

ORACLE METALINK

MY CONFIGURATIONS & PROJECTS

KEY FEATURES

MY CONFIGURATIONS & PROJECTS

- Organize your Support environment around projects
- Catalog all your environments
- View and share up-to-date configuration details and changes
- Perform Healthchecks to proactively avoid potential issues

My Configurations & Projects is a robust set of enhancements to OracleMetaLink that automates information exchange between Oracle and our customers. You can now capture the details of your Oracle projects and configurations, organize this information, and then use tools and methodologies to enable faster, more proactive resolution of your software issues.

Overview

Oracle believes that a complete and consistent understanding of our customers and their Oracle environments is critical to our ability to deliver the highest quality support services. We also believe that standard, automatic protocols for discovering and resolving problems benefit our customers by allowing us to address problems just once, and subsequently make the fixes available to our entire customer base.

My Configurations & Projects gives you a simple way to view the pertinent details of your Oracle projects and associated environments. In addition, you can share this information with Oracle Support, allowing for proactive service and collaborative problem solving. It is based on a robust and scalable architecture that protects the security and integrity of your data.

Manage Information By Projects

My Configurations & Projects allows you to organize your support environment around projects. Within each project, you can identify contacts and roles, as well as key milestones and project dependencies. Sharing this information enables Oracle Support to better understand your critical project milestones and deadlines and their impact to your business.

Catalog Your Environments

You may have multiple test, development, and production environments that comprise your data center. My Configurations & Projects gives you the ability to catalog each of these environments. It identifies contacts and owners, project dependencies, and even third party software associated with an environment. Your Oracle support identifier for an environment can also be listed. This information helps Oracle Support to improve its service to you, and to provide critical assistance to your change management processes, and upgrade planning

View and Share Configuration Details

The configuration details associated with each of your environments may change on a regular basis. You can now view current information and changes for your databases, applications and platforms, easily and dynamically. You also have access to Support Agent, a tool that collects configuration information automatically and sends it back to Oracle Support through a secure connection. Support Agent collects

BENEFITS

MY CONFIGURATIONS & PROJECTS:

- Faster, more proactive service
- Rapid resolution of configuration related issues
- Collaborative problem solving
- Identification and avoidance of potential issues

Database, E-Business Suite, and System data items, parameters and tables. It is fully automated. It gathers data once every 24 hours to ensure that Oracle maintains a current and accurate view of your entire system. This, in turn, leads to rapid resolution of any configuration related issues.

Perform Healthchecks

One of your challenges is to ensure that your production environments are configured to meet the availability and performance requirements of your business. This requires a detailed knowledge of the current environment, together with workload and storage utilization trends. My Configurations & Projects allows you to run Healthchecks against your configuration data. These are dynamically generated reports that provide you with immediate feedback and recommendations on potential issues. Healthchecks use an expert system that applies rules against the configuration information gathered by Support Agent. These rules, which encapsulate many of the best practices for proactive problem avoidance, are maintained at Oracle. Oracle updates these rules continuously to provide up-to-the-minute access to new and emerging issues.

Healthchecks focus on the following areas:

- Database – checks top database configuration issues and most common types of performance problems; checks the database host, highlights incorrect parameter usage and recommends improvements in table and index layout, storage management, and table space allocation.
- E-Business Suite - validates current patch configuration, recommends critical missing patches and dependencies, provides patch impact analysis, and captures test summary information from Oracle Diagnostics
- Host/OS – checks host/kernel parameter settings, platform memory configuration, storage and system utilization, and system configuration
- Software Certify – checks latest patch set applied and validates your current configuration against the latest Oracle Certify database

Architecture

The My Configurations & Projects architecture is designed for maximum performance, reliability and scalability. It is based on industry-standard, high-capacity servers and network equipment. Redundant switches and routers are built into the architecture to ensure that there is never one single point of failure. Clustered servers and backup systems help guarantee a seamless flow of application processes, even in the event of heavy load or system failure.

Security

The security and confidentiality of your information is paramount. Oracle employs sophisticated methods to ensure end-to-end security:

- All connections and transmissions of data from your environment to Oracle are conducted through a secure Oracle Continuous Connection (OCCN) Gateway, or through a HTTPS connection over the Internet. These methods utilize the highest levels of industry-standard encryption.
- All customer information is maintained in an Oracle database, which

provides an extensive security system defined by ANSI (American National Standards Institute) standards.

- Intrusion Detection Systems provide continuous surveillance for intercepting and responding to security events as they occur in real time. Oracle uses a combination host-based and network-based monitoring approach to detect attacks or intrusions.

Oracle Support Services

Oracle is committed to providing customers with a complete solution that includes industry-leading products, world-class partners, and integrated services. Oracle Support Services offers a range of programs enabling you to uniquely match the management style of your production environment with the type of relationship you want with Oracle. Oracle provides support in more than 90 countries, delivering timely and reliable service to help ensure every customer's business success.

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