Oracle® Enterprise Manager Ops Center

Enable and Test Auto Service Request

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This guide provides an end-to-end example for how to use Oracle Enterprise Manager Ops Center.

Introduction to Auto Service Request

This guide explains how to enable and test the Auto Service Request (ASR) feature.

The Auto Service Request (ASR) feature files service requests automatically based on qualified incidents in Oracle Enterprise Manager Ops Center. You can provide contact information for your environment and enable ASR, then use a test fault to verify that ASR is working correctly.

The Overview of ASR section explains how ASR works and explains the processes involved in creating and enabling ASR.

As part of enabling and testing Auto Service Request, you will complete the following tasks:

- **Providing Contact Information**: Providing contact information gives Oracle Enterprise Manager Ops Center the necessary information to create new Auto Service Requests.
- **Enabling ASR**: Enabling ASR activates qualified assets for ASR and enables the creation of Auto Service Requests.
- **Testing ASR**: Testing ASR using a test fault lets you verify that ASR is working correctly.

See Related Articles and Resources for links to related information and articles about ASR and service requests.

What You Will Need

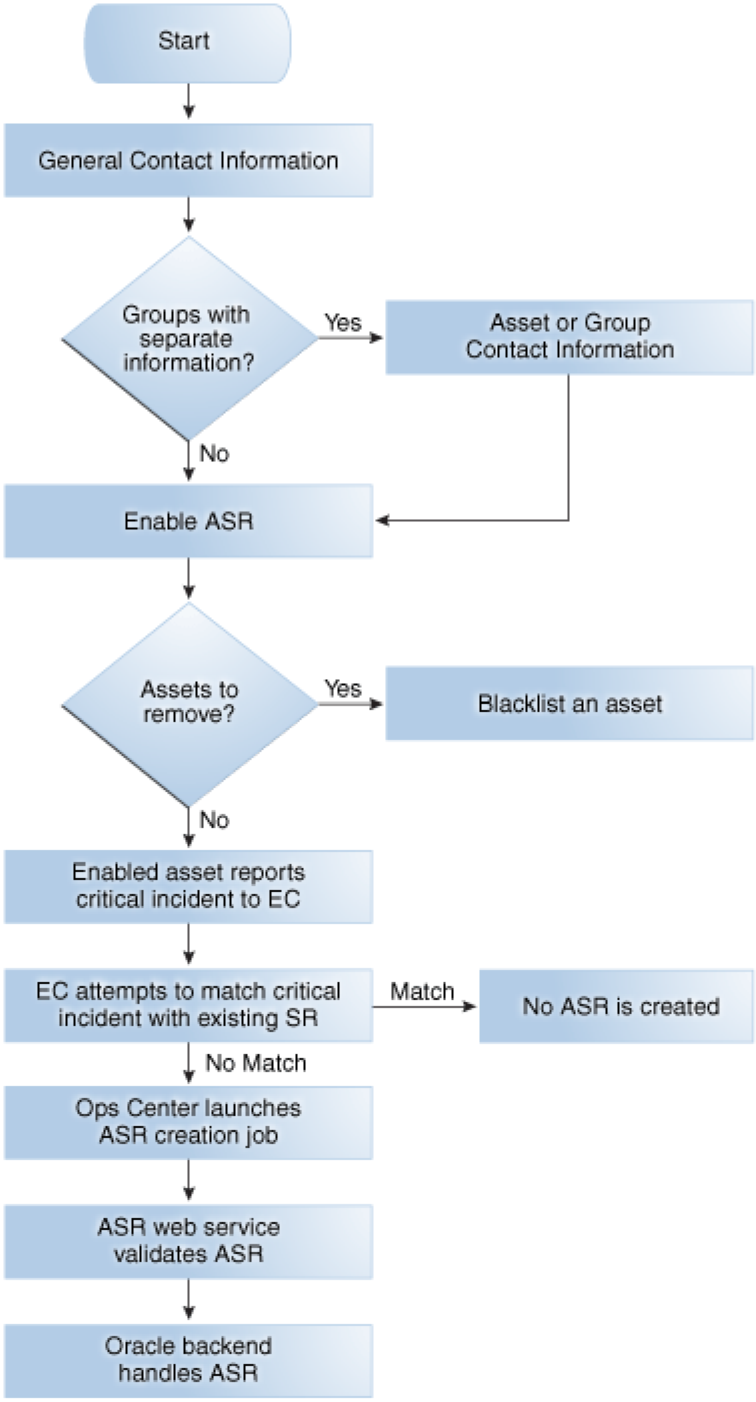
You will need the following:

- A configured Enterprise Controller in Connected Mode
- Access to the Enterprise Controller system
- A user with the Ops Center Admin role
- A valid My Oracle Support (MOS) account, associated with a Customer Service Identifier (CSI)
- A managed ILOM hardware asset

Overview of ASR

Oracle Enterprise Manager Ops Center can use ASR to generate service requests based on known issues. The data from an incident in Oracle Enterprise Manager Ops Center and the asset's contact information are used to create the service request.

Figure 1 ASR Activation and Creation


Start
General Contact Information
Groups with separate information?
Yes
Asset or Group Contact Information
No
Enable ASR
Assets to remove?
Yes
Blacklist an asset
No
Enabled asset reports critical incident to EC
EC attempts to match critical incident with existing SR
Match
No ASR is created
No Match
Ops Center launches ASR creation job
ASR web service validates ASR
Oracle backend handles ASR

Prerequisites

You must provide contact information for your assets and enable this feature before service requests can be generated using ASR.

An ASR can only be generated for an asset if a set of valid My Oracle Support (MOS) credentials have been provided. The asset must be present in MOS, and the credentials must be associated with a Customer Service Identifier (CSI) with rights over the asset. The CSI must be a direct CSI. Service Request Creation rights are required to create new service requests, and Admin rights are required if the contact information for the asset must be updated.

Oracle Enterprise Manager Ops Center's ability to create an ASR is also limited by the available credentials. Oracle Enterprise Manager Ops Center can only monitor an asset for ASR telemetry using the management credentials for the asset. To ensure full coverage for your hardware, provide management credentials for all applicable protocols for each OS and hardware asset. See the Manage Asset chapter of the *Oracle Enterprise Manager Ops Center Configure Reference* for more information about adding credentials, and see `http://docs.oracle.com/cd/E37710_01/nav/faultcoverage.htm` for more information about the telemetry used by ASR.

How ASR Activation Works

After ASR creation is enabled, Oracle Enterprise Manager Ops Center launches a daily job to activate assets for ASR, and attempts to activate all assets when they are discovered. The asset activation job is also run whenever the Enterprise Controller is restarted. You can view the details of this job to see what assets have been activated. You can also view an asset's ASR status. If you do not want an asset to be enabled for ASR creation, you can add the serial number of that asset to a blacklist.

> **Note:** Blade chassis can be enabled for ASR, but individual blades cannot be enabled for ASR.

When an asset is activated for ASR, Oracle Enterprise Manager Ops Center monitors the asset for faults, using either an Agent Controller if one is installed or the asset's Proxy Controller if no Agent Controller is installed. This monitoring is performed automatically, and does not create a job.

To detect faults, Oracle Enterprise Manager Ops Center uses the ILOM and FMA telemetry sources as well as HALRT faults from Exadata systems. It collects SNMP traps from hardware assets and uses SNMP to monitor switch and PDU assets. It can process SNMP V1 and V2 fault alerts, but it can only process SNMP V1 sensor alerts, and it does not check the SNMP community string. It also gathers faults from ILOM using IPMI and SSH to detect faults that occurred before the asset was activated.

Oracle Enterprise Manager Ops Center sends a daily heartbeat event to Oracle for each asset that is enabled for ASR. If this heartbeat is not received, this is reflected for the asset in MOS. The status of this asset is changed to "Active — No Heartbeat" with a date when a heartbeat was last received listed in MOS. The next time a heartbeat is received, the asset's status is changed to the standard ASR status of "Active".

Note: Some assets, such as Solaris 11 and Sun ZFS Storage Appliances, include embedded ASR support. You can choose to enable these assets for ASR directly, or to enable ASR through Oracle Enterprise Manager Ops Center. See the Configure Storage Libraries chapter of the *Oracle Enterprise Manager Ops Center Configure Reference* for more information.

How ASR Creation Works

When a fault occurs on an activated asset, Oracle Enterprise Manager Ops Center first checks to see if the fault matches an existing incident. If not, a new incident is created, a job is run to create a new ASR, and an annotation is added to the incident indicating the ASR creation attempt. The creation job sends the ASR to the ASR web service for validation. When the ASR is validated, it is sent to Oracle.

When the ASR creation is successful, another annotation is added, indicating that the ASR was successfully created and providing a URL for the ASR. Once it is created, an ASR is identical to other service requests and can be viewed and managed using the same processes and tools.

Note: If you create a manual service request for an incident that has already generated an ASR, the duplicate service request is not automatically removed.

For more information about the assets that can be activated for ASR and the incidents that can create an ASR, see the ASR documentation at `http://www.oracle.com/asr`.

Providing Contact Information

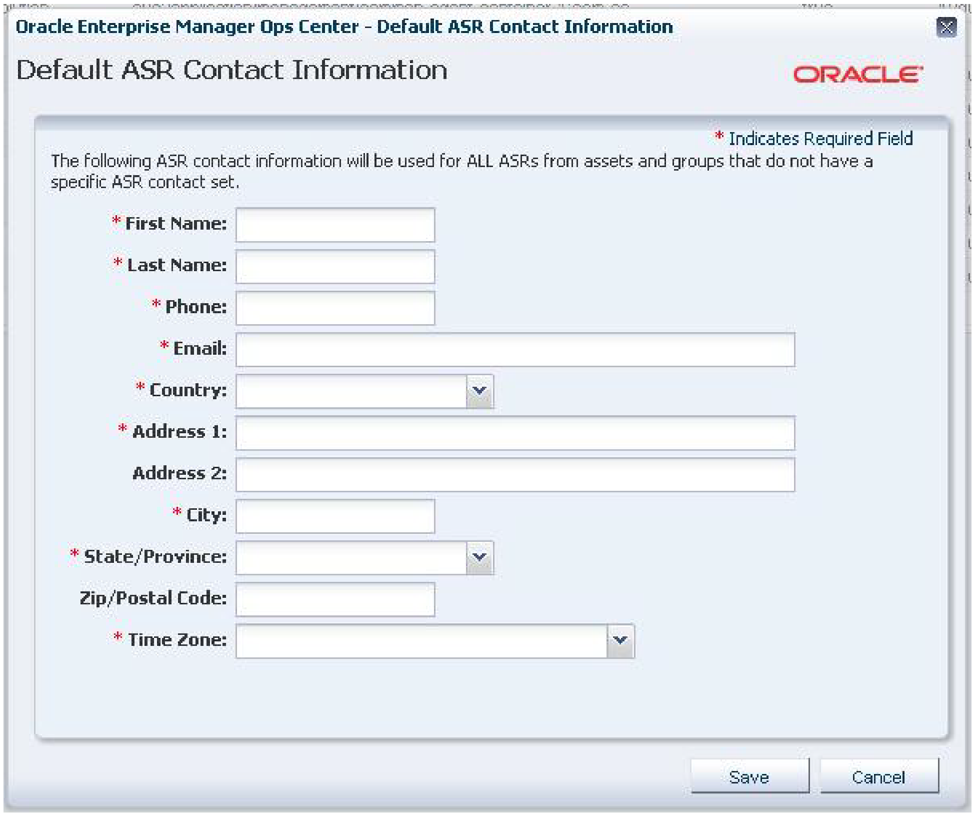
Default contact information is used for assets without asset-specific contact information. This contact information is used to create the ASR with the location of the asset. It must be provided before ASR can be enabled.

If an asset has one set of contact information in the My Oracle Support interface and a separate set in Oracle Enterprise Manager Ops Center, the MOS set is used in the ASR. If MOS has no contact information for the asset, the contact information provided in Oracle Enterprise Manager Ops Center is used.

1. Click the **Enterprise Controller** in the Administration section of the Navigation pane.
2. Click **Edit ASR Default Contact** in the Actions pane.

   The Default ASR Contact Information page is displayed.

Figure 2 Default ASR Contact Information



Oracle Enterprise Manager Ops Center - Default ASR Contact Information

Default ASR Contact Information

* Indicates Required Field

The following ASR contact information will be used for ALL ASRs from assets and groups that do not have a specific ASR contact set.

* First Name:

* Last Name:

* Phone:

* Email:

* Country:

* Address 1:

Address 2:

* City:

* State/Province:

Zip/Postal Code:

* Time Zone:

3. Enter the contact information:
   - First name
   - Last name
   - Phone
   - Email
   - Country
   - Address: Two address fields are provided, but only the first is required.
   - City
   - State or Province
   - (Optional) Zip or Postal Code
   - Time Zone
4. Click **Save**.

Enabling ASR

When ASR is enabled, service requests are automatically generated for your assets when a qualified incident occurs.

1. Click the **Enterprise Controller** in the Administration section of the Navigation pane.
2. Click **Enable ASR**.

A confirmation window is displayed.

3. Click **OK**.

   Auto Service Requests are enabled.

Testing ASR

You can create a test fault on a managed asset to verify that ASR is working correctly.

1. Log in to a managed ILOM asset using the web console.
2. Navigate to Notification in the Administration section of the UI.
3. Add or edit a test rule to include an SNMP test trap, then test this new rule.
4. Log in to the Oracle Enterprise Manager Ops Center UI.
5. Click the **Incidents** section and verify that an incident for the test trap is displayed.
6. Click the **Jobs** section and verify that an ASR creation job has been created.

Related Articles and Resources

See the Auto Service Requests chapter in the *Oracle Enterprise Manager Ops Center Administration* for more information about enabling and using ASR.

See the *Oracle Enterprise Manager Ops Center Operate Reference* for information about viewing service requests.

See the *Use Service Requests* for more information about using service requests.

These documents are available in the Oracle Enterprise Manager Ops Center Documentation Library at `http://docs.oracle.com/cd/E59957_01/index.htm`.

For more information on Enterprise Manager Ops Center, see the Ops Center blog at `https://blogs.oracle.com/opscenter/`.

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

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