Oracle® Configuration Manager

Release Notes

Release 12.1.2

E48356-03

June 2015

Oracle Configuration Manager personalizes and enhances the support experience by collecting configuration information and uploading it to the Management Repository. When the configuration data is uploaded on a regular basis, customer support representatives can analyze this data and provide better service to customers.

Oracle Configuration Manager collection software is self contained and does not affect the contents of the existing Oracle software installation. The configuration collections occur once a day and have negligible impact on the operations of the system and Oracle products including production deployments.

These Release Notes list the important features of Oracle Configuration Manager and the known issues in this release.

The steps to install and configure Oracle Configuration Manager are documented in the *Oracle Configuration Manager Installation and Administration Guide*.

This document contains the following sections:

- Oracle Configuration Manager New Features
  - Updated Features for Release 12.1
  - Updated Features for Release 12.0
- Known Issues for OCM 12.1
- References
- Documentation Accessibility

1 Oracle Configuration Manager New Features

This section lists the new and updated features in Oracle Configuration Manager (OCM):

- Updated Features for Release 12.1
- Updated Features for Release 12.0

1.1 Updated Features for Release 12.1

The updated features and support in the OCM 12.1 release include:

- **Synchronization for deleted targets between Enterprise Manager and Oracle Harvester**

> **Note:** This feature is supported ***only*** for Enterprise Manager Cloud Control 12*c* and later.

  - Any targets removed from Enterprise Manager are automatically deactivated from My Oracle Support (MOS).

- **Optimize Oracle Harvester to run during low server activity**

> **Note:** This feature is supported ***only*** for Enterprise Manager Cloud Control 12*c* and later.

  - By default, Oracle Harvester use to run at 2 a.m. for all users around the world. This started causing high activity at the same time on the Oracle server, which resulted in backoff error messages on the customer side.

    With OCM 12.1, Oracle Harvester is automatically scheduled to run for different users at different times. This action should reduce or eliminate any backoff error messages being sent to Oracle Harvester.

    If you need to run Oracle Harvester at particular time, then make following entry in `mgmt_ocm_upl_props` table before configuring the harvester job schedule:

```
insert into mgmt_ocm_upl_props(name, str_value) values('resch_harv_
job','false');
commit;
```

- **OMS bounce not required to change Oracle Harvester configuration**

> **Note:** This feature is supported for all versions of Enterprise Manager.

  - Today, for some scenarios that require you to configure Oracle Harvester by making an entry in the `mgmt_ocm_upl_props` table, you would need to bounce the OMS after changing the configuration. With OCM 12.1 and later, you will not be required to bounce the OMS.

1.2 Updated Features for Release 12.0

The updated features and support in the 12.0 release include:

- **Oracle Customer Configuration Repository (CCR) Servers for OCM**

  - These servers have been updated to a new software stack and framework, which changed the OCM Collector communication protocol with Oracle. New updated servers are backward compatible to support pre-12.0 OCM Collectors and would not impact functionality of existing collectors.

Note: Oracle recommends updating to OCM 12.0 to take full advantage of the new features and functionality. See the "Updating Oracle Configuration" section of the *Oracle® Configuration Manager Installation and Administration Guide* for information on enabling the auto-update feature:

http://docs.oracle.com/cd/E37284_01/doc.1038/e37289/admin.htm#CDCICCGF

2 Known Issues for OCM 12.1

The known issues are as follows:

- ORA-20006: ORA-01031: insufficient Privileges Encountered instrumenting Oracle Database Configured with Oracle Database Vault
- Siebel Collections Restriction
- NTLM Authentication Java Requirements
- Previous OCM Collectors for Exadata Targets are not Supported in OCM 12.0
- Discovery Directory Missing, Cannot Upload Harvester Collections
- setupCCR Does Not Work Correctly on Windows Systems That Use Japanese As the Input Language
- Derived Home in Left in Disconnected Mode if Source Home Is in Disconnected Mode
- deriveCCR Command - Oracle Configuration Manager Collector in Cloned Home Is Left in Disconnected Mode in Certain Conditions
- deriveCCR Command May Freeze on Non-English Windows Environments
- Auto Update: Error Returned When Upgrading from pre-10.3.8 to 12.1 OCM
- OCM Fails If No Home Directory is Present

2.1 ORA-20006: ORA-01031: insufficient Privileges Encountered instrumenting Oracle Database Configured with Oracle Database Vault

When an Oracle Database is configured with Oracle Database Vault, instrumenting the database for collection of configuration information fails. The instrumentation is performed through the command:

```
$ORACLE_HOME/ccr/admin/scripts/installCCRSQL collectconfig
```

The SYS account used to perform the instrumentation does not have access to the SYS privileges needed in an Oracle Database Vault configuration. The following error is reported when reviewing the log file referred to in the error message:

```
ORA-20006: ORA-01031: insufficient privileges
```

(Bug 9956595)

2.2 Siebel Collections Restriction

If you install Siebel with *localhost* as the host name of the system, the Siebel hierarchy under the Enterprise System will not display any entries under that Siebel server in

My Oracle Support. Although the Siebel server hierarchy will not display any entries, all details under this Siebel server are still collected and available through their respective targets under the Targets region in My Oracle Support.

(Bug 9532616)

2.3 NTLM Authentication Java Requirements

If you are using a proxy server that uses NTLM authentication, then you must use Java version 1.6 at minimum.

2.4 Previous OCM Collectors for Exadata Targets are not Supported in OCM 12.0

The configuration schema has changed for Exadata configuration collection for new OCM 12.0. Configuration data uploaded by older collectors are not compatible to the new framework. Thus, previous versions of the OCM Collectors (10.x and earlier) are not supported for the Exadata configuration collection.

2.5 Discovery Directory Missing, Cannot Upload Harvester Collections

If OCM is running in the Enterprise Manager OMS Oracle home directory, you may see the following error:

```
emCCR collect
Oracle Configuration Manager - Release: 12.0.0.0.1 - Production
Copyright (c) 2005, 2013, Oracle and/or its affiliates. All rights reserved.
-------------------------------------------------------------
discovery directory missing, cannot upload harvester collections. Please restart
OMS to upload Harvester collections.

Collection and upload failed.
```

In reality, the OCM collection and upload for that Oracle home will work fine. This error actually means that you may have an issue in your harvester upload as your OCM has upgraded, but your harvester is still running on older code.

Resolution

To fix this issue:

- For **single** OMS environments: You must bounce the OMS and then wait for next harvester. If you are still seeing the error after bouncing the OMS, it may be because the harvester has not run yet.
- For **multiple** OMS environments: You must bounce all the OMSs. If you are still seeing the error after bouncing the OMS, it maybe because the harvester has not yet run in that particular OMS after it was bounced.

2.6 setupCCR Does Not Work Correctly on Windows Systems That Use Japanese As the Input Language

When executing `setupCCR` or `configCCR` on a Windows system with Japanese set as the input language, the credentials should be specified using the CSI and User Name format.

(Bug 12559581)

2.7 Derived Home in Left in Disconnected Mode if Source Home Is in Disconnected Mode

When using the `deriveCCR` command on the Windows operating system, if Oracle Configuration Manager in the source home is in disconnected mode, then Oracle Configuration Manager in the cloned home will be left in disconnected mode.

To change the Oracle Configuration Manager collector to connected mode, execute the `configCCR` command from the cloned home after `deriveCCR` completes.

(Bug 11723395)

2.8 deriveCCR Command - Oracle Configuration Manager Collector in Cloned Home Is Left in Disconnected Mode in Certain Conditions

When using the `deriveCCR` command on the Windows operating system, in the following conditions the Oracle Configuration Manager in the cloned home is left in Disconnected Mode:

1. If the Oracle Configuration Manager in the source home was in disconnected mode at the time it was copied to the cloned home.
2. If no connectivity to the end point can be achieved.
3. If the credentials cannot be verified.

Generally, the `deriveCCR` command will not prompt the user for information. Hence, Oracle Configuration Manager collector in the cloned home is left as disconnected.

To change the Oracle Configuration Manager collector to connected mode, execute the `configCCR` command from the cloned home after the `deriveCCR` command completes.

(Bug 13830065; associated Bug 11723395)

2.9 deriveCCR Command May Freeze on Non-English Windows Environments

When using the `deriveCCR` command on non-English Windows environments, `deriveCCR` may freeze when prompting for input. To alleviate this problem, execute `deriveCCR` and supply a response file with the command.

(Bug 11939132)

2.10 Auto Update: Error Returned When Upgrading from pre-10.3.8 to 12.1 OCM

If you want to upgrade OCM from an existing installation, then you may encounter an error if that installation is earlier than 10.3.8. When OCM's Auto Update feature retrieves and installs the packages, an error message may display indicating an error occurred during deployment of the engines package. The remaining packages will be successfully deployed.

Workaround: Run auto update again after the installation. This operation does another check for updates, and the engines package is retrieved and deployed.

Note: This issue only appears on Linux 64-bit systems where the OCM client is using a 32-bit JVM.

2.11 OCM Fails If No Home Directory is Present

If a user home directory does not have write permissions, then OCM returns the following error:

```
chmodFile.sh returned:1
```

Workaround:

1. Set the `CCR_USER_HOME` environment property variable to a directory where user of OCM has write permissions
2. Run the following command to allow the OCM collector to capture the new property:

   ```
   ccr/bin/emSnapshotEnv
   ```

Once you complete the steps above, you should no longer see the error.

(Bug 17895226)

3 References

Additional information about Oracle Configuration Manager is available. See the following locations to learn more:

- Oracle Configuration Manager user documentation:

  The *Oracle Configuration Manager Installation and Administration Guide* can be downloaded from the following URL:

  `http://www.oracle.com/technetwork/documentation/ocm-092152.html`

  This document corresponds to the most recent release of Oracle Configuration Manager and supports earlier releases.

- Oracle Configuration Manager security documentation:

  Online documentation is available to respond to concerns surrounding security implications of Oracle Configuration Manager. The My Oracle Support Knowledge Base articles (728982.1 or 728982.5) answer common questions about how Oracle Configuration Manager ensures its operations are performed in a secure manner. You can access My Oracle Support from:

  `https://support.oracle.com`

4 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.

Oracle Configuration Manager Release Notes, Release 12.1.2
E48356-03

Copyright © 2005, 2015, 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, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

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 about 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 unless otherwise set forth in an applicable agreement between you and Oracle. 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, except as set forth in an applicable agreement between you and Oracle.