Oracle® Configuration Manager

Installation and Administration Guide

10*g* Release 2 (10.2)

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Oracle Configuration Manager Installation and Administration Guide 10*g* Release 2 (10.2)

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Contents

6   Troubleshooting Oracle Configuration Manager

A   Country Codes

Index

Preface

This guide describes the installation and usage of Oracle Configuration Manager.

Note that later releases of this and other Oracle Enterprise Manager documentation may be available on the Oracle Technology Network:

http://www.oracle.com/technology/documentation/oem.html

Audience

This guide is written for all users of Oracle Configuration Manager. It also written for system administrators who log support calls and upload configuration information to Oracle.

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Related Documents

For more information, see the *Oracle Configuration Manager Release Notes*.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.
Unix Commands	Path separators, specifications and code examples in this book are relevant to the Unix platforms supported in this release. These need to be changed depending on the platform on which Oracle Configuration Manager is installed.

1

Introduction to Oracle Configuration Manager

Oracle Configuration Manager is used to collect client configuration information and upload it to the Oracle repository. When the client configuration data is uploaded on a regular basis, customer support representatives can analyze this data and provide better service to the customers. For example, when a customer logs a service request, they can associate the configuration data directly with that service request. The customer support representative can then view the list of systems associated with the customer and solve problems accordingly.

Some of the benefits of using Oracle Configuration Manager are as follows:

- Reduces time for resolution of support issues

- Provides pro-active problem avoidance

- Improves access to best practices and the Oracle knowledge base

- Improves understanding of customer's business needs and provides consistent responses and services

The Oracle Configuration Manager client is installed into the `ORACLE_HOME` directory. Once installed, Oracle Configuration Manager collects configuration data related to the `ORACLE_HOME` directory and the host on which it is installed. In addition to collecting and uploading configuration data, it also checks if any software updates to the Oracle Configuration Manager client are available. If updates are available, it downloads them and updates the Oracle Configuration Manager software installed on the customer's system.

1.1 System Architecture

The Oracle Configuration Manager architecture is displayed in Figure 1–1.

Figure 1–1   Oracle Configuration Manager Architecture
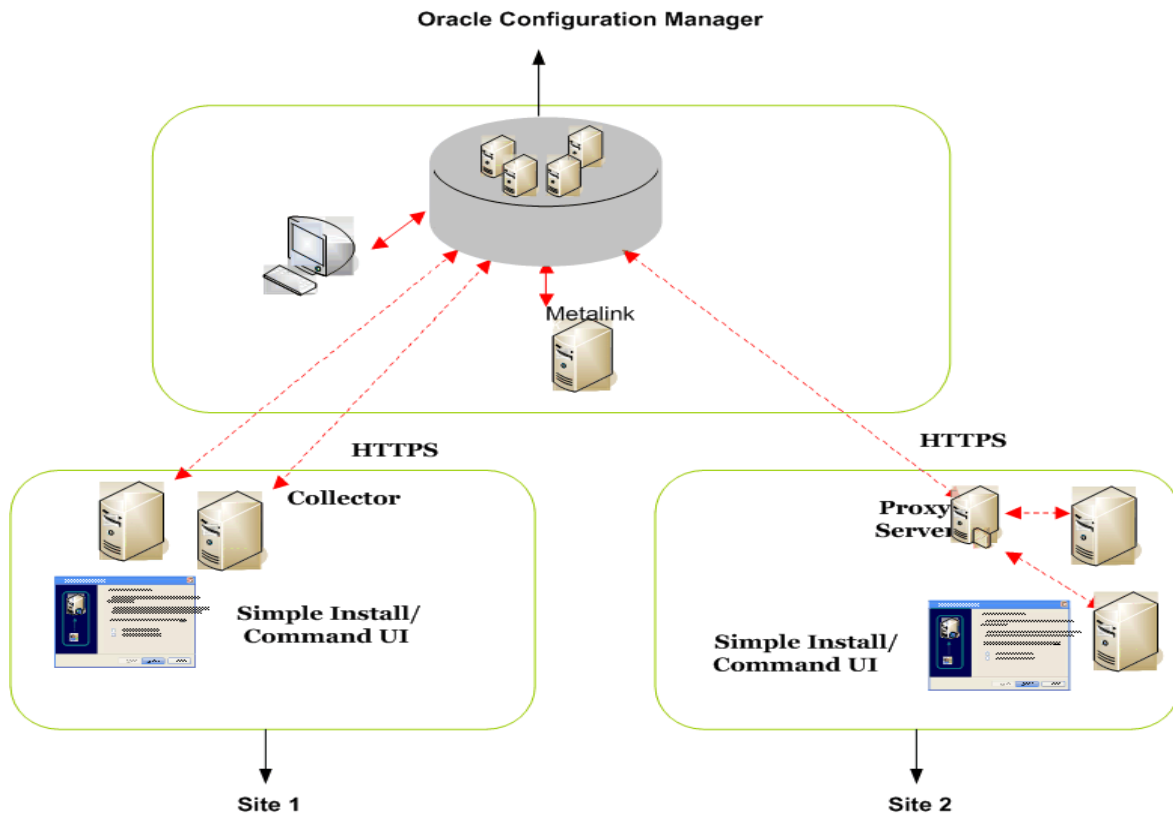
Figure 1–1 displays the following:

- **Oracle Configuration Manager:** This is the Oracle Configuration Manager infrastructure.

- **Site 1:** Systems that are directly connected to the Internet.

- **Site 2:** Systems that are connected to the Internet through a proxy server.

2

Installing Oracle Configuration Manager

This chapter provides detailed instructions about installing Oracle Configuration Manager. It also describes the procedure to prepare a database for configuration collections. It contains the following sections:

- Section 2.1, "Pre-installation Requirements"
- Section 2.2, "Oracle Configuration Manager Installation"
- Section 2.3, "Post-installation Database Configuration"
- Section 2.4, "Uninstalling Oracle Configuration Manager"

2.1 Pre-installation Requirements

Before installing Oracle Configuration Manager, ensure that all the following pre-installation requirements are met:

- You must ensure that the required `JDK` version (1.2.2 or later on Unix, and 1.3.1 or later on Windows) is present in the `ORACLE_HOME` directory of the system on which Oracle Configuration Manager is being installed or the `JAVA_HOME` environment variable is pointing to the appropriate `JDK` directory.

- You must have your Customer Support Identifier (CSI) and your Oracle MetaLinkUserName with you as they are required while installing Oracle Configuration Manager.

- You must specify a valid Country Code while installing Oracle Configuration Manager. Country codes are associated with the Oracle MetaLinkUserName. Refer to the Oracle *Metalink* site (`http://metalink.oracle.com`) if you encounter registration failures and are uncertain that the correct country code has been specified. The country associated with the Oracle MetaLinkUserName can be found in the **Profile** section under the **Licenses** link. For a list of valid country codes, refer to Appendix A on page A-1.

2.2 Oracle Configuration Manager Installation

Oracle Configuration Manager can be distributed and installed in different ways. You can install Oracle Configuration Manager using either of the following methods:

- Download the standalone install kit from the Oracle *Metalink* site (`http://metalink.oracle.com`) and install Oracle Configuration Manager using the Command Line Interface. For more information, refer to Section 2.2.1, "Installing Oracle Configuration Manager Using the Command Line Interface".

- Oracle Configuration Manager is also bundled with new product releases and in patchsets. Use the Oracle Universal Installer to collect user information, install, and configure Oracle Configuration Manager. For more information, refer to Section 2.2.2, "Installing Oracle Configuration Manager Using the Oracle Universal Installer".

After installation, you can reconfigure the proxy server, the CSI, MetaLinkUserName, or the Country-Code, by using either of the following options:

- emCCR config: This command displays an user interface that allows you to modify the configuration details. For more information, refer to Section 5.3, "emCCR config".

- **configCCR:** This script allows you to modify the configuration information using the command line. When you run this script, the values entered earlier will be shown by default and can be changed. For more information, refer to Section 5.16, "configCCR".

2.2.1 Installing Oracle Configuration Manager Using the Command Line Interface

To install Oracle Configuration Manager using the Command Line Interface, follow these steps:

1. Log in as the ORACLE_HOME owner.

2. Unzip the Oracle Configuration Manager distribution file into the ORACLE_HOME directory as follows:

```
$unzip -d $ORACLE_HOME ccr-Production-10.2.4.0.0-<OS_NAME>-<CHIP_ARCH>.zip
```

The name of the platform-specific distribution file for Oracle Configuration Manager is ccr-Production-10.2.4.0.0-<OS_NAME>-<CHIP_ARCH>.zip where OS_NAME refers to the name of the operating system such as Linux, AIX, Windows and <CHIP_ARCH> refers to the base architecture such as i386, x86 and so on.

3. After the file has been unzipped, install and complete the configuration of Oracle Configuration Manager by entering the following command:

```
$ORACLE_HOME/ccr/bin/setupCCR -s -p <proxy> <CSI> <MetaLinkUserName>
<Country-Code>
```

The parameters are as follows:

- The -s parameter indicates the acceptance of the Oracle Configuration Manager license agreement. This parameter is optional and if you do not specify this parameter, the license agreement is displayed. You must accept the agreement to proceed with the installation.

Note: If you do not accept the license agreement, you cannot install Oracle Configuration Manager.

- The -p parameter is used to specify the proxy server information needed to connect to the Internet. This parameter is used for the host, port and authentication information of the proxy server. This parameter is optional and if it is not specified, no proxy server information will be used to connect to the Oracle server. The format is as follows:

```
<proxy-user>/<proxy-pwd>@<proxy-host>:<proxy-port>
```

- – If the `proxy-user` is specified without the `proxy-pwd`, (`<proxy-user>@<proxy-host>:<proxy-port>`), you will be prompted to enter the password.

- – If the `proxy-user` is not specified (`<proxy-host>:<proxy-port>`), a proxy server will be used for the connection, but will not be authenticated.

- – If a default `proxy-port` is to be used, any of the following is a valid proxy string:

  ```
  <proxy-host>
  <proxy-user>@<proxy-host>
  <proxy-user>/<proxy-pwd>@<proxy-host>
  ```

- `CSI` is the Customer Support Identifier. Your CSI number can be found in the **Profile** section of Oracle *MetaLink* under the **Licenses** link.

- `MetaLinkUserName` is the Oracle Metalink User Name.

- `Country-Code` is the customer's country code. For a list of valid country codes, refer to Appendix A on page A-1.

If you do not specify `CSI`, `MetaLinkUserName`, or `Country-Code`, you will be prompted to do so.

After you have completed the configuration, Oracle Configuration Manager will begin to collect and upload configuration data. If there is a database in the `ORACLE_HOME` directory, or if you are using Oracle Configuration Manager in an Oracle E-Business installations in an Oracle Enterprise Manager Grid Control installation, you must execute the database collection scripts to enable the collection of the database configuration data. Refer to Section 2.3.2, "Preparing the Database for Configuration Collections" for details.

Sample setupCCR Command Output

```
$ORACLE_HOME/ccr/bin/setupCCR -s 1234566 my_id us

** Installing base package **
Deploying core - Version 10.2.4.0.0

** Registering installation with Oracle Configuration Manager server(s) **
Deploying engines - Version 10.2.2.0.2
Deploying metricdata - Version 10.2.4.0.0
Deploying scripts - Version 10.2.4.0.0

** Getting package updates from ContentServer **

** Starting the Oracle Configuration Manager Scheduler **
Oracle Configuration Manager - Release: 10.2.4.0.0 - Production
Copyright (c) 2005, 2006, Oracle. All rights reserved.
------------------------------------------------------
Starting Oracle Configuration Manager...
Waiting for status from Oracle Configuration Manager...
Start Date          09-Oct-2006   15:47:17
Last Collection Time   -
Next Collection Timne 10-Oct-2006   15:46:00
Collection Frequency  Daily at 15:46
Collection Status     scheduled collection running
Log Directory         /scratch/tboisver/asm19g/ccr/log

Oracle Configuration Manager successfully started.
```

> **Note:** If you are using a Unix system and you do not have access to `CRON`, you may encounter problems when installing Oracle Configuration Manager on Unix systems. To work around this problem, set the environment variable `CCR_DISABLE_CRON_ENTRY` to any value and retry the installation. You need to do this only if `CRONTAB` is a restricted operation.
>
> If `CRONTAB` is restricted and you do not perform the workaround, the installation will fail. The installation failure will identify the log file where you can find the failure message.
>
> An example of the failure message is as follows:
>
> ```
> ** Installing base package **
> Deploying core - Version 10.2.4.0.0
> Error encountered in package deployment.
> Check the contents of the deployment log -
> /u01/app/oracle/products/10.3.0/database/ccr/log/install-core-03-02
> -2006_10.42.45.892950000.log
> ```
>
> This log contains the output captured during installation, and will indicate the reasons for the failure.

2.2.2 Installing Oracle Configuration Manager Using the Oracle Universal Installer

Oracle Configuration Manager may be bundled with another product release or patchset and can be installed using the Oracle Universal Installer. When you are installing the product release or patchset with which Oracle Configuration Manager has been included, Figure 2–1 is displayed.

Figure 2–1   Oracle Configuration Manager Registration Screen (Initial Screen)
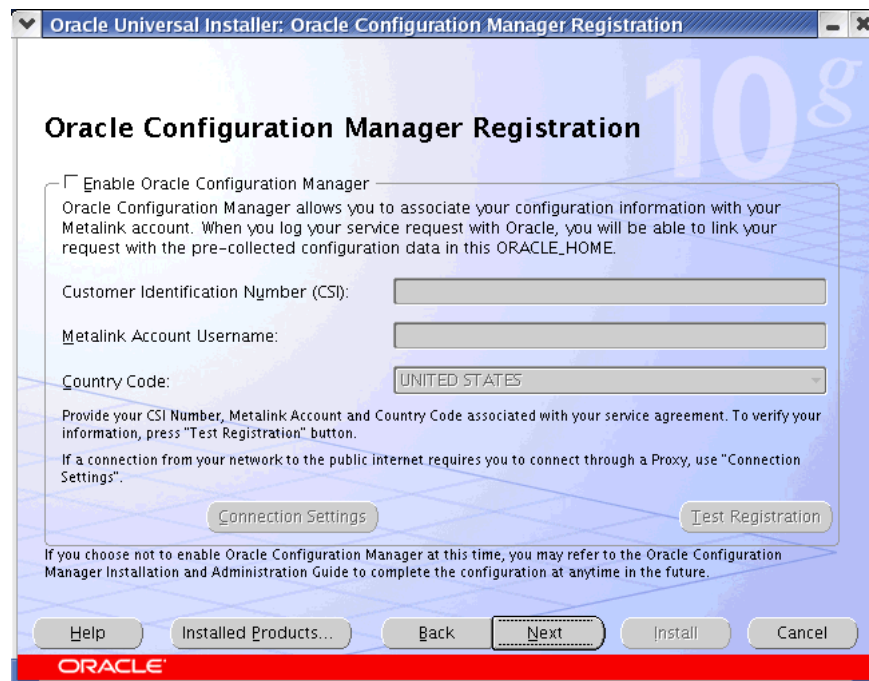
Click **Enable OCM** to proceed to the Oracle Configuration Manager License Agreement screen. Figure 2–2 is displayed.

Figure 2–2   Oracle Configuration Manager License Agreement Screen
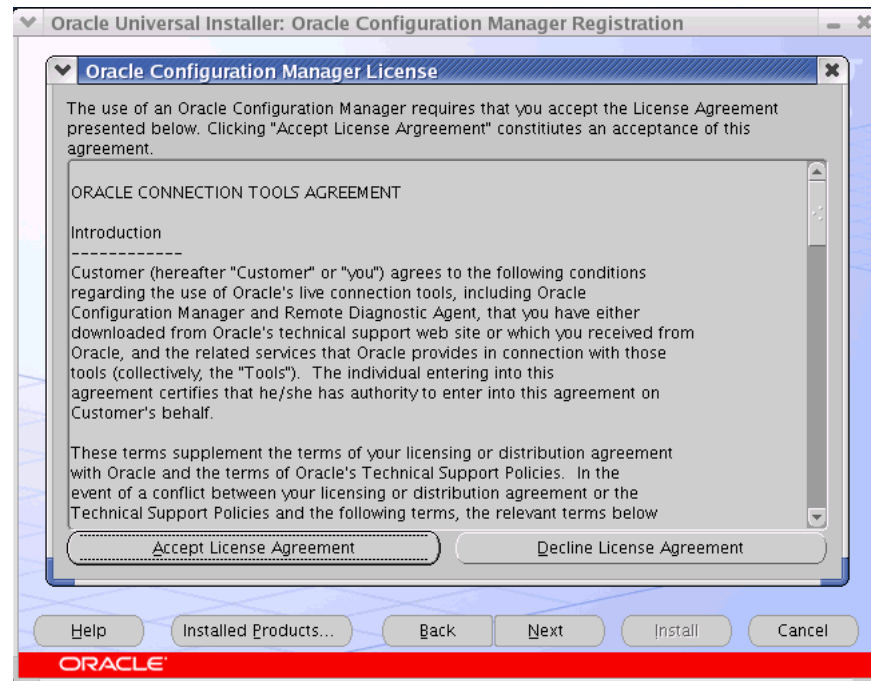
Click **Accept License Agreement** to accept the license agreement. Figure 2–3, Oracle Configuration Manager Registration page is displayed.

If you decline the license agreement, click **Next** on the Oracle Configuration Manager Registration page to complete the installation. Oracle Configuration Manager will be installed but not configured. You can configure Oracle Configuration Manager after installation by running the setupCCR command. For more information on the setupCCR command, refer to the Installing Oracle Configuration Manager Using the Command Line Interface section.

Figure 2–3   Oracle Configuration Manager Registration Screen

To associate the configuration data with your Oracle Metalink Account, specify the Customer Support Identifier (CSI), Metalink Account Username and Country Code that corresponds to the support agreement. If you need to specify the proxy server settings, click **Connection Settings** to go to Figure 2–4.

Click **Test Registration** to verify that the registration information is correct and click **Next** to continue with the installation. You cannot proceed past this page until the credentials have been successfully verified.

Figure 2–4   Oracle Configuration Manager Proxy Screen
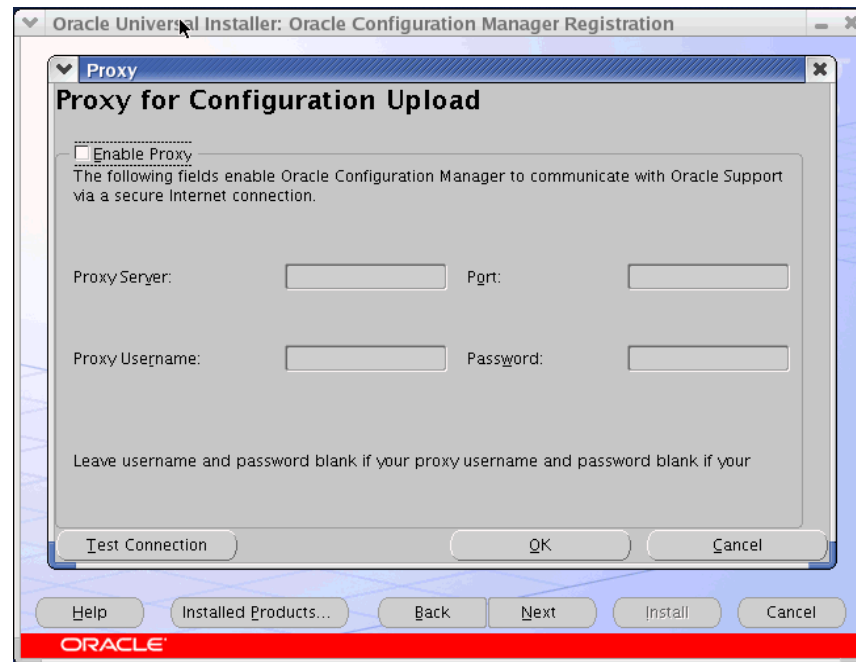
If you are using a proxy server to access the Internet, check **Enable Proxy** and enter the following proxy server configuration details or click **Cancel** and then click **Next** to continue with the installation.

■   Enter the host name and port number of the proxy server. For example, you can specify the proxy server settings as follows:

Proxy Server: `www-fooproxy.here.com`

Port: `80`

■   If the proxy server requires authentication, you must specify the credentials in the **Proxy Username** and **Password** fields.

After you have entered the proxy server information, click **Test Connection** to test the connection between your local host and the Oracle Configuration Manager service. When you click **Test Connection**, the connectivity test is performed and the 'success' or 'failure' dialog is displayed. If the connectivity test fails, an error message is displayed on the screen. Connectivity errors are also logged in the installation log file. You can proceed with the installation only if you have successfully verified the connection. Click **OK** and then click **Next** to continue with the installation. The Installation Summary page is displayed.

At the end of the installation, Oracle Configuration Manager's Configuration Assistant is displayed. The Configuration Assistant displays the success or failure of the installation. If the installation has failed, check the install log files and the Oracle Configuration Manager installation log files in the `$ORACLE_HOME/ccr/log` directory.

2.3 Post-installation Database Configuration

If you have installed OCM in a home that contains of a database, you must run a script to create a database account to collect database configuration collections. This account stores the PL/SQL procedures that collect the configuration information, and the

account owns the database management system (DBMS) job that performs the collection. After the account has been set up, as login privileges are no longer required, the account is locked.

> **Note:**
>
> ■ Because the collected configuration data is not stored in the database, additional disk space is not required for the database.
>
> ■ Because database configuration collections are performed using the database jobs, the `job_queue_process` initialization parameter must have a value greater than 0 for pre-10g databases only.

2.3.1 Preparing Pre-9.2 Databases

Before running the `installCCRSQL.sh` (Unix) or `installCCRSQL.exe` (Windows) script to prepare the database for configuration collection, you must perform the following steps for pre 9.2 databases:

1. Edit the `init<sid>.ora` file where `sid` is the database system identifier, and set the `UTL_FILE_DIR` parameter to include `$ORACLE_HOME/ccr/state` as one of the directories.

   If a server parameter file (`spfile`) is used, alter the `UTL_FILE_DIR` parameter using the following SQL*Plus command:

   ```
   SQL>alter system set utl_file_dir=<value> scope=spfile
   ```

   where `value` is equal to `$ORACLE_HOME/ccr/state`

2. Restart the database.

2.3.2 Preparing the Database for Configuration Collections

To configure the database for configuration collection, perform the following steps:

■ Run the following script:

```
$ORACLE_HOME/ccr/admin/scripts/installCCRSQL.sh collectconfig -s <SID> -r
<SYSDBA-USER> -p <SYSDBA-PASSWORD>
```

The `installCCRSQL.sh` (Unix) or `installCCRSQL.exe` (Windows) script creates an Oracle Configuration Manager user and loads the PL/SQL procedure into the database defined by the `ORACLE_SID`. You can also specify the database `<SID>` by using the `-s` option in the command line as in the following example where the `<SID>` is `orcl`:

```
$ORACLE_HOME/ccr/admin/scripts/installCCRSQL.sh collectconfig -s orcl
```

By default, the connection to the database is through OS authentication, "/as sysdba." To specify a different `SYSDBA` user and password, you can use these options:

`-r <SYSDBA-USER>`: The login name of the `SYSDBA` user

`-p <SYSDBA-PASSWORD>`: The password for the `SYSDBA` user

> **Note:**
>
> - If you specify the `SYSDBA` user without specifying the password, you will be prompted to enter the password.
>
> - If you specify only the `SYSDBA` password without specifying the user name, the user `SYS` is used by default.

- For Oracle Real Application Cluster databases (RAC), you must run the database script against only one instance, but Oracle Configuration Manager must be installed in all instance homes.

> **Note:**
>
> - If the Oracle Configuration Manager account already exists, when you run the `installCCRSQL.sh` script, it will be dropped and re-created.
>
> - If you are upgrading from a 9.x database version to a 10.x version, you must run the `installCCRSQL.sh` script again to record the upgraded version.

2.3.2.1 Additional Step for E-Business Suites

If the database is used as a repository for an Oracle E-Business Suite, you must also run the following script from the `ORACLE_HOME` in which the E-Business database has been hosted:

```
$ORACLE_HOME/ccr/admin/scripts/installCCRSQL.sh ebs_collectconfig -u <Oracle_
Applications_User>
```

The `-u` parameter is mandatory. If you do not specify this parameter, you will be prompted for the Oracle Applications User. If the `-u` parameter is specified, you will be prompted for the Oracle Applications Password.

If you want to automate the install, you can run the `installCCRSQL.sh` script with an additional `-w` option to specify the Oracle Applications Password. For example:

```
$ORACLE_HOME/ccr/admin/scripts/installCCRSQL.sh ebs_
collectconfig -u <Oracle_Applications_User> -w <Oracle_
Applications_Password>
```

You can add the `-s <SID>` command to specify the `SID` of the Oracle Applications Database instance.

If you are not using OS authentication to connect to the database, you must use the `-r` and `-p` parameters to specify the following:

`-r <SYSDBA-USER>`: The login name of the `SYSDBA` user

`-p <SYSDBA-PASSWORD>`: The password for the `SYSDBA` user

If the `-r` parameter is specified, the `-p` parameter is optional and will be prompted for.

2.3.2.2 Additional Step for Oracle Enterprise Manager Grid Control

If the database is used as a repository for Oracle Enterprise Manager Grid Control, you must also run the following script:

```
$ ORACLE_HOME/ccr/admin/scripts/installCCRSQL.sh collectemrep
```

When you run this command, you will be prompted for the SYSMAN password. If you want to automate the install, you can run the installCCRSQL.sh script to specify the SYSMAN password. For example:

```
$ORACLE_HOME/ccr/admin/scripts/installCCRSQL.sh collectemrep -e
<SYSMAN PASSWORD>
```

You can add the -s <SID> command to specify the SID of the Oracle Enterprise Manager Grid Control Database instance. You must run this script from the ORACLE_ HOME in which the Oracle Enterprise Manager Grid Control database has been hosted.

If you are not using OS authentication to connect to the database, you must use the -r and -p parameters to specify the following:

-r <SYSDBA-USER>: The login name of the SYSDBA user

-p <SYSDBA-PASSWORD>: The password for the SYSDBA user

If the -r parameter is specified, the -p parameter is optional and will be prompted for.

2.4 Uninstalling Oracle Configuration Manager

To uninstall Oracle Configuration Manager, follow these steps:

1. If the ORACLE_HOME directory contains a database, remove the Oracle Configuration Manager user and the associated objects from the database as follows:

   ```
   SQL> ORACLE_HOME/ccr/admin/scripts/dropocm.sql
   ```

2. If the database is a repository for the Oracle E-Business Suite, log in to the database as an SYSDBA user and remove the additional objects from the database as follows:

   ```
   $ORACLE_HOME/ccr/admin/scripts/ebs_dropccr.sql <Oracle_Applications_User>
   ```

3. If the database is a repository for Oracle Grid Control, log in to the database as the SYSMAN user and remove the additional objects from the database as follows:

   ```
   $ORACLE_HOME/ccr/admin/scripts/dropemrep_collect.sql
   ```

4. To stop the Scheduler and remove the service or the crontab entry, enter the following command:

   ```
   $ORACLE_HOME/ccr/bin/deployPackages -d $ORACLE_HOME/ccr/inventory/core.jar
   ```

5. Delete the ccr directory by entering the following command:

   ```
   $rm -rf $ORACLE_HOME/ccr
   ```

   Oracle Configuration Manager is successfully uninstalled.

3

Advanced Deployment Tasks

This chapter describes the different ways in which Oracle Configuration Manager can be deployed.

3.1 Mass Deployment of Oracle Configuration Manager

Oracle Configuration Manager can be deployed into every `ORACLE_HOME` that must be monitored. In a large enterprise, this may require hundreds or thousands of installations. To facilitate ease of deployment, the Oracle Configuration Manager distribution file should be present in a central location. The different options that can be used to deploy Oracle Configuration Manager are as follows:

- Section 3.1.1, "Network File System"
- Section 3.1.2, "Remote Copy (RCP) and Remote Shell (RSH)"
- Section 3.1.3, "Oracle Enterprise Manager Grid Control"

3.1.1 Network File System

The Oracle Configuration Manager distribution file can be made available through a network file system (NFS). Once the Oracle Configuration Manager distribution file is available on each host, it can be unzipped into the required `ORACLE_HOME` directory and the `setupCCR.sh` script can be executed.

```
% unzip -d <ORACLE_HOME> /nfsdisk/ccr-Production-10.2.4.0.0-<OS_NAME>-<CHIP_
ARCH>.zip
OR
% unzip -d <ORACLE_HOME> /net/hostname/directory/ccr-Production-10.2.4.0.0-<OS_
NAME>-<CHIP_ARCH>.zip
```

The name of the platform-specific distribution file for Oracle Configuration Manager is `ccr-Production-10.2.4.0.0-<OS_NAME>-<CHIP_ARCH>.zip` where `OS_NAME` refers to the name of the operating system such as Linux, AIX, Windows and `<CHIP_ARCH>` refers to the base architecture such as `i386`, `x86` and so on.

3.1.2 Remote Copy (RCP) and Remote Shell (RSH)

Oracle Configuration Manager can also be deployed from a central trusted host. To do this, the system administrator must configure the `RCP` and `RSH` protocols by creating the `.rhosts` file that contains a list of trusted host names and user names. The remote host can then be accessed using the `RCP` or `RSH` protocols without a password.

After the `RCP` and `RSH` protocols have been configured, the system administrator can create an installation script to unzip the Oracle Configuration Manager distribution

file and invoke the installation script. (In the following example, `ccr-Production-10.2.4.0.0-<OS_NAME>-<CHIP_ARCH>.zip` is the Oracle Configuration Manager distribution file and `installscript.sh` is the name of the administrator created installation script.) Both the Oracle Configuration Manager distribution file and the installation script are copied to the remote system and the installation script is executed. The commands are as follows:

```
% rcp ccr-Production-10.2.4.0.0-<OS_NAME>-<CHIP_ARCH>.zip
remoteuser@remotehost:path_to_oracle_home
% rsh remotehost installscript.sh -s
```

The `installscript.sh` script contains the following commands:

```
unzip -d <ORACLE_HOME> ccr-Production-10.2.4.0.0-<OS_NAME>-<CHIP_ARCH>.zip
<ORACLE_HOME>/ccr/bin/setupCCR -s <CSI> <MetaLinkUserName> <Country_Code>
```

- `OS_NAME` refers to the name of the operating system such as Linux, AIX, Windows and `<CHIP_ARCH>` refers to the base architecture such as `i386`, `x86` and so on.

- `CSI` is the Customer Support Identifier.

- `MetaLinkUserName` is the Oracle MetaLink User Name.

- `Country Code` is the customer's country code. For a list of valid country codes, refer to Appendix A on page A-1.

3.1.3 Oracle Enterprise Manager Grid Control

You can deploy Oracle Configuration Manager using Oracle Enterprise Manager Grid Control in two ways:

- Copy the Oracle Configuration Manager distribution file (`ccr-Production-10.2.4.0.0-<OS_NAME>-<CHIP_ARCH>.zip`) to the `$ORACLE_HOME/sysman/agent_download/ccr/<OS>` directory (where OS is the operating system).

- You can also deploy Oracle Configuration Manager by using the built-in Enterprise Manager Grid Control functions that allows it to run on monitored hosts. To use this method, the following must be true:

    - The Oracle Management Agent must be deployed on all the host machines.

    - The Oracle Configuration Manager distribution file must be available to the agent on every remote host machine (this can be done using NFS or by using a Web server).

You can then create an OS script that will copy, unzip, and set up Oracle Configuration Manager on all the systems. For example:

```
#!/bin/sh
cd <ORACLE_HOME>;
wget http://oms_machinename:4889/agent_
download/ccr/linux/ccr-Production-10.2.4.0.0-<OS_NAME>-<CHIP_ARCH>.zip;
unzip -d . ccr-Production-10.2.4.0.0-<OS_NAME>-<CHIP_ARCH>.zip;
<ORACLE_HOME>/ccr/bin/setupCCR -s <CSI> <MetaLinkUserName> <Country_Code>;
exit
```

3.1.3.1 Additional Information for Database Homes

When you deploy Oracle Configuration Manager into a database home, you must run a database configuration script. Enter the following commands:

```
$setenv ORACLE_HOME <oracle home>;
```

```
$setenv ORACLE_SID <oracle sid>;
$ORACLE_HOME/ccr/admin/scripts/installCCRSQL.sh collectconfig;
$ORACLE_HOME/ccr/bin/emCCR collect;
```

The `setenv` command may not work in all UNIX shells. For Oracle E-Business databases, you must run installCCRSQL with the `ebs_collectconfig` option. For details, refer to Preparing the Database for Configuration Collections on page 2-8.

4

Oracle Configuration Manager Administration

This chapter contains the following sections:

4.1 Configuration Data Collection

Configuration data is automatically collected on a regular schedule. By default, collections are scheduled to run daily at the time the original installation was done. To start a manual collection of configuration data, enter the following command:

```
$ORACLE_HOME/ccr/bin/emCCR collect
```

This command collects the configuration data and uploads it to the repository.

Configuration data is collected only if the Scheduler has been started. The Scheduler is always running unless it has been manually stopped with the `emCCR stop` command. In this case, you will have to manually restart the Scheduler so that configuration data can be automatically collected. Check the status of the Scheduler by entering `emCCR status` which indicates whether the Scheduler has been started. To start the Scheduler, enter the following command:

```
$ORACLE_HOME/ccr/bin/emCCR start
```

4.1.1 Using the Scheduler to Collect Configuration Data

The Scheduler acts as a coordinator of activities, provides a richer schedule capability and the ability to perform collections on a regular schedule.

Configuration data can be collected daily, weekly, or monthly, at a particular date and time. You can set the interval for automatically collecting the configuration data with the `emCCR set collection_interval` command.

The `emCCR stop`, `emCCR set collection_interval`, `emCCR hold`, `emCCR resume`, `emCCR getupdates`, `emCCR upload`, and `emCCR config` commands can be used only if the Scheduler has been started.

For more information on these commands, refer to Chapter 5, "Managing the Oracle Configuration Manager Client".

4.2 Automatic Updates

After the Oracle Configuration Manager client has been installed, it automatically schedules a collection. If any updates to the Oracle Configuration Manager client are available, they are downloaded and applied when the configuration data is collected.

To disable the automatic updates, enter the following command:

```
$ORACLE_HOME/ccr/bin/emCCR automatic_update off
```

> **Note:** The automatic update feature is enabled by default. When you disable automatic updates, the configuration data will be collected and uploaded until a new mandatory Oracle Configuration Manager software update is available. When a mandatory update is available, configuration data will not be uploaded until the mandatory update is installed.

If you have disabled the automatic updates, the updates can be manually downloaded and applied. To manually download the updates, enter the following command:

```
$ORACLE_HOME/ccr/bin/emCCR getupdates
```

The updates are automatically deployed the next time the configuration data is collected.

5

Managing the Oracle Configuration Manager Client

This chapter describes the various command line options that are available to manage the Oracle Configuration Manager client.

The following commands are described:

5.1 emCCR automatic_update on / off

- **Usage:** Use this command to enable and disable the automatic retrieval of new software updates. Automatic retrieval of new software updates occurs only with automatic collections. By default, automatic updates are enabled.

  ```
  $ORACLE_HOME/ccr/bin/emCCR automatic_update on / off
  ```

- **Pre-requisites:** None

- **Example:**

  ```
  $ORACLE_HOME/ccr/bin/emCCR automatic_update on
  ```

```
Oracle Configuration Manager - Release: 10.2.4.0.0 - Production
Copyright (c) 2005, 2006, Oracle. All rights reserved.
----------------------------------------------------------------
AUTOMATIC_UPDATE command ended successfully.
```

- **Errors:** Some of the error messages you may see are the following:

    – Access Denied: This error is displayed if you do not have the required privileges to run this command.

5.2 emCCR collect

- **Usage:** Use this command to perform an immediate discovery, collection, and uploading of configuration data. When you run this command, it checks if any Oracle Configuration Manager mandatory software updates are available. You will be notified if any mandatory updates are available. You must download these mandatory updates using the `emCCR getupdates` command. If these mandatory updates are not downloaded, the configuration data collection will fail.

- **Pre-requisites:**

    – Oracle Configuration Manager is registered with Oracle.

    – The Scheduler is already running.

- **Example:**

```
$ORACLE_HOME/ccr/bin/emCCR collect
Oracle Configuration Manager - Release: 10.2.4.0.0 - Production
Copyright (c) 2005, 2006, Oracle. All rights reserved.
----------------------------------------------------------------
Collection done.
```

- **Errors:** Some of the error messages you may see are the following:

    – Access Denied: This error is displayed if you do not have the required privileges to run this command.

    – Oracle Configuration Manager Not Registered with Oracle: In this case, you must register Oracle Configuration Manager with Oracle.

    – Mandatory updates available. Command failed. This error occurs if you perform a manual collection before applying the mandatory updates.

    – Server not available.

    – Handshake failure. You must reregister Oracle Configuration Manager.

    – Oracle Configuration Manager is Not Running - Restart the Scheduler using the `emCCR start` command.

5.2.1 emCCR -annotation="annotation string" collect

- **Usage**: Use this command to manually collect configuration data. If you want to annotate the data collected, use the `-annotation` option.

- **Pre-requisites**: None

- **Example:**

```
$ORACLE_HOME/ccr/bin/emCCR -annotation="annotation string" collect
Oracle Configuration Manager - Release: 10.2.4.0.0 - Production
Copright (c) 2005, 2006, Oracle. All rights reserved.
----------------------------------------------------------------
```

```
Collection done.
```

5.3 emCCR config

- **Usage:** This command displays a user interface that allows you to do the following

  – Reconfigure the proxy server

  – Specify a different CSI, Oracle MetaLinkUserName, or Country Code for this `ORACLE_HOME` directory.

  – Enable or disable automatic updates.

  – Specify an alternate collection schedule.

  – Test the connection between your local host and Oracle.

- **Pre-requisites:** None

- **Example:**

  ```
  $ORACLE_HOME/ccr/bin/emCCR config
  ```

  The Oracle Configuration Manager General page is displayed as shown in Figure 5–1.

Figure 5–1   General Page

- * The registration information (CSI, Country, and the MetaLinkUserName) is displayed in Figure 5–1. You can specify different registration information here.

* You can select the **Enable Automatic Upload** to specify the frequency at which the automatic collection of data should occur. You can also specify the date and time at which data collection should occur. The frequency can be Daily, Weekly, or Monthly.

* You can select the **Enable Automatic Oracle Configuration Manager Updates** option. If this option is selected, any new updates of the Oracle Configuration Manager software will be automatically downloaded and applied during the next automatic collection. If this option is not selected and a mandatory update is available, configuration data will not be automatically collected until the mandatory software update is applied. You can apply the mandatory software updates either manually by using the `emCCR getupdates` command, or by selecting the **Enable Automatic Oracle Configuration Manager Updates** option.

If you need to change the proxy server information, click the **Connection** tab. The Oracle Configuration Manager Connection page is displayed as shown in Figure 5–2.

Figure 5–2 Connection Page
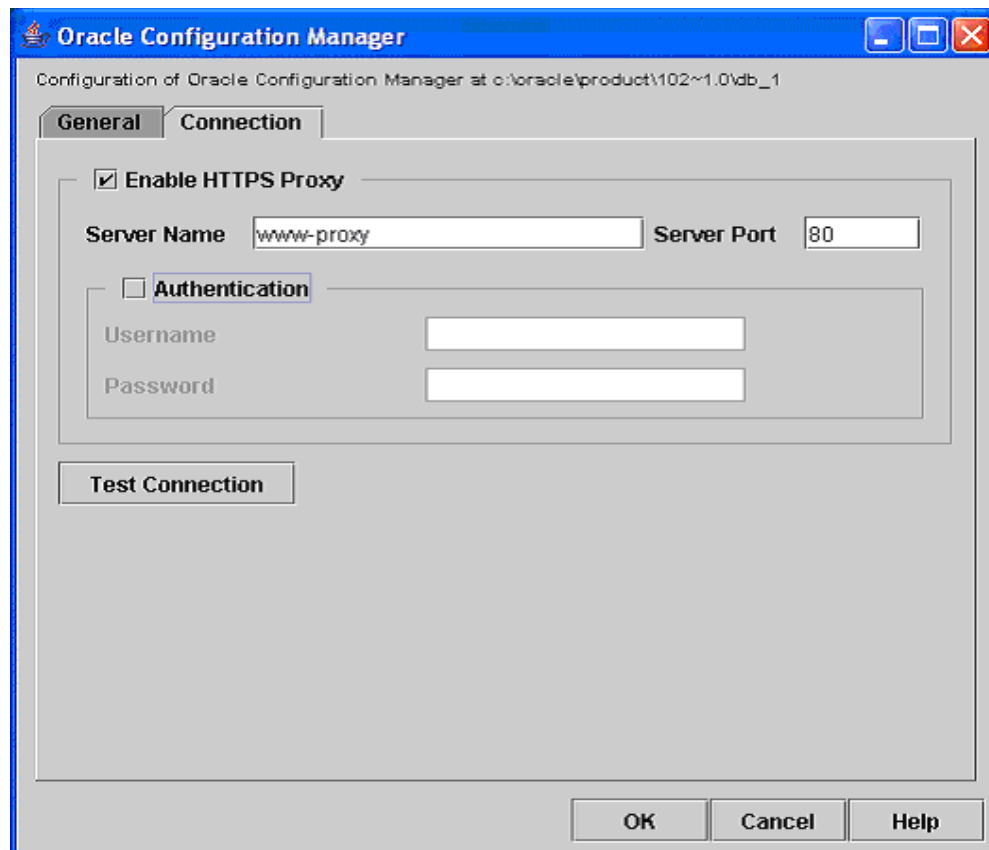
If you need to modify the proxy server settings, you can do so on this page. After you have modified the proxy server settings, click **Test Connection** to test the connection between your local host and Oracle. You will not be able to exit from this page until the proxy data has been verified or the data has been removed.

– **Errors:** Some of the error messages you may see are the following:

* Access Denied: This error is displayed if you do not have the required privileges to run this command.
* Cannot connect to the server.
* Cannot verify registration.

5.4 emCCR enable_target | disable_target

- **Usage:** Use this command to enable or disable the collection of configuration information for targets discovered by the Oracle Configuration Manager. By default, all targets are enabled for collection. When you enter this command, the list of targets that can be enabled or disabled is displayed. Enter the number corresponding the target to be enabled or disabled.

- **Pre-requisites:** You can use this option only if Oracle Configuration Manager has been registered with Oracle.

- **Example:** For example, enter the command to disable the database instance HTMLDB.

```
$ORACLE_HOME/ccr/bin/emCCR disable_target
Oracle Configuration Manager - Release: 10.2.4.0.0 - Production
Copyright (c) 2005, 2006, Oracle. All rights reserved.
----------------------------------------------------------------
S. No.     Category               Target Name
0          Host                   ocmdev.us.oracle.com
1          Database Instance      ND10G
2          Database Instance      HTMLDB
3          Oracle Home            10gR1db

Press Enter to exit the command.
Use Comma to separate multiple target numbers.
Enter the number(s) corresponding to the target(s) you wish to disable:2
DISABLE_TARGET command ended successfully.
```

- **Errors:** Some of the error messages you may see are:.

  – Access Denied - This error is displayed if you do not have the required privileges to run this command.

  – Oracle Configuration Manager Not Registered With Oracle - In this case, you must register Oracle Configuration Manager with Oracle.

  – No targets to act on by this Command. - There are no targets that can be enabled or disabled.

5.5 emCCR getupdates

- **Usage:** Use this command to retrieve any new software updates.

- **Pre-requisites:**

  – Oracle Configuration Manager is registered with Oracle.

  – The Scheduler is already running.

- **Example:**

```
$ORACLE_HOME/ccr/bin/emCCR getupdates
Oracle Configuration Manager - Release: 10.2.4.0.0 - Production
Copyright (c) 2005, 2006, Oracle. All rights reserved.
----------------------------------------------------------------
```

```
Updates are downloaded from the Content Server.
```

- **Errors:** Some of the error messages you may see are the following:

    - Access Denied: This error is displayed if you do not have the required privileges to run this command.

    - Oracle Configuration Manager Not Registered with Oracle: In this case, you must register Oracle Configuration Manager with Oracle.

    - Server not available.

    - Oracle Configuration Manager is Not Running - Restart the Scheduler using the `emCCR start` command.

5.6 emCCR help

- **Usage:** This command lists the available emCCR (Oracle Configuration Manager) options.

- **Pre-requisites:** None

- **Example:**

```
$ORACLE_HOME/ccr/bin/emCCR help
Oracle CCR - Release: 10.2.4.0.0 - Production
Copyright (c) 2005, 2006, Oracle. All rights reserved.
------------------------------------------------------------------

    emCCR start| stop| status
    emCCR set collection_interval=
            "[FREQ=MONTHLY | WEEKLY | DAILY]
             [; BYMONTHDAY=1 to 31, when FREQ is MONTHLY]
             [; BYDAY=MON to SUN, when FREQ is WEEKLY]
             [; BYHOUR=0 to 23]
             [; BYMINUTE=0 to 59]"
        DAILY is the default Frequency.
    emCCR hold | resume
    emCCR [annotations="string"] collect | upload | getupdates
    emCCR [-verbose] [-register] test
    emCCR register
    emCCR automatic_update on/off
    emCCR enable_target | disable_target
    emCCR config
    emCCR help
```

5.7 emCCR hold

- **Usage:** Use this command to put Oracle Configuration Manager on hold. When Oracle Configuration Manager is on hold, configuration data will not be automatically collected and uploaded to the Oracle repository. You can perform only a manual collection and upload using the `$ORACLE_HOME/ccr/bin/emCCR collect` command. To resume the collection of configuration data, use the `emCCR resume` command.

- **Pre-requisites:**

    - Oracle Configuration Manager is registered with Oracle.

    - The Scheduler is already running and is not on hold.

- **Example:**

```
$ORACLE_HOME/ccr/bin/emCCR hold
Oracle Configuration Manager - Release: 10.2.4.0.0 - Production
Copyright (c) 2005, 2006, Oracle. All rights reserved.
--------------------------------------------------------------
Oracle Configuration Manager set on Hold successfully.
```

- **Errors**: Some of the error messages you may see are the following:

  - Access Denied - This error is displayed if you do not have the required privileges to run this command.

  - Oracle Configuration Manager Not Registered With Oracle - In this case, you must register Oracle Configuration Manager with Oracle.

  - Oracle Configuration Manager is Not Running - In this case, you must restart the Scheduler using the `emCCR start` command.

  - Oracle Configuration Manager is already on hold.

5.8 emCCR register

- **Usage:** After you have installed Oracle Configuration Manager, it is automatically registered. If any of the registration information has changed, use this command to re-register Oracle Configuration Manager.

- **Pre-requisites**: None

- **Example:**

```
$ORACLE_HOME/ccr/bin/emCCR register
Oracle Configuration Manager - Release: 10.2.4.0.0 - Production
Copyright (c) 2005, 2006, Oracle. All rights reserved.
--------------------------------------------------------------
```

- **Errors:** Some of the error messages you may see are the following:

  - Access Denied: This error is displayed if you do not have the required privileges to run this command.

  - Cannot connect to the server.

  - Invalid credentials specified.

5.9 emCCR resume

- **Usage:** Use this command to resume the automatic collection and uploading of the configuration data.

- Pre-requisites:

  - Oracle Configuration Manager is registered with Oracle.

  - Oracle Configuration is on hold.

  - The Scheduler is already running.

- **Example**

```
$ORACLE_HOME/ccr/bin/emCCR resume
Oracle Configuration Manager - Release: 10.2.4.0.0 - Production
Copyright (c) 2005, 2006, Oracle. All rights reserved.
--------------------------------------------------------------
Oracle Configuration Manager Resumed.
```

- **Errors:** Some of the error messages you may see are the following:

  - Access Denied: This error is displayed if you do not have the required privileges to run this command.

  - Oracle Configuration Manager Not Registered with Oracle: In this case, you must register Oracle Configuration Manager with Oracle.

  - Oracle Configuration Manager is not on hold.

  - Oracle Configuration Manager is Not Running - Restart the Scheduler using the `emCCR start` command.

5.10 emCCR set collection_interval

- **Usage:** Use this command to define the schedule to collect configuration data. Configuration data can be collected daily, weekly, or monthly. If configuration data is collected daily (`FREQ=DAILY`), you can specify the hour (`BYHOUR`) and the minute (`BYMINUTE`) at which the collection is to be performed. If the frequency is weekly, you can specify the day of the week (`BYDAY=[MON|TUE|WED|THU|FRI|SAT|SUN]`) and the time (`BYHOUR` and `BYMINUTE`) at which the data is to be collected. If the frequency is monthly, you can specify the date `[BYMONTHDAY=1 to 31]` and the time (`BYHOUR` and `BYMINUTE`) at which the collection is to be performed.

```
$ORACLE_HOME/ccr/bin/emCCR set collection_interval=
                    "[FREQ=MONTHLY|WEEKLY|DAILY]
                    [; BYMONTHDAY=1 to 31, when FREQ is MONTHLY]
                    [; BYDAY=MON to SUN, when FREQ is WEEKLY]
                    [; BYHOUR=0 to 23]
                    [; BYMINUTE=0 to 59]"
```

  > **Note:**
  >
  > Configuration data is collected only if the Scheduler has been started. By default, configuration data is collected `DAILY` at the time Oracle Configuration Manager was installed.
  >
  > The `BYHOUR` and `BYMINUTE` parameters can be used with all frequencies.
  >
  > If the frequency is set to `MONTHLY`, and the month does not include the value of the `MONTHDAY`, configuration data will not be collected for that month.
  >
  > You can verify the collection interval and the collection time by using the `emCCR status` command.

- **Pre-requisites:**

  - Oracle Configuration Manager is registered with Oracle.

  - The Scheduler is already running.

- **Example**: Enter the command to specify that configuration data is to be collected on the fourth day of the month at 11.30 pm.

```
$ORACLE_HOME/ccr/bin/emCCR set collection_
interval="FREQ=MONTHLY;BYMONTHDAY=4;BYHOUR=23;BYMINUTE=30"
Oracle Configuration Manager - Release: 10.2.4.0.0 - Production
Copyright (c) 2005, 2006, Oracle. All rights reserved.
----------------------------------------------------------------
Collection interval set successfully.
```

- **Errors:** Some of the error messages you may see are:

  * Access Denied - This error is displayed if you do not have the required privileges to run this command.

  * Oracle Configuration Manager Not Registered With Oracle - In this case, you must register Oracle Configuration Manager with Oracle.

  * Usage errors such as mismatched options are also returned.

5.11 emCCR start

- **Usage:** Use this command to start the **Scheduler**.

- **Pre-requisites**: You can use this option only if Oracle Configuration Manager has been registered with Oracle.

- **Example:**

```
$ORACLE_HOME/ccr/bin/emCCR start
Oracle Configuration Manager - Release: 10.2.4.0.0 - Production
Copyright (c) 2005, 2006, Oracle. All rights reserved.
----------------------------------------------------------------
Starting Oracle Configuration Manager...
Waiting for status from Oracle Configuration Manager....
Start Date              01-Aug-2006 07:29:05
Last Collection Time    11-Jul-2006 11:17:14
Next Collection Time    01-Aug-2006 11:12:00
Collection Frequency    Daily at 11:12
Collection Status       idle
Log Directory           /u01/app/oracle/product/10.1.0/database/ccr/log

Oracle Configuration Manager successfully started.
```

- **Errors:** Some of the error messages you may see are:

  * Access Denied - This error is displayed if you do not have the required privileges to run this command.

  * Oracle Configuration Manager Not Registered With Oracle - In this case, you must register Oracle Configuration Manager with Oracle.

  * Oracle Configuration Manager is Already Running - In this case, the Scheduler has already been started. No action is required.

  * Registration failure errors

5.12 emCCR status

- **Usage:** Use this command to view the current status. If the automatic update feature has been disabled and mandatory packages are available on the server, a message indicating that mandatory updates are available is displayed.

```
Warning: Mandatory updates are available for download. AutoUpdate is
currently disabled. Therefore collections will no longer be uploaded.
Download the updates using emCCR getupdates or enable the automatic update
feature.
```

- **Pre-requisites:** None.

- **Example:**

```
$ORACLE_HOME/ccr/bin/emCCR status
```

```
Oracle Configuration Manager - Release: 10.2.4.0.0 - Production
Copyright (c) 2005, 2006, Oracle. All rights reserved.
-----------------------------------------------------------------
Start Date              11-Jul-2006 07:51:18
Last Collection Time    11-Aug-2006 11:17:14
Next Collection Time    11-Sep-2006 11:12:00
Collection Frequency    Daily at 11:12
Collection Status       idle
Log Directory           /u01/app/oracle/product/10.1.0/database/ccr/log
Registered At           11-Jul-2006 11:13:00
Automatic Update        On
Collector Mode          Connected
```

> **Note:** If there is a mismatch between the Oracle Configuration
> Manager PL/SQL script installed in the database and the version
> present in the `collectconfig`, `collectemrep`, and `ebs_`
> `collectconfig` scripts, the following error is displayed:
>
> ```
> WARN: The CCR database objects are not in sync with the CCR
> configuration collection scripts. Refer to the Installation
> and Configuration documentation on reloading the SQL collection
> packages.
> SID       Script
> ----       -----
> orcl1013   collectconfig
> orcl1013   ebs_collectconfig
> ```
>
> You must re-run the `installCCRSQL` script specifying the script that
> has been updated.

- **Errors:** Some of the error messages you may see are the following:

  * Access Denied: This error is displayed if you do not have the required
    privileges to run this command.

5.13 emCCR stop

- **Usage**: Use this command to stop the Scheduler. When the Scheduler has been
  manually stopped, if the system is rebooted, the Scheduler is not restarted
  automatically. You must start it manually using the `emCCR start` command.
  If you run the `emCCR stop` command when a data collection or another
  command is in progress, a `stop pending` message is displayed. Once the
  command in progress is completed, the Scheduler will be stopped.

- **Prerequisites:** You can use this option only if the Scheduler is already running.

- **Example:**

  ```
  $ORACLE_HOME/ccr/bin/emCCR stop
  Oracle Configuration Manager - Release: 10.2.4.0.0 - Production
  Copyright (c) 2005, 2006, Oracle. All rights reserved.
  -----------------------------------------------------------------
  Oracle Configuration Manager Stopped...
  ```

- **Errors:** Some of the error messages you may see are:

  * Access Denied - This error is displayed if you do not have the required
    privileges to run this command.

　　　　* Oracle Configuration Manager Not Registered With Oracle - In this case, you must register Oracle Configuration Manager with Oracle.

　　　　* Oracle Configuration Manager is Not Running - Restart the Scheduler using the `emCCR start` command.

5.14　emCCR [-register]　[-verbose] test

– **Usage:** Use this command to test the connection to the server at Oracle. If you specify the `-register` option, the client will be registered during the test. The `-verbose` option displays detailed information about the connection process. Both `-register` and `-verbose` arguments are optional.

– **Pre-requisites:** Oracle Configuration Manager is registered with Oracle.

– **Example:**

```
$ORACLE_HOME/ccr/bin/emCCR -register test
Oracle Configuration Manager - Release: 10.2.4.0.0 - Production
Copyright (c) 2005, 2006, Oracle. All rights reserved.
------------------------------------------------------------
Verifying Proxy settings...
No Proxy host set.
Oracle Configuration Manager Server is: ccr.oracle.com
Resolving Oracle Configuration Manager Server address...
Connecting to Oracle Configuration Manager server...
Registering with Oracle Configuration Manager server...

Command successfully completed.

$ORACLE_HOME/ccr/bin/emCCR -verbose test
Oracle Configuration Manager - Release: 10.2.4.0.0 - Production
Copyright (c) 2005, 2006, Oracle. All rights reserved.
------------------------------------------------------------
Verifying Proxy settings...
{main} [08:28:04.761] Conn:  added module HTTPClient.RetryModule
{main} [08:28:04.771] Conn:  added module HTTPClient.CookieModule
{main} [08:28:04.776] Conn:  added module HTTPClient.RedirectionModule
{main} [08:28:04.782] Conn:  added module HTTPClient.AuthorizationModule
{main} [08:28:04.783] Conn:  added module HTTPClient.DefaultModule
{main} [08:28:04.789] Conn:  added module HTTPClient.TransferEncodingModule
{main} [08:28:04.794] Conn:  added module HTTPClient.ContentMD5Module
{main} [08:28:04.796] Conn:  added module HTTPClient.ContentEncodingModule
No Proxy host set.
Oracle Configuration Manager Server is: ccr.oracle.com
Resolving Oracle Configuration Manager Server address...
Connecting to Oracle Configuration Manager server...
{main} [08:28:05.103] Conn:  Creating Socket: ccr.oracle.com:443
{main} [08:28:05.112] Conn: using SSL version JSSE
{main} [08:28:05.140] Demux: Initializing Stream Demultiplexor (6915075)
{main} [08:28:05.792] Conn:  Sending Request:
GET /em/upload HTTP/1.1
Host: ccr.oracle.com
Connection: Keep-Alive, TE
TE: trailers, deflate, gzip, compress
User-Agent: RPT-HTTPClient/0.3-3
Accept-Encoding: gzip, x-gzip, compress, x-compress

{main} [08:28:05.804] Demux: Opening stream 18929195 for demux (6915075)
{main} [08:28:05.804] Conn:  Request sent
{main} [08:28:05.804] Resp:  Reading Response headers 18929195
```

```
{main} [08:28:05.805] Resp:  Parsing Response headers from Request "GET
 /em/upload":  (18929195)

HTTP/1.1 200 OK
Date: Tue, 01 Aug 2006 15:28:05 GMT
Server: Oracle-Application-Server-10g/10.1.2.0.2 Oracle-HTTP-Server
Content-Length: 170
Cache-Control: private
Keep-Alive: timeout=15, max=100
Connection: Keep-Alive
Content-Type: text/html

{main} [08:28:05.808] Resp:  Response entity delimiter: Content-Length
(18929195)
{main} [08:28:05.808] Conn:  Protocol Version established: HTTP/1.1
Command successfully completed.
```

- **Errors:** Some of the error messages you may see are the following:

    * Access Denied: This error is displayed if you do not have the required privileges to run this command.

    * Cannot connect to the server.

    * Proxy server information is incorrect.

    * Proxy server is not available.

    For other registration errors, refer to the error messages listed under the `emCCR register` command.

5.15 emCCR upload

- **Usage:** Use this command to upload the configuration data to the Oracle repository.

- **Pre-requisites:**

    * Oracle Configuration Manager is registered with Oracle.

    * Configuration data must have been collected but not uploaded.

    * The Scheduler is already running.

- **Example:**

```
$ORACLE_HOME/ccr/bin/emCCR upload
Oracle Configuration Manager - Release: 10.2.4.0.0 - Production
Copyright (c) 2005, 2006, Oracle. All rights reserved.
--------------------------------------------------------------
Upload Done.
```

- **Errors:** Some of the error messages you may see are the following:

    * Access Denied: This error is displayed if you do not have the required privileges to run this command.

    * Oracle Configuration Manager Not Registered with Oracle: In this case, you must register Oracle Configuration Manager with Oracle.

    * Mandatory update available. Command failed.

    * Cannot connect with the server.

    * Handshake failure. You must register Oracle Configuration Manager.

> * Oracle Configuration Manager is Not Running - Restart the Scheduler using the `emCCR start` command.

5.16 configCCR

- **Usage**: Use this command to modify the configuration information using the command line interface. Using this command, you can modify the proxy server information, CSI, MetaLinkUserName and Country Code after Oracle Configuration Manager has been installed.

  ```
  configCCR -p <proxy | none> <CSI> <MetaLinkeUserName> <Country Code>
  ```

  - The `-p` is an optional parameter and is used to specify the proxy server information needed to connect to the Internet. This parameter is used for the host, port and authentication information of the proxy server. If you specify this parameter and enter `none`, the existing proxy server information will be cleared. For more information on `-p` parameter, refer to the Installing Oracle Configuration Manager Using the Command Line Interface section.

  - The CSI, MetaLinkUserName and Country Code are optional. All parameters can be specified on the command line. Any parameters not specified will be prompted for and existing values (if any) will be displayed. After you specify the parameters, registration will be performed. If the registration fails, the original values of these parameters will be used by default.

- **Pre-requisites:** None

- **Example:**

  ```
  configCCR
  The installation requires the following piece(s) of information.
    Customer Support Identifier (CSI): [123456]
    Oracle MetaLink User Name: [customer@customercorp.com] cust@customercorp.com
    The two character country code: [us]
  ```

- **Errors:** Some of the error messages you may see are the following:

  - Failure in registering with Oracle Configuration Manager server. Invalid credentials specified

6

Troubleshooting Oracle Configuration Manager

This chapter lists some of the errors that may occur while using Oracle Configuration Manager and provides tips to troubleshoot these errors.

- **Insufficient Privileges While Running installCCRSQL collectconfig**

  When you run the `installCCRSQL.sh` script, it creates the `ORACLE_OCM` user and sets up a job to collect database configuration information. The `ORACLE_OCM` user requires `EXECUTE` privileges on `UTL_FILE` and `DBMS_SCHEDULER` for database versions 10g or higher, and on the `DBMS_JOB` for pre-10g databases. If these privileges are granted to `PUBLIC`, the `ORACLE_OCM` user inherits these privileges, otherwise these privileges are explicitly granted when the `installCCRSQL.sh` script is executed. If the inherited privileges are revoked, the following errors indicating the lack of privileges will be logged in the `alert_log`:

  ```
  ORA-12012: error on auto execute of job 52
  ORA-04068: existing state of packages has been discarded
  ORA-04063: package body "ORACLE_OCM.<package name>" has errors
  ORA-06508: PL/SQL: could not find program unit being called
  ```

  To resolve these errors, you must grant the missing `EXECUTE` privilege to the `ORACLE_OCM` user.

  - For database versions 10g and higher, grant `EXECUTE` privileges on the `UTL_FILE` and `DBMS_SCHEDULER` packages to the `ORACLE_OCM` user by entering the following `SQL*PLUS` commands:

    ```
    SQL> grant execute on UTL_FILE to oracle_ocm;
    SQL> grant execute on DBMS_SCHEDULER to oracle_ocm;
    SQL> ALTER PACKAGE oracle_ocm.MGMT_DB_LL_METRICS compile;
    SQL> ALTER PACKAGE oracle_ocm.mgmt_config compile;
    ```

  - For pre-10g databases, grant `EXECUTE` privileges on the `DBMS_JOB` package to the `ORACLE_OCM` user by entering the following `SQL*PLUS` commands:

    ```
    SQL> grant execute on UTL_FILE to oracle_ocm;
    SQL> grant execute on DBMS_JOB to oracle_ocm;
    SQL> ALTER PACKAGE oracle_ocm.MGMT_DB_LL_METRICS compile;
    SQL> ALTER PACKAGE oracle_ocm.mgmt_config compile;
    ```

- **ORA-04021 Error**

  There may be cases when the `ORACLE_OCM` user needs to be granted the required privileges during installation. While granting the privileges, the following error may occur in the `ORACLE_HOME/ccr/log/collectconfig<SID>.log`:

```
ORA-04021: timeout occurred while waiting to lock object SYS.<package like UTL_
FILE
```

This error may occur if another procedure is using the package for which the privileges are being granted. To resolve this error, retry the install when the package is not being used. This error may occur while granting privileges on `UTL_FILE`, `DBMS_SCHEDULER`, or `DBMS_JOB`.

■ **ORA-01925 Error While Running installCCRSQL**

This error may occur if the value of the `MAX_ENABLED_ROLES` initialization parameter has been exceeded. To resolve this error, you must increase the value of the `MAX_ENABLED_ROLES` parameter and restart the database as follows:

1. Edit the `init<sid>.ora` file where `<sid>` is the database system identifier and increase the value of `MAX_ENABLED_ROLES`. If a server parameter (spfile) has been used, alter the `MAX_ENABLED_ROLES` parameter by using the following SQL*PLus command:

```
SQL>alter system set MAX_ENABLED_ROLES=<value>
scope=spfile
```

2. Restart the database.

Once the database has been restarted, re-run the `installCCRSQL.sh` script.

■ **Incorrectly configured hostnames are displayed on MetaLink with only the short names**.

To ensure that hostnames are displayed with their fully qualified names on *MetaLink*, the `/etc/hosts` file must contain an entry that includes both the hostname and the domain in the following format:

```
<IP-Address>  <Full-HostName>  <Short-HostName>
```

For example:

```
10.10.10.10  myhost.mydomain  myhost
```

If the `/etc/hosts` file has not been correctly configured, only the short name is displayed on *MetaLink*.

A

Country Codes

This appendix contains a list of valid country codes that can be used while installing Oracle Configuration Manager.

A.1 Valid Country Codes

Table A–1 contains a list of countries and their short names (codes.)

Table A–1   Country Codes

Country	Short Name (Code)
African Other	AA
Andorra	AD
United Arab Emirates	AE
Afghanistan	AS
Antigua and Barbuda	AM
Anguilla	AI
Albania	AL
Armenia	AM
Netherlands Antilles	AN
Angola	AO
Antarctica	AQ
Argentina	AR
American Samoa	AS
Austria	AT
Australia	AU
Aruba	AW
Azerbaijan	AZ
Bosnia-Herzegovina	BA
Barbados	BB
Bangladesh	BD
Belgium	BE
Burkina Faso	BF

Table A–1 (Cont.) Country Codes

Country	Short Name (Code)
Bulgaria	BG
Bahrain	BH
Burundi	BI
Benin	BJ
Bermuda	BM
Brunei Darussalam	BN
Bolivia	BO
Brazil	BR
Bahamas	BS
Bhutan	BT
Bouvet Island	BV
Botswana	BW
Belarus	BY
Belize	BZ
Canada	CA
Cocos (Keeling) Islands	CC
Central African Republic	CF
Congo	CG
Switzerland	CH
Cote D'Ivoire	CI
Cook Islands	CK
Chile	CL
Cameroon	CM
China	CN
Columbia	CO
Costa Rica	CR
Cuba	CU
Cape Verde	CV
Christmas Island	CX
Cyprus	CY
Czech Republic	CZ
Germany	DE
Djibouti	DJ
Denmark and Iceland	DK
Dominica	DM
Dominican Republic	DO
Algeria	DZ

Table A–1   (Cont.) Country Codes

Country	Short Name (Code)
Ecuador	EC
Estonia	EE
Egypt	EG
Western Sahara	EH
Eritrea	ER
Spain	ES
Ethiopia	ET
Finland	FI
Fiji	FJ
Falkland Islands (Malvinas)	FK
Micronesia (Federated States Of)	FM
Faroe Islands	FO
France	FR
France - Overseas Territories	FX
Gabon	GA
United Kingdom	GB
Grenada	GD
Georgia	GE
French Guiana	GF
Ghana	GH
Gibraltar	GI
Greenland	GL
Gambia	GM
Guinea	GN
Guadeloupe	GP
Equatorial Guinea	GQ
Greece	GR
South Georgia and South Sandwich Island	GS
Guatemala	GT
Guam	GU
Guinea - Bissau	GW
Guyana	GY
Hong Kong	HK
Heard Island and McDonald Islands	HM
Honduras	HN
Croatia	HR
Haiti	HT

Table A–1   (Cont.) Country Codes

Country	Short Name (Code)
Hungary	HU
Indonesia	ID
Ireland	IE
Israel	IL
India	IN
British Indian Ocean Territory	IO
Iraq	IQ
Iran (Islamic Republic of)	IR
Iceland	IS
Italy	IT
Jamaica	JM
Jordan	JO
Japan	JP
Kenya	KE
Kyrgyzstan	KG
Cambodia	KH
Kiribati	KI
Comoros	KM
Saint Kitts and Nevis	KN
Democratic People's Republic of Korea	KP
Republic of Korea	KR
Kuwait	KW
Cayman Islands	KY
Kazakhstan	KZ
Lao People's Democratic Republic	LA
Lebanon	LB
Saint Lucia	LC
Liechtenstein	LI
Sri Lanka	LK
Liberia	LR
Lesotho	LS
Lithuania	LT
Luxembourg	LU
Latvia	LV
Libyan Arab Jamahiriya	LY
Morocco	MA
Monaco	MC

Table A–1   (Cont.) Country Codes

Country	Short Name (Code)
Republic of Moldova	MD
Madagascar	MG
Marshall Islands	MH
Macedonia	MK
Mali	ML
Myanmar	MM
Mongolia	MM
Macau	MO
Northern Mariana Islands	MP
Martinique	MQ
Mauritania	MR
Montserrat	MS
Malta	MT
Mauritius	MU
Malawi	MW
Mexico	MX
Malyasia	MY
Mozambique	MZ
Namibia	NA
New Caledonia	NC
Niger	NE
Norfolk Island	NF
Nigeria	NG
Nicaragua	NI
Netherlands	NL
Norway	NO
Nepal	NP
Narau	NR
Niue	NU
New Zealand	NZ
Oman	OM
Panama	PA
Peru	PE
French Polynesia	PF
Papua New Guinea	PG
Philippines	PH
Pakistan	PK

Table A–1   (Cont.) Country Codes

Country	Short Name (Code)
Poland	PL
Saint Pierre and Miquelon	PM
Pitcairn	PN
Puerto Rico	PR
Portugal	PT
Palau	PW
Paraguay	PY
Qatar	QA
Reunion	RE
Romania	RO
CIS-Comm. of Indep. States	RU
Rwanda	RW
Saudi Arabia	SA
Solomon Islands	SB
Seychelles	SC
Sudan	SD
Sweden	SE
Singapore	SG
Saint Helena	SH
Slovenia	SI
Svalbard and Jan Mayen Islands	SJ
Slovakia	SK
Sierra Leone	SL
San Marino	SM
Senegal	SN
Somalia	SO
Suriname	SR
Sao Tome and Principe	ST
El Salvador	SV
South Asia Growth Economies	SX
Syrian Arab Republic	SY
Swaziland	SZ
Turks and Caicos Islands	TC
Chad	TD
French Southern Territories	TF
Togo	TG
Thailand	TH

Table A–1   (Cont.) Country Codes

Country	Short Name (Code)
Tajikistan	TJ
Tokelau	TK
Turkmenistan	TM
Tunisia	TN
Tonga	TO
East Timor	TP
Turkey	TR
Trinidad and Tobago	TT
Tuvalu	TV
Taiwan - Republic of China	TW
United Republic of Tanzania	TZ
Ukraine	UA
Uganda	UG
United States Minor Outlying Islands	UM
United States	US
Uruguay	UY
Uzbekistan	UZ
Vatican City State (Holy See)	VA
Saint Vincent and the Grenadines	VC
Venezuala	VE
Virgin Islands (British)	VI
Vietnam	VN
Vanuatu	VU
Wallis and Futuna Islands	WF
Samoa	WS
Yemen	YE
Mayotte	YT
Serbia and Montenegro	YU
South Africa	ZA
Zambia	ZM
Zaire	ZR
Zimbabwe	ZW

Index