Oracle® Platinum Services Platinum Configuration Worksheet Online Help

E57997-01

Document Objectives:
The Platinum Configuration Worksheet (PCW) Online Tool is a key part of planning and executing an efficient and successful implementation of Oracle Platinum Services. This document is designed to help you:

- Understand the PCW – the required data elements and why they are important

- Understand where to source the required data elements for the PCW

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

Additional PCW Questions?
For additional questions, please contact the Oracle Support Services contact with whom you have been engaged for Platinum Services review ('Oracle Platinum Manager').

Please note that the Platinum Configuration Worksheet must be completed for each Oracle Advanced Support Gateway ('Gateway') you plan to deploy. Each Gateway can support up to 8 Engineered Systems.

Thank you for choosing Oracle Platinum Services!

1. **Platinum Configuration Worksheet Details**: This section provides summary information on your online PCW form and does not require data entry. Data elements include your Organization Name, Name of the person who created the sheet, PCW Creation Date and Time, Last Updated by and Last Update Time. The section also offers the following actions and statuses.

Actions

Help: You may access an this online Help Document by clicking this button

Cancel PCW: You may click this button should you wish to discard the form and create a new one

Submit: Click this button after you have completed and reviewed the PCW. Once submitted you will not be able to edit the PCW

Statuses

In-Progress: You have started editing the PCW but have not yet selected Submit

Submitted: You have edited and submitted the PCW; you will not be able to edit the PCW but will have read access

Completed: Your Oracle Platinum Manager has reviewed and completed the PCW for Implementation Engineer to review

Implemented: The Oracle Platinum Engineer has configured the Platinum Gateway as per the information filled in PCW form.

2. **Contact Worksheet:** This section contains two types of customer contacts - Change Management Contacts and the Responsible Manager contact.

i. **Change Management Notification Contacts**: These are the contacts from your organization who will be notified about any planned changes such as:

    i. Configuration Management (e.g., adding/removing a database from being monitored)

    ii. Planned maintenance (e.g., alerting Oracle that a machine or DB will be down)

- **Name:** Name of person(s) who will be raising Change Management tickets and need to be kept informed of changes
- **Phone Number:** Specify the Phone Number including Country and City Code
- **Email ID**: Specify the Email ID of the Change Management Notification Contact
- **Portal User:** Checking the box for "Portal User" will give the particular user access to the Oracle Advanced Support Portal used for Platinum Configuration Management, Incident monitoring and reporting, change management process etc. There must be at least one specified Portal User amongst the Change Management Contacts. If the check box is not marked then the user will only receive notification for the changes but will not be able to raise changes or access the Oracle Advanced Support Portal. Please refer to MOS Note 1605750.1 for more details on Oracle Advanced Support Portal

ii. **Responsible Manager**: Customer contact responsible for the engineered system implementation and who works closely with Oracle implementation engineers to provide the required information and ensure any issues are resolved in timely manner.

- **Name:** Specify the name of the Manager who will work closely with Oracle Platinum team to provide required information and help in getting any issues resolved
- **Phone Number:** Specify the Phone Number including Country and City Code
- **Email ID:** Specify the Email Id of the responsible Manager

After editing the contact details in "Change Management notification Contact" and "Responsible Manager Contact" sections, click on the Add button. You can add as many Contacts as you want.

Once all of the desired contacts have been added, select "Save Contact Worksheet".

3. **Gateway Worksheet**: The sheet captures the datacenter address where the Oracle Advanced Support Gateway server would be installed and contact details of your representative who can provide data center and Oracle Advanced Support Gateway Server access. This information will help Oracle and your organization with troubleshooting efforts. For more information, please refer to the <u>Oracle Advance Support Gateway Security Guide</u>

   ➢ **Key Information:** The Oracle Advanced Support Gateway requires the following:

   VM or physical hardware that meets the minimal specifications outlined in <u>OASG Hardware Specifications</u>

   1 x Ethernet (100/1000/10000Mb) (eth0)

   1 x IP addresses (can be either public or private)

   Firewall access set up per tables in the Security Guide.

   Routes to allow the Gateway to communicate with the Engineered System's management network (eth0)

   Appropriate routes to allow the Gateway access to both the Engineered System and the Internet.

Gateway Configuration Section

- **Is Existing Gateway**: Select "Check Box" if you will be using an existing Oracle Advanced Support Gateway.

- **Gateway Hostname:** Enter Gateway hostname if you are connecting via an existing Gateway. You may contact your Oracle Platinum Manager to get the

hostname of an existing Platinum Gateway. This field will be grayed out if you unchecked the Existing Gateway box.

- **Gateway Install Type**: Select "Physical" if you plan to allocate a physical server for the Gateway. Select "VM" if you plan to allocate a Virtual Machine for the Gateway server. Note that only Oracle Virtual Manager VMs are supported.

- **Gateway Serial Number**: Specify the serial number of the Gateway server if you are using an Oracle Server.

- **Gateway Hardware Vendor/Mode**l: Specify the Gateway Server Make and Model (e.g Oracle X4-2).

- **Gateway Hardware Availability**: Specify the date by which the Gateway will be installed, powered-on and connected to the network.

- **VPN Method**: Recommended practice is to select SSL/VPN. If you do not have internet access within the network, IPSec is an alternative. Please note that IPSec implementations may add 4-6 weeks to the implementation cycle. *Should you wish to use IPSec, you will need to complete a separate Network Configuration Form (NCF), available from your Oracle Platinum Support Manager.*

- **Gateway Connection Method**: Select whether the Gateway will have a Direct Connection to the Internet or will be configured in your DMZ (recommended)

  - ➢ **Key Information**: The DMZ approach provides two firewalls; one between the internet and the Gateway (Table 1 in the Security Guide); and the 2nd between the Gateway and the engineered system (Table 2 in the security guide). Figure 2 in the security guide has a diagram of the DMZ design.

- **Primary IP Address of OASG**: Specify IP address that will be assigned to the primary network interface of the Gateway (OASG).

- **Primary subnet**: Subnet mask of the primary interface of the Gateway.

- **Primary Default Gateway**: Specify IP address of the default route for the network assigned to Primary interface of Gateway.

- **ILOM IP Address**: Enter the IP address which will be assigned to ILOM Management Interface of the Gateway (Note: required only for Oracle servers).

- **ILOM Subnet Mask**: Specify the subnet Mask for the ILOM i.e. Management network interface.

- **ILOM Default Gateway**: IP address of the default route for the ILOM i.e. management network interface.

- **Static Routes**: Specify static routes which may be needed to send traffic destined for the Gateway out of the Management Interface on the Compute Nodes. This is not required if the default route on the Engineered System is via the Management interface (eth0).

- **HTTPS Proxy Hostname**: Specify the Proxy name, if the connection from the Gateway to the Internet is via Proxy. This field is not required if using Direct internet access (nor are the following three fields).
- **HTTPS Proxy Port number**: Specify the Proxy server port being used.
- **HTTPS Proxy username**: Specify Proxy Username.
- **HTTPS Proxy Password**: Specify the Proxy password.

Once you have completed all required information, select "Save Gateway Worksheet"

4. **Firewall Contacts:** The worksheet captures details of your Network and Security contacts who will approve and implement the required Firewall rules. This will ensure better coordination between Oracle Platinum Engineer and your Firewall team and help accelerate Platinum Services implementation.

- **Firewall Change Management Approver:** Provide the Name, Email ID and Phone Number of a contact who will approve any changes required to open firewall rules.

- **Firewall Change Implementation Engineer**: Provide the Name, Email ID and Phone Number of the Engineer who is responsible for implementing Firewall rules.

- **Date Firewall Rules will be opened:** Provide a date when you expect the firewall rules will be implemented and ports opened, as stated in the Security Guide. Please note that delays in fully implementing firewall rules may delay Platinum implementation.

Click the Edit button for each field, and once the information is complete, select "Save Firewall Contacts Button".

5. **Customer's Engineered System Information:** In this worksheet you will provide information about all the Engineered Systems you want enabled on Platinum Services via the specified Gateway in this PCW.

- **Engineered System Type:** From the dropdown options, select whether your Engineered System is an Exadata, Physical Exalogic, Virtual Exalogic or SuperCluster. Note: A 'Virtual Exalogic' is configured to have the nodes split into multiple instances using OVM or Solaris VM.

- **Rack Serial Number**: Specify the Engineered System Rack Serial Number which can be found on the rear side of the Engineered System rack.

- **Host IP Address of the First Compute Node**: This can be obtained by running "ifconfig eth0" command on the 1st compute node.

- **Fully Qualified Hostname**: This can be obtained by running "hostname" command on the 1st Database node for Exadata and SuperCluster. For Exalogic, this option is not required and the field will be disabled.

- **Databases to be Monitored:** Specify the list of databases which you would want to be part of Platinum Support Monitoring. Separate database instance names using a comma. If you would like all of your currently running databases monitored, select "All". You can find the instance names of the database running on a given node by running the "ps -ef| grep pmon" command.

  - ➤ **Key Information**: There is no limit to the number of databases Oracle monitors, provided they run on Platinum Certified levels of the Oracle Database. For Exadata and SuperCluster, there must be at least one database specified. Platinum Services does however have rules on the number of databases that can be patched. You can find information on patching here. Note: If the rack is a Split Configuration or Multi Rack Configuration, please specify that information in this field.

 Click on the "Edit Button and you will see the following screen where you can enter the required information, then select "Add".

Once you click Add, the information updated by you will be saved in the table.

If you have multiple engineered systems which you want monitored using same Oracle Advanced Support Gateway, then you need to add one entry per Engineered System in this section. Following is the screenshot of a sample sheet edited with two Engineered Systems.

After you have completed adding information for all the Engineered Systems click on the "Save Information Button". This will save the Engineered System Information Worksheet.

6. **Default Cloud Control Agent Settings:** These are the settings which are used by Oracle Enterprise Manager to monitor the database. The settings mentioned are the default and recommended settings. The sheet is required to be edited only if you would not be using the default values

Default Cloud Control Agent Settings

Default Cloud Control Agent Settings

Platinum EM Agent Username: orarom	Platinum EM Agent User ID: 1010
Platinum Group Name: orarom	Platfinum Group ID: 1010
Platinum EM Agent User Home: /home/orarom	Platinum EM Agent Base Directory: /opt/OracleHomes
Agent Port: 1830	

Save Agent Settings

- **Platinum EM Agent Username**: This user will be created during installation and must be unique to Platinum Services (Max Length 8 characters). Orarom is the default username.

- **Platinum EM Agent User ID**: Default userid to assign to the agent useris 1010. If the user ID is already used, a system auto generated id will be used.

- **Platinum Group Name**: This is the Platinum EM agent user group name, and it is recommended to use the default (MAX Length 8 characters).

- **Platinum Group ID**: Platinum EM Agent user group ID.

- **Platinum EM Agent User Home**: Home Directory for the Platinum Agent User. For Solaris OS prefix with /export for example /export/home/orarom.

- **Platinum EM Agent Base Directory**: Base directory for agents installed on Engineered System (Exadata, Exalogic and SuperCluster).

- **Agent Port**: Agent installation port (1830-1839). Oracle leaves port 3872 for the customer's EM Agent instance.

Once done with reviewing or changing default values, click the "Save Agent Settings" Button. After review and saving all the sections of the PCW form, click on Submit button. This will submit the form to your Oracle Platinum Manager.

Your Oracle Platinum Manager will review the form and forward to the Platinum Implementation Engineer.

Feedback: Should you have any feedback on the Online PCW please click the Feedback Button located on Top of Screen