deployer invoked with options: -adminurl t3://example.com:7001 -activate
-name OCMRepeater -source
```

```
/scratch/wl2/ocmrepeater/ocm/repeater/ears/OCMRepeater.ear -targets
OCMRepeaterServer1
Please enter username:weblogic
Please enter a password for the user "weblogic":
<Jul 30, 2009 8:24:45 AM PDT> <Info> <J2EE Deployment SPI> <BEA-260121>
<Initiating activate operation for application, OCMRepeater [archive:
/scratch/wl2/ocmrepeater/ocm/repeater/ears/OCMRepeater.ear], to OCMRepeaterServer1
.>
Task 25 initiated: [Deployer:149026]activate application OCMRepeater on
OCMRepeaterServer1.
Task 25 completed: [Deployer:149026]activate application OCMRepeater on
OCMRepeaterServer1.
Target state: activate completed on Server OCMRepeaterServer1
```

Note: If using a secure protocol (t3s) to connect to the AdminServer, you will need to specify additional SSL arguments in the environment.

Set JAVA_OPTIONS to the appropriate arguments to use before invoking the deployer script. Details regarding the Java Options are available at:

http://docs.oracle.com/cd/E12840_01/wls/docs103/deployment/wldeployer.html

The SSL Arguments include:

```
[ -Dweblogic.security.TrustKeyStore=DemoTrust ]
[ -Dweblogic.security.JavaStandardTrustKeystorePassPhrase=password ]
[ -Dweblogic.security.CustomTrustKeyStoreFileName=filename
-Dweblogic.security.TrustKeystoreType=CustomTrust
[ -Dweblogic.security.CustomTrustKeystorePassPhrase=password ]
]
[ -Dweblogic.security.SSL.hostnameVerifier=classname ]
[ -Dweblogic.security.SSL.ignoreHostnameVerification=true ]
```

The following configuration files are placed under the <OCM_REPEATER_HOME>/ocm/repeater/config directory after a successful deployment:

- The ocmrepeater.properties file required by the deployed Application.
- The ocm_config.properties file required by ocmrepeater.ctl.

The Support Hub application is Active after deployment as long as the Server to which it is deployed is running.

3.3 Deploy Support Hub for OC4J

This section describes deployment of support hub in OC4J environment.

The following topics are described:

- [Preparing to Deploy](#)
- [Using the Deployment Script](#)

3.3.1 Preparing to Deploy

The Support Hub is packaged as an EAR file that is located in the ocm/repeater/ears directory. This EAR file is named OCMRepeater.ear and deployed with the use of the ocm/repeater/bin/oc4j_OCMRepeaterDeploy.sh file (on Linux systems) or the ocm/repeater/bin/oc4j_OCMRepeaterDeploy.bat file (on Windows systems). If the

ORACLE_HOME variable is not set, it must be specified on the command line when deploying the Support Hub.

A singular configuration file, `ocmrepeater.properties`, is placed in the `<OCM_REPEATER_HOME>/ocm/repeater/config` directory.

The deployment of the Support Hub is independent of any Oracle Management Service deployment and configuration. The deployment of the Support Hub and creation of the OC4J component through the use of the `oc4j_OCMLRepeaterDeploy` script automatically starts the Support Hub upon successful deployment.

3.3.2 Using the Deployment Script

Use the `oc4j_OCMLRepeaterDeploy.sh` script to deploy the Support Hub. The script syntax is:

```
oc4j_OCMLRepeaterDeploy.{sh | bat} [<ORACLE_HOME>]
```

Where `ORACLE_HOME` is the home directory of Oracle Application Server (where the Support Hub patch is unzipped).

To deploy the Support Hub, run:

```
[prompt]$ ocm/repeater/bin/oc4j_OCMLRepeaterDeploy.sh
```

Output of the script will look like this:

```
opmnctl: stopping opmn managed processes...
=====
opmn id=sys26:6255
  no processes matched this request
1
Application:      OCMRepeater
Component Name:   OCMRepeater
Component Type:   OC4J
Instance:         /scratch/test/mycompany.com

opmnctl: starting opmn managed processes...
```

4 Managing Oracle Support Hub

Use the `ocmrepeaterctl` utility to manage Oracle Support Hub. This utility enables you to reconfigure or get status for the Support Hub. The syntax and usage of this utility are:

```
ocmrepeaterctl {configure | status | restart}
```

Where:

- `configure`: to (re)configure Support Hub
- `status`: to know the status of Support Hub
- `restart`: to restart the Support Hub

The following management topics are presented:

- [Verify and Set Environment Variables](#)
- [Check Support Hub Status](#)
- [Reconfigure Support Hub](#)

- [Restart Support Hub](#)

4.1 Verify and Set Environment Variables

Prior to running the `ocmrepeaterctl` utility:

- For a Support Hub deployed using an Oracle Application Server:
 - Set the `ORACLE_HOME` environment variable to `<OCM_REPEATER_HOME>`.
- For a Support Hub deployed using a WebLogic Server:
 - Set the environment variable `OCM_REPEATER_HOME` to `<OCM_REPEATER_HOME>`.
 - Set the `OCM_DOMAIN_PATH` environment variable to the location of the corresponding WebLogic domain.
- For managing Support Hub built into Enterprise Manager 11.1 and above:
 - Set the `OCM_REPEATER_HOME` environment variable to the `ORACLE_HOME` of OMS.
 - Set the `OCM_DOMAIN_PATH` environment variable to `<OMS Instance base location>/user_projects/domain/GCDomain` (default GC domain name).

4.2 Check Support Hub Status

To check the status of the Support Hub, run the following command from the home where the Support Hub has been installed.

```
<OCM_REPEATER_HOME>/ocm/repeater/bin/ocmrepeaterctl status
```

This command provides useful information including any proxy settings being used by the Support Hub, the location of the log file, and whether the process is alive or not. Sample output for the OC4J environment:

```
[oracle@myhost oms10g]$ ocm/repeater/bin/ocmrepeaterctl status
Oracle Configuration Manager Repeater - Release: 10.3.8.0 - Production
Copyright (c) 2005, 2009, Oracle. All rights reserved.
Built 01/21/2009 07:14:57 PM
Install Root :/scratch/EMGC/OracleHomes/oms10g
Proxy Host :www-proxy.mycompany.com
Proxy Port :80
Proxy User :NONE
Logging Level :DEBUG, Rolling
Log File Location :/scratch/ EMGC/OracleHomes/oms10g/sysman/log/ocmrepeater.log
OCMRepeater | Alive
```

In this example, the output is for a WebLogic environment:

```
Oracle Configuration Manager Repeater - Release: 10.3.8.0 - Production
Copyright (c) 2005, 2009, Oracle. All rights reserved.
Built 07/29/2009 06:02:41 PM

Install Root      :/scratch/sumit/bea/ocmrepeater
Proxy Host       :NONE
Proxy Port       :NONE
Proxy User       :NONE
Logging Level    :WARN, Rolling
Log File Location :/scratch/bea/ocmrepeater/ocm/repeater/log/ocmrepeater.log
```

Initializing WebLogic Scripting Tool (WLST) ...

Welcome to WebLogic Server Administration Scripting Shell

Type help() for help on available commands

Please enter your username [weblogic] :weblogic

Please enter your password [weblogic] :

Connecting to t3://mywlshost.mycompany.com:7001 with userid weblogic ...

Successfully connected to Admin Server 'AdminServer' that belongs to domain 'base_domain'.

Warning: An insecure protocol was used to connect to the server. To ensure on-the-wire security, the SSL port or Admin port should be used instead.

Current state of 'OCMRepeaterServer1' : RUNNING

Disconnected from weblogic server: AdminServer

Exiting WebLogic Scripting Tool.

4.3 Reconfigure Support Hub

Use the following command to reconfigure Oracle Support Hub by adding, removing, or changing any proxy server settings needed to connect to the Internet:

```
<OCM_REPEATER_HOME>/ocm/repeater/bin/ocmrepeaterctl configure
```

When using the `configure` parameter, you will be prompted for proxy server information. If no proxy server is required, type **NONE** at the prompt. Otherwise enter the appropriate proxy server information, using the following format `[username@]host:port`. If a user name is specified, you will be prompted for a password.

Sample of running `ocmrepeaterctl configure` for OC4J follows:

```
> $ORACLE_HOME/ocm/repeater/bin/ocmrepeaterctl configure
Oracle Configuration Manager Repeater - Release: 10.3.8.0 - Production
Copyright (c) 2005, 2009, Oracle. All rights reserved.
Built 07/25/2009 06:10:29 PM
```

Enter the proxy server details in this format:

```
[<proxy-user>@]<proxy-host>[:<proxy-port>]
```

To specify no proxy, enter NONE

Proxy Specification:user1@www-proxy.mycompany.com:4321

Proxy Password:

Configuration saved to disk

Stopping Repeater...

opmnctl: stopping opmn managed processes...

Starting Repeater...

opmnctl: starting opmn managed processes...

OCMRepeater | Alive

In this example, the output is for a WebLogic environment:

```
Oracle Support Hub - Release: 10.3.8.0.0 - Production
Copyright (c) 2005, 2013, Oracle and/or its affiliates. All rights reserved.
Built 05/30/2013 07:06:48 PM
```



```
Enter the proxy server details in this format:
  [<proxy-user>@]<proxy-host>[:<proxy-port>]
To specify no proxy, enter NONE
Proxy Specification:user1@www-proxy.mycompany.com:4321
Proxy Password:
Configuration saved to disk
```

```
Initializing WebLogic Scripting Tool (WLST) ...
```

```
Welcome to WebLogic Server Administration Scripting Shell
```

```
Type help() for help on available commands
```

```
Please enter your username :weblogic
Please enter your password :
Connecting to t3://mywlshost.mycompany.com:7001 with userid weblogic ...
Successfully connected to Admin Server 'EMGC_ADMINSERVER' that belongs to domain
'GCDomain'.
```

```
Stopping application OCMRepeater.
<Jun 5, 2013 3:58:20 AM PDT> <Info> <J2EE Deployment SPI> <BEA-260121> <Initiating
stop operation for application, OCMRepeater [archive: null], to EMGC_OMS1 .>
Completed the stop of Application with status completed
Current Status of your Deployment:
Deployment command type: stop
Deployment State      : completed
Deployment Message    : no message
Starting application OCMRepeater.
<Jun 5, 2013 3:58:21 AM PDT> <Info> <J2EE Deployment SPI> <BEA-260121> <Initiating
start operation for application, OCMRepeater [archive: null], to EMGC_OMS1 .>
.Completed the start of Application with status completed
Current Status of your Deployment:
Deployment command type: start
Deployment State      : completed
Deployment Message    : no message
Disconnected from weblogic server: EMGC_ADMINSERVER
```

```
Exiting WebLogic Scripting Tool.
```

4.4 Restart Support Hub

To restart the Support Hub, run the following command from the home where the Support Hub has been installed.

```
<OCM_REPEATER_HOME>/ocm/repeater/bin/ocmrepeaterctl restart
```

In this example, the output is for an OC4J environment:

```
> $ORACLE_HOME/ocm/repeater/bin/ocmrepeaterctl restart
Stopping Oracle Support Hub...
opmnctl: stopping opmn managed processes...
Starting Oracle Support Hub...
opmnctl: starting opmn managed processes...
```

```
OCMRepeater | Alive
```

In this example, the output is for a WebLogic environment:

```

> $ORACLE_HOME/ocm/repeater/bin/ocmrepeaterctl restart

Initializing WebLogic Scripting Tool (WLST) ...

Welcome to WebLogic Server Administration Scripting Shell

Type help() for help on available commands

Please enter your username :weblogic
Please enter your password :
Connecting to t3://mywlshost.mycompany.com:7001 with userid weblogic ...
Successfully connected to Admin Server 'EMGC_ADMINSERVER' that belongs to domain
'GCDomain'.

Stopping application OCMRepeater.
<Jun 5, 2013 3:58:20 AM PDT> <Info> <J2EE Deployment SPI> <BEA-260121> <Initiating
stop operation for application, OCMRepeater [archive: null], to EMGC_OMS1 .>
Completed the stop of Application with status completed
Current Status of your Deployment:
Deployment command type: stop
Deployment State      : completed
Deployment Message   : no message
Starting application OCMRepeater.
<Jun 5, 2013 3:58:21 AM PDT> <Info> <J2EE Deployment SPI> <BEA-260121> <Initiating
start operation for application, OCMRepeater [archive: null], to EMGC_OMS1 .>
.Completed the start of Application with status completed
Current Status of your Deployment:
Deployment command type: start
Deployment State      : completed
Deployment Message   : no message
Disconnected from weblogic server: EMGC_ADMINSERVER

Exiting WebLogic Scripting Tool.

```

5 Configuring OCM Instances to Use Oracle Support Hub

To use the Support Hub to upload configuration data to Oracle, those Oracle Configuration Manager instances must be a minimum version of Oracle Configuration Manager release 10.3.5. Configuring an Oracle Configuration Manager instance to use a Support Hub is done by first creating a response file using the `emocmrsp` utility, with the `-repeater` parameter and the URI at which the Support Hub can be accessed.

```

$ORACLE_HOME/ccr/bin/emocmrsp -repeater http[s]://<hostname>[:<port>] <CSI>
<MyOracleSupport ID>

```

Specifying a port is optional; if none is selected, a default port of **80** or **443** is used for `http` or `https` traffic. To use the Support Hub built into Enterprise Manager Cloud Control, specify the same hostname and port used to access the Cloud Control console in a web browser – however, make sure not to include any path information after the hostname and port (`/em/`, for instance). If BIG-IP load balancer is used in connecting to the Enterprise Manager Cloud Control, same host, port combination can be used for connecting to Support Hub, as explained above.

You can use the `emocmrsp` command to generate a response file. This file uses the Support Hub to upload configuration data to Oracle. If you use a response file, you must provide the appropriate CSI and My Oracle Support credentials, so that the response file is complete.

Once the response file has been generated, it must be used to configure (or re-configure) the Oracle Configuration Manager instance. To do this, run the `setupCCR` (for initial configuration) or `configCCR` (for re-configuration) command with the `-R` parameter along with the name of the response file. For more information on using response files, see the *Oracle Configuration Manager Installation and Administration Guide*.

The response file is also used to re-configure an Oracle Configuration Manager instance when a Support Hub is no longer required to access the Internet. To do this, create a new response file using the `emocmrsp` command with the arguments `-repeater NONE`, and use that response file with `configCCR -R` to re-configure the Oracle Configuration Manager instance.

Note that if you want to reconfigure Oracle Configuration Manager to change parameters other than Support Hub usage (the My Oracle Support credentials associated with that system, for instance), you need not use a response file. Once a Support Hub is configured, it is maintained throughout any reconfiguration until it is explicitly removed.

To verify the Support Hub is being used to upload configuration data to Oracle, execute the command `$ORACLE_HOME/ccr/bin/emCCR -verbose test`. The results of this command will identify the Support Hub being used.

6 Troubleshooting Oracle Support Hub

You may see the following errors when running Support Hub:

Deployment Error

When more than one Support Hub deployment is tried under the same domain, you will get the following warning message:

```
This repeater application is already deployed in another server AdminServer.  
Continuing the deployment may result in the two repeaters interfering with each  
other.
```

```
Recommended action is to ensure existing one is undeployed and then continue.  
Do you want to proceed deploying in server AdminServer1 anyway? {Y/N} [N]:
```

Java Error

Support Hub configuration on Solaris is not possible with JDK lower than release 1.4.2. With any other JDK release lower than 1.4.2, it gives the error.

```
ccr/bin/emocmrsp -repeater http://<hostname>[:<port>]  
Failed to get Symmetric Key No such algorithm: AES  
.  
.
```

After prompting for the password, the Support Hub gives the previous error and again asks for the user name and password (optional). This happens on Solaris 8, 9, and 10.

Deployment to a WebLogic Server Environment

When deploying Support hub in WLS using secured (t3s) connection to connect to the admin server, the following error may be returned based on your server's SSL configuration:

```
Unable to connect to 't3s://mywlshost.mycompany.com:7101': Destination
unreachable; nested exception is:
    javax.net.ssl.SSLKeyException:...
```

In such case, set the `JAVA_OPTIONS` properly as explained in [Preparing to Deploy](#) of the [Deploy Support Hub in a WebLogic Server Environment](#) section.

7 Frequently Asked Questions

Does the Support Hub support proxy servers?

Yes, if there is no direct connection found from the Support Hub to Oracle, you can specify proxy server details (supported authentication methods are basic or digest), just as with an individual Oracle Configuration Manager instance connecting to Oracle in the no-Support Hub case.

What is the difference between the Repeater and the Support Hub?

The Repeater is the implementation of the Support Hub.

How does configuring an Oracle Configuration Manager instance to use a Support Hub differ from configuring Oracle Configuration Manager in disconnected mode?

When configured to use a Support Hub, an Oracle Configuration Manager instance is running in connected mode – the difference is that the connection to Oracle is through the Support Hub rather than a direct connection or a connection using a proxy server. Systems that would have run in disconnected mode because they lacked a connection to Oracle can now run in connected mode, using the Support Hub to connect to Oracle. If an Oracle Configuration Manager instance is configured in disconnected mode, it cannot make use of a Support Hub.

Oracle Configuration Manager instance (version 10.3.5 or later) in disconnected mode can be switched to connected mode and configured to use a Support Hub by running `configCCR -R` with a response file. If the response file used was created by specifying a Support Hub argument in the `emocmrsp` command, subsequent to the re-configuration of the Oracle Configuration Manager instance, will automatically start using the Support Hub.

Support Hub in OMS is not working, would it impact Enterprise Manager Support Work Bench (SWB) functionality?

Yes, proper vacationing of SWB depends on working Support Hub in OMS Application Server.

Where can I see in WLS admin console, that Oracle Support Hub is deployed and active?

Log in to WLS admin Server of the application domain where Support hub is deployed. Click **Deployments** and look for OCMRepeater with State as Active and Health as OK.

How to confirm that a Support Hub is deployed and/or configured is working?

Support Hub can be confirmed as working if an Oracle Configuration Manager (OCM) collector could be configured/installed or could create a response file with a Support Hub configuration successfully. See the [Configuring OCM Instances to Use Oracle Support Hub](#) section for details.

Is there any test URL that I can use in browser that will confirm to me that Support Hub is up and running?

To confirm if a Support Hub application is running on that host, open the following URL in a web browser:

```
http[s]://<hostname>[:<port>]/ocmrepeater/testIt
```

Once the page is loaded, the browser should display the following content:

```
<GET response="OK"/>
```

What is the URL for Support Hub that is built into Enterprise Manager?

To use the Support Hub built into Enterprise Manager Cloud Control, specify the same hostname and port used to access the Cloud Control console in a web browser; however, make sure not to include any path information after the hostname and port (for example: /em/)

For example, if the Enterprise Manager URL is:

```
https://myoms.mycompany.com:7788/em
```

Then the Support Hub URL would be:

```
https://myoms.mycompany.com:7788
```

What is the URL for Support Hub deployed in a stand-alone WebLogic Server installation?

The URL would be same as the URL of the WebLogic Server in which the Support Hub is deployed.

8 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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