

Oracle® Configuration Manager

Installation and Administration Guide

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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.
<i>italic</i>	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.
OCM	Oracle Configuration Manager

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 What's New in Oracle Configuration Manager 10.2.5.0

This section lists the new features in this release.

- **Supporting Oracle Configuration Manager in Disconnected Mode:** Oracle Configuration Manager can now be installed in **Disconnected** mode on computers without Internet access. To install in **Disconnected** mode, specify the `-d` parameter with the `setupCCR` command. In this mode, automatic collection of configuration data is not supported. You must collect the configuration data manually by using the **emCCR collect** option. For more installation details, refer to [Section 2.2.3, "Installing Oracle Configuration Manager Using the Command Line Interface"](#). For more information on **Connected** and **Disconnected** modes, refer to [Section 1.3, "About Connected and Disconnected Modes"](#) for details.

Note: You can switch between Connected and Disconnected modes by using the `configCCR` command. Refer to [Section 5.20, "configCCR"](#) for details.

- **Disabling Collection of IP and MAC Addresses:** You can disable the collection of the Host IP Address and the Network Interface MAC Address. To disable the collection of these items, you must add the following entries to the `$ORACLE_HOME/ccr/config/collector.properties` file.

- To disable the collection of network addresses, add the following entry:

```
ccr.metric.host.ecm_hw_nic.inet_address=false
```

- To disable the collection of the MAC address, add the following entry:

```
ccr.metric.host.ecm_hw_nic.mac_address=false
```

- **Enabling the Default Collection of NFS Disk Information:** The NFS mounted filesystem information is no longer collected by default. Only local file system information is collected by default.

To enable the collection of NFS mounted filesystem information, add the following entry to the `$ORACLE_HOME/ccr/config/collector.properties` file.

```
metric.host.ecm_os_filesystem.nfs_enable=true
```

- **Updating Oracle Configuration Manager:** You can now update Oracle Configuration Manager without accessing the Content Server by running the `emCCR update_components` command. This command can be used in both **Connected** and **Disconnected** modes. You can either use the latest Oracle Configuration Manager distribution kit for the update or stage individual Oracle Configuration Manager packages in a local directory and deploy them by using the `emCCR update_components` command. For more details, refer to [Section 5.17, "emCCR update_components"](#).

- **Diagnostic Upload Feature:** This feature allows you to upload diagnostic information to the Oracle server. This information is then used by a Technical Support representative to resolve an open service request. To upload the diagnostic information, specify the SR (service request) number and a file (usually a **.zip**) containing all diagnostic information as follows:

```
$ORACLE_HOME/ccr/bin/emCCR upload -diagnostic=SR=<Service Request Number>,  
FILE=<Absolute path of diagnostic package> [-restart] [-force]
```

For more information, refer to [Section 5.19, "emCCR upload -diagnostic"](#). This feature can be used only in **Connected** mode.

Note: The diagnostic upload feature is supported in this version of the Oracle Configuration Manager client. Until the service is fully operational at Oracle, you will receive the message "This feature is currently not supported."

1.2 System Architecture

The Oracle Configuration Manager architecture is displayed in [Figure 1-1](#).

Figure 1–1 Oracle Configuration Manager Architecture

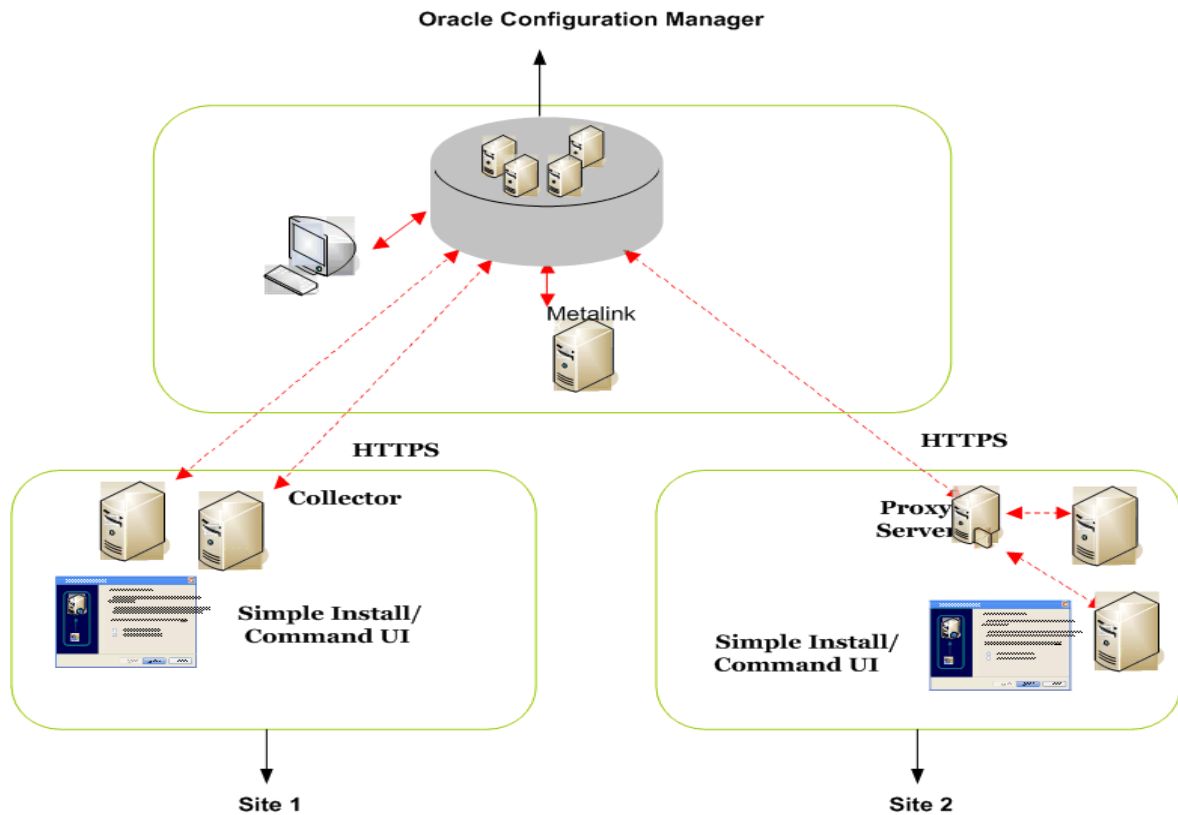


Figure 1–1 displays the following:

- **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.

1.3 About Connected and Disconnected Modes

Oracle Configuration Manager can now be installed in two modes:

- **Connected Mode:** This mode is recommended if your server has direct connection to the Internet or connection through a proxy server. In this mode, configuration data is automatically collected and uploaded to the Oracle system. Updates to Oracle Configuration Manager occur automatically.
- **Disconnected Mode:** This mode is recommended if your server does not have a connection to Internet. In this mode, you can collect configuration data manually by using the **emCCR collect** command. When you run this command, the collected configuration data is stored in the `$ORACLE_HOME/ccr/state/upload/ocmconfig.jar` file. You can then upload this file to the Oracle server.

Refer to [Section 5.3, "emCCR collect"](#) for details. In this mode, the only commands supported are `emCCR collect`, `emCCR status`, `emCCR enable_target`,

emCCR disable_target, emCCR update_components, configCCR, and emCCR help.

You can switch between **Connected** and **Disconnected** modes by using the **configCCR** command. Refer to [Section 5.20, "configCCR"](#) for details.

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 when installing Oracle Configuration Manager in **Connected** mode.
- You must specify a valid Country Code when installing Oracle Configuration Manager in **Connected** mode. 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 2.2.3, "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 2.2.4, "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 like CSI, proxy information, and collection interval. For more information, refer to [Section 5.4, "emCCR config"](#).

Note: You cannot use the `emCCR config` command to change connection modes.

- **configCCR:** This script allows you to modify the configuration information using the command line as well as switch between **Connected** and **Disconnected** modes. When you run this script, the current values are displayed as default values, and can either be used or changed. For more information, refer to [Section 5.20, "configCCR"](#).

2.2.1 Setting Up Oracle Configuration Manager in a Cloned Home

After cloning an `$ORACLE_HOME` containing Oracle Configuration Manager, you must set up Oracle Configuration Manager for the new `$ORACLE_HOME`.

- If Oracle Configuration Manager was installed and configured in the original `$ORACLE_HOME`, run the `configCCR` command in the cloned `$ORACLE_HOME`. The original values for the CSI, MetaLinkUserName, and Country Code will be used by default. For more details, refer to [Section 5.20, "configCCR"](#)
- If Oracle Configuration Manager was installed but not configured in the original `$ORACLE_HOME`, run the `setupCCR` command to set it up in the cloned `$ORACLE_HOME`. For details on the `setupCCR` command, refer to [Section 2.2.3, "Installing Oracle Configuration Manager Using the Command Line Interface"](#).

2.2.2 Oracle E-Business Suite Installation Considerations

In an Oracle E-Business Suite Release 11i installation, you must install and configure the Oracle Configuration Manager (OCM) in the iAS `$ORACLE_HOME` and in the database home. After installing Oracle Configuration Manager, instrument the database and Oracle E-Business Schema for configuration collections as described in [Section 2.3.2, "Instrumenting the Database for Configuration Collections"](#).

You must not install Oracle Configuration Manager in the `APPL_TOP` or the 8.0.6 `$ORACLE_HOME` as the default OCM installation does not support shared Oracle Homes. Refer to Oracle *Metalink* Note 372826.1 for more details if you are running OCM in a shared `$ORACLE_HOME` configuration.

If you want to install OCM in an Oracle E-Business Suite Release 12 installation, you must use Rapid Wizard and / or AutoConfig to install and configure Oracle Configuration Manager. This process, along with known issues and other considerations for E-Business Suite users, is described in the Oracle *Metalink* Note 406369.1. Do not manually download and install OCM in a Release 12 environment.

2.2.3 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-10.2.5.0.0-<OS_NAME>-<CHIP_ARCH>.zip
```

The name of the platform-specific distribution file for Oracle Configuration Manager is `ccr-Production-10.2.5.0.0-<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 from the `$ORACLE_HOME/ccr/bin` directory:

```
setupCCR [-s] [-d | -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 configure and use Oracle Configuration Manager.

- If you use the `-d` parameter, Oracle Configuration Manager will be installed in **Disconnected Mode**. In this mode, configuration data is not collected automatically. This mode is used when your computer does not have Internet access. You can manually collect the data using the `emCCR collect` option. For details, refer to [Section 5.3, "emCCR collect"](#). When the `-d` parameter is specified along with the CSI, MetaLinkUserName, and Country Code parameters, these parameters will be ignored.
- The `-p` parameter is used to specify the proxy server information needed to connect to the Internet. This parameter is used to specify 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 `-d` and `-p` parameters are mutually exclusive and cannot be used together. 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 installation, or 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, "Instrumenting the Database for Configuration Collections"](#) for details.

Sample setupCCR Command Output (In Connected Mode)

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

** Installing base package **
Deploying core - Version 10.2.5.0.0

** Registering installation with Oracle Configuration Manager server(s) **
Deploying engines - Version 10.2.2.0.2
Deploying metricdata - Version 10.2.4.0.1
Deploying scripts - Version 10.2.5.0.0

** Getting package updates from ContentServer **

** Starting the Oracle Configuration Manager Scheduler **
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, Oracle. All rights reserved.
-----
Starting Oracle Configuration Manager...
Waiting for status from Oracle Configuration Manager...
Start Date          20-Dec-2006   10:45:46
Last Collection Time -
Next Collection Time 21-Dec-2006   10:45:00
Collection Frequency Daily at 10:45
Collection Status    scheduled collection running
Log Directory        /u01/app/oracle/product/10.2.0/db_1/ccr/log
Registered At        20-Dec-2006 10:45:02
Automatic Update     On
Collector Mode        Connected

Oracle Configuration Manager successfully started.
```

Sample setupCCR Command Output (In Disconnected Mode)

```
$ORACLE_HOME/ccr/bin/setupCCR -s -d

** Installing base package **
Deploying core - Version 10.2.5.0.0
Deploying engines - Version 10.2.2.0.2
```

Deploying metricdata - Version 10.2.4.0.1
Deploying scripts - Version 10.2.5.0.0

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.

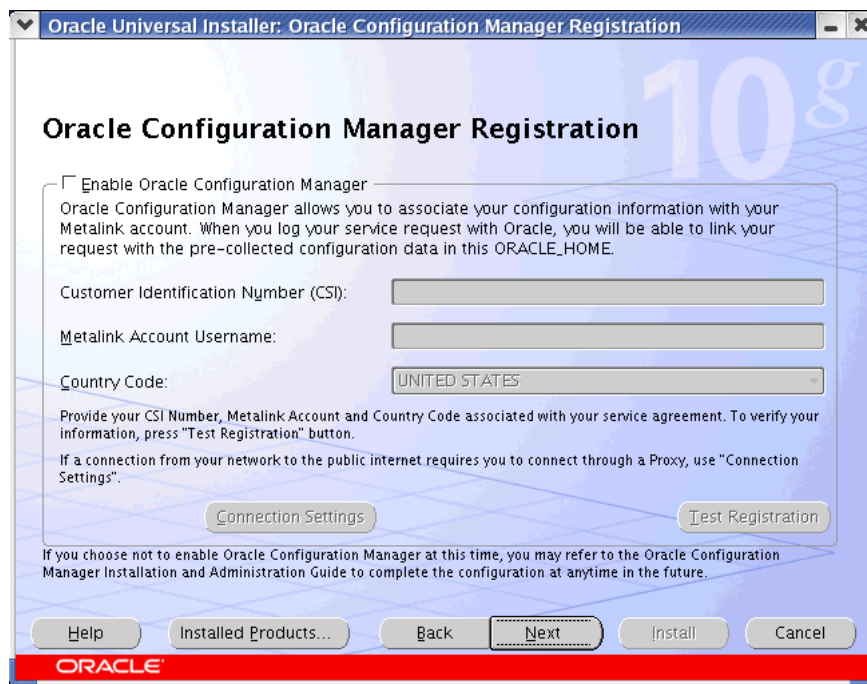
An example of the failure message is as follows:

```
** Installing base package **  
Deploying core - Version 10.2.5.0.0  
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
```

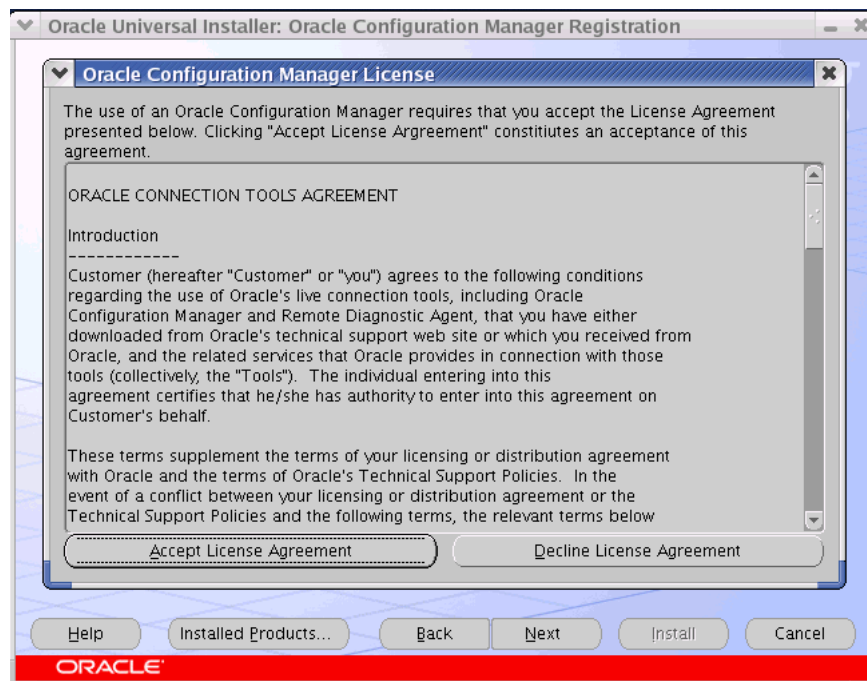
This log contains the output captured during installation, and will indicate the reasons for the failure.

2.2.4 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 Oracle Configuration Manager** 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

Oracle Configuration Manager Registration

Enable Oracle Configuration Manager

Oracle Configuration Manager allows you to associate your configuration information with your Metalink account. When you log your service request with Oracle, you will be able to link your request with the pre-collected configuration data in this ORACLE_HOME.

Customer Identification Number (CSI):

Metalink Account Username:

Country Code:

Provide your CSI Number, Metalink Account and Country Code associated with your service agreement. To verify your information, press "Test Registration" button.

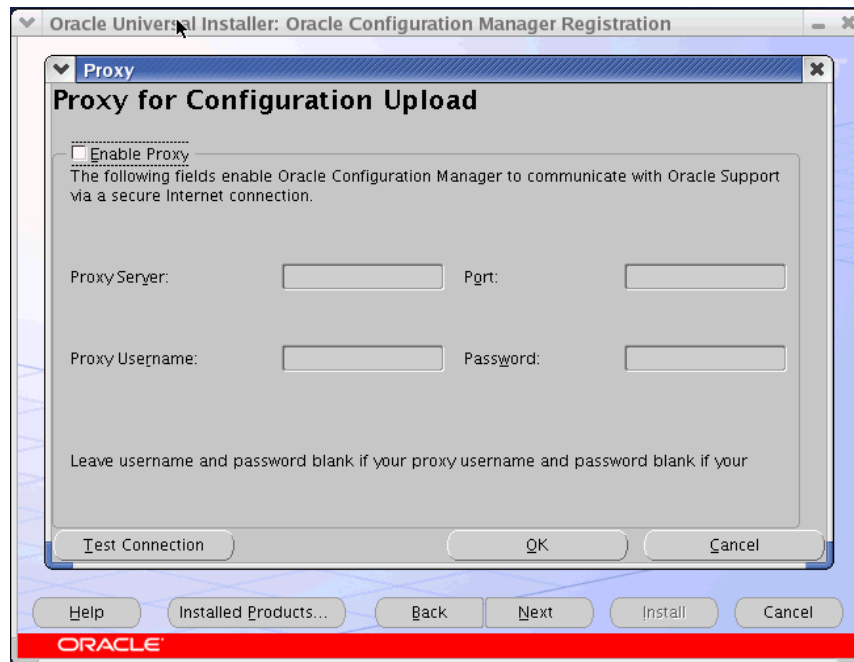
If a connection from your network to the public internet requires you to connect through a Proxy, use "Connection Settings".

If you choose not to enable Oracle Configuration Manager at this time, you may refer to the Oracle Configuration Manager Installation and Administration Guide to complete the configuration at anytime in the future.

ORACLE

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 Oracle Configuration Manager in a home that contains a database, you must run a script to create a database account to collect database configuration collections. You must create this account in both **Connected** and

Disconnected modes. The database 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 Instrumenting 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> @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:

```
SQL> @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:

```
SQL> @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 (On Unix)
```

```
>rmdir /s/q %ORACLE_HOME%\ccr (On Windows)
```

Oracle Configuration Manager is successfully uninstalled.

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-10.2.5.0.0-<OS_NAME>-<CHIP_
ARCH>.zip
OR
% unzip -d <ORACLE_HOME> /net/hostname/directory/ccr-Production-10.2.5.0.0-<OS_
NAME>-<CHIP_ARCH>.zip
```

The name of the platform-specific distribution file for Oracle Configuration Manager is `ccr-Production-10.2.5.0.0-<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-10.2.5.0.0-<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-10.2.5.0.0-<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-10.2.5.0.0-<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-10.2.5.0.0-<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-10.2.5.0.0-<OS_NAME>-<CHIP_ARCH>.zip;
unzip -d . ccr-Production-10.2.5.0.0-<OS_NAME>-<CHIP_ARCH>.zip;
/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 [Instrumenting the Database for Configuration Collections](#) on page 2-9.

Oracle Configuration Manager Administration

This chapter contains the following sections:

- [Section 4.1, "Collecting Configuration Data \(Connected Mode\)"](#)
- [Section 4.2, "Collecting Configuration Data \(Disconnected Mode\)"](#)
- [Section 4.3, "Updating Oracle Configuration Manager"](#)

4.1 Collecting Configuration Data (Connected Mode)

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, and provides both a richer schedule capability and the ability to perform collections on a regular schedule. Scheduled collections are only available when Oracle Configuration Manager is running in **Connected** mode.

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 Collecting Configuration Data (Disconnected Mode)

If you are using Oracle Configuration Manager in **Disconnected** mode, configuration data needs to be manually collected. As the **Scheduler** is not running in this mode, it cannot be used to automatically collect configuration data at regular intervals.

You can collect configuration data manually by using the `emCCR collect` command. When you run this command, the `ocmconfig.jar` is created in the `$ORACLE_HOME/ccr/state/upload/` directory. This file contains the manually collected configuration data. You can then upload this file to the Oracle server. For more details on manual collection of configuration data, refer to [Section 5.3, "emCCR collect"](#).

In this mode, the only commands supported are `emCCR collect`, `emCCR status`, `emCCR enable_target`, `emCCR disable_target`, `emCCR update_components`, `configCCR`, and `emCCR help`.

4.3 Updating Oracle Configuration Manager

You can update Oracle Configuration Manager either manually or automatically.

- **Updating Oracle Configuration Manager Automatically:** After the Oracle Configuration Manager client has been installed in **Connected** mode, 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 collected or 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 and deploy the updates, enter the following command:

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

- **Updating Oracle Configuration Manager Manually:** You can manually apply updates by using the `emCCR update_components` command. You can either use the latest Oracle Configuration Manager distribution kit for the update or stage individual Oracle Configuration Manager packages in a local directory and deploy them by using the `emCCR update_components` command. This command can be used in both **Connected** and **Disconnected** modes. For more information on this command, refer to [Section 5.17, "emCCR update_components"](#).

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:

- Section 5.1, "emCCR automatic_update on / off"
- Section 5.2, "emCCR clear"
- Section 5.3, "emCCR collect"
- Section 5.4, "emCCR config"
- Section 5.5, "emCCR enable_target | disable_target"
- Section 5.6, "emCCR getupdates"
- Section 5.7, "emCCR help"
- Section 5.8, "emCCR hold"
- Section 5.9, "emCCR register"
- Section 5.10, "emCCR resume"
- Section 5.11, "emCCR set collection_interval"
- Section 5.12, "emCCR start"
- Section 5.13, "emCCR status"
- Section 5.14, "emCCR status -diagnostic"
- Section 5.15, "emCCR stop"
- Section 5.16, "emCCR [-register] [-verbose] test"
- Section 5.17, "emCCR update_components"
- Section 5.18, "emCCR upload"
- Section 5.19, "emCCR upload -diagnostic"
- Section 5.20, "configCCR"

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:** Oracle Configuration Manager must be running in **Connected** mode.

- **Example:**

```
$ORACLE_HOME/ccr/bin/emCCR automatic_update on
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, 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 clear

- **Usage:** Use this command to clear all diagnostic upload files. The syntax is as follows:

```
emCCR clear -diagnostic[=SR=<Service request number>,FILE=<Absolute path of
diagnostic package> [-completed] [-force]]
```

- Specify the `-diagnostic` parameter to clear all diagnostic upload files.
- Specify the `-diagnostic` parameter with the SR number to clear all uploads for a particular service request. The SR number must be in format `x.yyy` where:
 - * `x` can be 1 to 30 digits long with values between 0 and 9.
 - * `yyy` must be 3 digits long with values between 0 and 9.
- Specify the `-diagnostic` parameter with SR number and FILE to clear a particular upload. FILE must include the name and the full path to the file that contains diagnostic information.
- Specify the `-completed` parameter to clear only completed uploads.
- Specify the `-force` parameter to clear all uploads even if there are errors.
- **Pre-requisites:** Oracle Configuration Manager must be running in **Connected** mode.

- **Example:**

```
$ORACLE_HOME/ccr/bin/emCCR clear -diagnostic=SR=1234.222,
FILE=/scratch/test/support_info.zip
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, Oracle. All rights reserved.
-----
Command successfully completed.
```

- **Errors:** Some of the error messages you may see are the following:
 - Invalid SR format: This error occurs when the SR format does not match the required format of `x.yyy`. To resolve this error, you must specify the SR number in the correct format.
 - No such diagnostic upload request exists. This error occurs if you run a `-diagnostic` command for a non-existent or invalid SR number or file

name. To resolve this error, view the status of all submitted packages and specify the correct SR number or file name.

- Could not access diagnostic upload data. This error occurs while reading or writing diagnostic upload data. To resolve this error, make sure that the diagnostic upload client has read and write permissions to the `$ORACLE_HOME/ccr/state` directory.
- Invalid upload state. Could not perform clear. Please use `-force` to clear. This error occurs when the diagnostic package is corrupted. To resolve this error, use `emCCR clear -force` to clear the upload request.
- Invalid command. This error occurs when invalid arguments are specified on the command line. Use `emCCR help`, view all the command line options and enter the correct arguments.

5.3 emCCR collect

- **Usage:** This command can be run in **Connected** and **Disconnected** modes.
 - Connected Mode:** 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.
 - Disconnected Mode:** Use this command to perform a manual discovery and collection of configuration data. Collected data is not automatically uploaded but is stored in the `$ORACLE_HOME/ccr/state/upload/ocmconfig.jar` file. This file should then be manually uploaded to the Oracle server.
- **Pre-requisites:**
 - Oracle Configuration Manager is registered with Oracle. (For **Connected** mode)
 - The Scheduler is already running. (For **Connected** mode)
- **Example:**

```

$ORACLE_HOME/ccr/bin/emCCR collect
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, Oracle. All rights reserved.
-----
Collection and 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 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.

5.3.1 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. You can also run this command in **Disconnected** mode.
- Pre-requisites: None
- **Example:**

```
$ORACLE_HOME/ccr/bin/emCCR -annotation="annotation string" collect
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, Oracle. All rights reserved.
-----
Collection and upload done.
```

5.4 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:** Oracle Configuration Manager must be running in **Connected** mode.
- **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

Oracle Configuration Manager
Configuration of Oracle Configuration Manager at c:\oracle\product\101~1.0\db_1

General Connection

Customer Details

Support Identifier (CSI) 146

Country UNITED STATES

MetaLink User Name ocm|

Enable Automatic Upload

Frequency When

Daily
 Weekly
 Monthly

At 11 Hr. 37 Min. AM

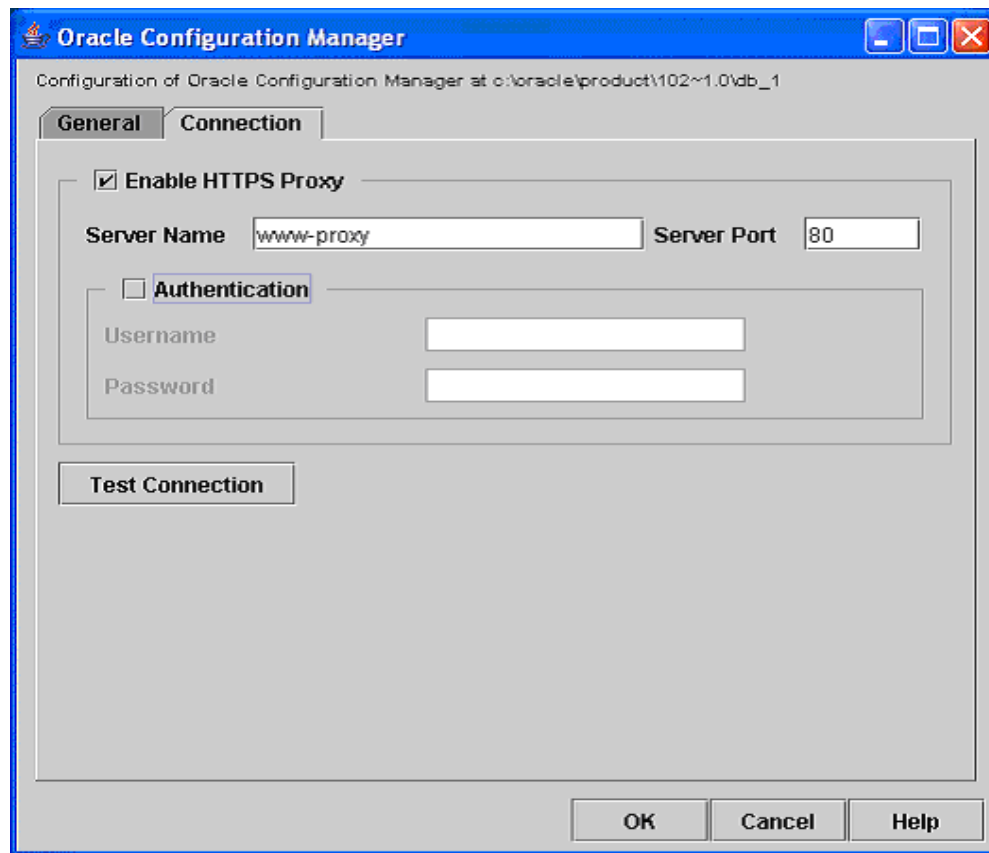
Enable Automatic Oracle Configuration Manager updates

OK Cancel Help

- * 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.

5.5 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. This command can be run in **Connected** or **Disconnected** mode. 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. This pre-requisite is applicable only if you are running Oracle Configuration Manager in **Connected** mode.

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

```

$ORACLE_HOME/ccr/bin/emCCR disable_target
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, 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.

5.6 emCCR getupdates

- **Usage:** Use this command to retrieve any new software updates from the content server and deploy these 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: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, Oracle. All rights reserved.
-----

```

```

Updates are downloaded from the Content Server.
Deploying core.jar at 01-23-2007_13:57:27
Deploying core - Version 10.2.6.0.0
Deploying scripts.jar at 01-23-2007_13:57:35
Deploying scripts - Version 10.2.6.0.0

```

- **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.

5.7 emCCR help

- **Usage:** This command lists the available emCCR (Oracle Configuration Manager) options. This command can be run in **Connected** or **Disconnected** modes.
- **Pre-requisites:** None
- **Example:**

Sample Output in Connected Mode

```

$ORACLE_HOME/ccr/bin/emCCR help
Oracle CCR - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, 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 [annotation="string"] collect | upload | getupdates
emCCR [-verbose] [-register] test
emCCR register
emCCR automatic_update on/off
emCCR enable_target | disable_target
emCCR config
emCCR upload [-diagnostic=SR=<Service request number>,FILE=<Absolute
path of diagnostic package> [-restart] [-force]]
emCCR status [-diagnostic=SR=<Service request number>,FILE=<Absolute
path of diagnostic package>]
emCCR clear -diagnostic[=SR=<Service request number>,FILE=<Absolute
path of diagnostic package> [-completed] [-force]]
emCCR update_components [-silent] -staged_dir="Directory containing OCM
packages" | -distribution="OCM installation kit path"
emCCR help

```

Sample Output in Disconnected Mode

```

$ORACLE_HOME/ccr/bin/emCCR help
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, Oracle. All rights reserved.
-----

emCCR [-annotation="annotation string"] collect
emCCR status
emCCR enable_target | disable_target
emCCR update_components [-silent] -staged_dir="Directory containing
OCM packages" | -distribution="OCM installation kit path"
emCCR help

```

5.8 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.
 - Oracle Configuration Manager must be running in **Connected** mode.
- **Example:**

```

$ORACLE_HOME/ccr/bin/emCCR hold
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, 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.

5.9 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:** Oracle Configuration Manager must be running in **Connected** mode.
- **Example:**

```

$ORACLE_HOME/ccr/bin/emCCR register
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, Oracle. All rights reserved.
-----
REGISTER command completed 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.
 - Cannot connect to the server.
 - Invalid credentials specified.

5.10 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.
 - Oracle Configuration Manager must be running in **Connected** mode.
- **Example**

```

$ORACLE_HOME/ccr/bin/emCCR resume
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, 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.**

5.11 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.
 - Oracle Configuration Manager must be running in **Connected** mode.
- **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: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, 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.

5.12 emCCR start

- **Usage:** Use this command to start the **Scheduler**.
- **Pre-requisites:** Oracle Configuration Manager must be running in **Connected** mode.
- **Example:**

```
$ORACLE_HOME/ccr/bin/emCCR start
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, 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
Registered At        01-Feb-2007 21:52:16
```

```
Automatic Update      On
Collector Mode       Connected
```

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.

5.13 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.

You can also run this command in **Disconnected** mode.

- **Pre-requisites:** None.
- **Example (Connected Mode):**

```
$ORACLE_HOME/ccr/bin/emCCR status
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, 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
```

Example (Disconnected Mode):

```
$ORACLE_HOME/ccr/bin/emCCR status
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, Oracle. All rights reserved.
-----
Log Directory        /scratch/test/OraHome_1/ccr/log
Collector Mode       Disconnected
To switch to connected mode, please run
/scratch/test/OraHome_1/ccr/bin/configCCR
```

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.

5.14 emCCR status -diagnostic

- **Usage:** Use this command to view the current status of all diagnostic uploads. The syntax for this command is as follows:

```
emCCR status -diagnostic[=SR=<Service request number>, [FILE=<Absolute path of
diagnostic package>]]
```

- Specify the `-diagnostic` parameter to see the status of all diagnostics uploads.
 - Specify the `-diagnostic` parameter with the SR request to view the status of all uploads for a particular service request. The SR number must be in the format `x.yyy` where `x` can be 1 to 30 digits long with values between 0 and 9; `yyy` must be 3 digits long with values between 0 and 9.
 - Specify the `-diagnostic` parameter with SR and FILE options to view the status for a particular upload. FILE must include the name and the full path to the file that contains diagnostic information.
- **Pre-requisites:** Oracle Configuration Manager must be running in **Connected** mode.

- **Example:**

```
$ORACLE_HOME/ccr/bin/emCCR status
-diagnostic=SR=1234.222,FILE=/scratch/test/support_info.zip
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, Oracle. All rights reserved.
```

```
-----
SR Number      1234.222
Package Name   /scratch/test/support_info.zip
Start Time     01-18-2007 09:23:13
Submit Time    01-18-2007 09:23:13
Update Time    01-18-2007 09:23:20
Restarts       0
Status         COMPLETED
Time Elapsed   00:00:07
```

-
- **Errors:** Some of the error messages you may see are the following:
 - Invalid SR format: This error occurs when the SR format does not match the required format of x.yyy. To resolve this error, you must specify the SR number in the correct format.
 - No such diagnostic upload request exists. This error occurs if you run a `-diagnostic` command for a non-existent or invalid SR number or file name. To resolve this error, view the status of all submitted packages and specify the correct SR number or file name.
 - Could not access diagnostic upload data. This error occurs while reading or writing diagnostic upload data. To resolve this error, make sure that the diagnostic upload client has read and write permissions to the `$ORACLE_HOME/ccr/state` directory.
 - The diagnostic upload state is not valid. Can not perform the requested operation. Use `upload -diagnostic` to start fresh upload. This error occurs when the diagnostic package is corrupted. To resolve this error, use `emCCR clear -force` to clear the invalid upload request.
 - Invalid command. This error occurs when invalid arguments are specified on the command line. Use `emCCR help`, view all the command line options and enter the correct arguments.

5.15 emCCR stop

- **Usage:** Use this command to stop the Scheduler. When the Scheduler has been manually stopped, the Scheduler is not restarted automatically after a reboot or by the cron job. 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 command only if the Scheduler is already running.
- **Example:**

```
$ORACLE_HOME/ccr/bin/emCCR stop
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, 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.
 - Stop Pending - a collection already in progress; the Scheduler will be stopped once the collection completes.

5.16 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.
 - Oracle Configuration Manager must be running in **Connected** mode.

- **Example:**

```

$ORACLE_HOME/ccr/bin/emCCR -register test
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, 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: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, 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.

5.17 emCCR update_components

- **Usage:** Use this command to manually deploy any updates to the Oracle Configuration Manager client. You can either use the latest Oracle Configuration Manager distribution kit for the update or stage individual Oracle Configuration Manager packages in a local directory and deploy them by using this command. This command can be run in **Connected** or **Disconnected** mode. The syntax is as follows:

```

$ORACLE_HOME/ccr/bin/emCCR update_components [-silent] -staged_dir="Directory
containing OCM packages" | -distribution="OCM installation kit path"

```

- If the `-silent` parameter is used, no output is displayed on the screen. You will see the prompt on the screen when the command has been executed.
 - Use the `-staged_dir` parameter to specify the directory in which the Oracle Configuration Manager packages have been staged.
 - Use the `-distribution` parameter to specify the Oracle Configuration Manager kit that will be used for deployment.
- **Pre-requisites:** None
 - **Example 1:** Sample output when staged directory contains one new package (`core.jar`) and an old package (`scripts.jar`).

```

$ORACLE_HOME/ccr/bin/emCCR update_components /scratch/updates/ocm_pkgs
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, Oracle. All rights reserved.
-----
Deploying core - Version 10.2.6.0.0
scripts.jar is an old package. No update required.

```

- **Example 2:** Sample output when staged directory does not contain any packages.

```

$ORACLE_HOME/CCR/bin/emCCR update_components /scratch/updates/ocm_pkgs
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, Oracle. All rights reserved.
-----

```

No Oracle Configuration Manager packages are candidates for updating.

Example 3: Sample output with the `-distribution` parameter:

```

$ORACLE_HOME/CCR/bin/emCCR update_components -distribution=
/scratch/distribution/CCR-Production-10.2.7.0.0-Linux-i386.zip
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, Oracle. All rights reserved.
-----

```

```

Deploying core - Version 10.2.7.0.0
Deploying engines - Version 10.2.7.0.2
Deploying metricdata - Version 10.2.7.0.1
Deploying scripts - Version 10.2.7.0.0

```

- **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.
 - Package not supported. This error occurs when the specified package is not supported by this platform or platform architecture. To resolve this error, download the latest packages which match target system's OS and processor architecture from MetaLink.
 - Not a valid OCM distribution. This error occurs when the `<filespec>` specified with the `-distribution` parameter is not valid. Ensure that the distribution kit is valid and has not been corrupted.
 - Not a valid OCM package. This error occurs when the directory specified in the `-staged_dir` parameter contains `.jar` files that are not OCM packages. This is an informational message and requires no action be taken.
 - A package deployment issue was encountered. This indicates an error during the deployment of a package. The log file containing failure details is displayed. Review the log file to find out the exact reason for the error.
 - No read access. This error occurs when you do not have permissions to read the target package or directory. Ensure that you have permissions to access the specified target package or directory.
 - Qualifiers `-distribution` and `-staged_dir` are mutually exclusive This error occurs when you specify the `-distribution` and `-staged_dir` arguments together. You cannot specify both the arguments at the same time. Refer to [Section 5.7, "emCCR help"](#) for the correct syntax.
 - Invalid directory specified for the `-staged_dir` qualifier. This error occurs if you specify the `$OCM_HOME/inventory` directory with `-staged_dir` qualifier. To resolve this error, specify a different directory for staging the packages.
 - No Oracle Configuration Manager packages are candidates for updating. This error occurs when the specified directory does not contain any Oracle Configuration Manager packages.

5.18 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.
 - Oracle Configuration Manager must be running in **Connected** mode.
- **Example:**

```

$ORACLE_HOME/ccr/bin/emCCR upload
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, 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.

5.19 emCCR upload -diagnostic

- **Usage:** Use this command to upload a file containing diagnostic information to the Oracle repository. The file is generally a **.zip** file that contains all of the files required to troubleshoot the specified SR (service request). This command can be run only in **Connected** mode. The syntax for this command is as follows:

```

emCCR upload -diagnostic=SR=<Service request number>,FILE=<Absolute path of
diagnostic package> [-restart] [-force]
```

 - The `-restart` parameter is used for an upload that is incomplete or has been aborted. When you use this parameter, upload will continue from the last successful point in the previous upload.
 - The `-force` parameter starts the upload from the beginning and overwrites anything on the server.
- **Pre-requisites:**
 - Oracle Configuration Manager is registered with Oracle.
 - Oracle Configuration Manager must be running in **Connected** mode.
- **Example:**

```

$ORACLE_HOME/ccr/bin/emCCR upload -diagnostic=SR=1234.123,
```

```

FILE=/scratch/test/support_info.zip
Oracle Configuration Manager - Release: 10.2.5.0.0 - Production
Copyright (c) 2005, 2007, Oracle. All rights reserved.
-----
Initializing upload...
Starting upload...
Establishing connection to Oracle...
Uploading...
Upload completed.

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.
 - Oracle Configuration Manager Not Registered with Oracle: In this case, you must register Oracle Configuration Manager with Oracle.
 - Cannot connect with the server.
 - Handshake failure. You must register Oracle Configuration Manager.
 - Invalid SR format: This error occurs when the SR format does not match the required format of x.yyy. To resolve this error, you must specify the SR number in the correct format.
 - No such diagnostic upload request exists. This error occurs if you restart a `-diagnostic` command for a non-existent or invalid SR number or file name. To resolve this error, view the status of all submitted packages and specify the correct SR number or file name.
 - Could not access diagnostic upload data. This error occurs while reading or writing diagnostic upload data. To resolve this error, make sure that the diagnostic upload client has read and write permissions to the `$ORACLE_HOME/ccr/state` directory.
 - The diagnostic upload state is not valid. Can not perform the requested operation. Use `upload -diagnostic` to start fresh upload. This error occurs when the diagnostic package is corrupted. To resolve this error, use `emCCR clear -force` to clear the invalid upload request.
 - Invalid command. This error occurs when invalid arguments are specified on the command line. Use `emCCR help`, view all the command line options and enter the correct arguments.
 - Could not open diagnostic package file (No such file or directory). This error occurs when Oracle Configuration Manager cannot locate the file specified on the command line. To resolve this error, ensure that the file is available in the specified directory and specify the absolute path to the file.
 - Could not open diagnostic package file (Permission denied). This error occurs when Oracle Configuration Manager cannot access the file specified on the command line. To resolve this error, ensure that you had Read permission on the specified directory.
 - Following error occurred (actual error). This error occurs due to an unexpected reason. See `OCM_HOME/log/collector.log` for the exact reason for the error.

- Failed to create directory structure for diagnostic state. This error occurs when the diagnostic upload client failed to store upload state. This error may occur due to lack of permissions. Ensure that the upload client has write permissions to the `OCM_HOME/state` directory.
- Upload request already submitted. Please use `-force` to overwrite previous upload. This error occurs when you submit a second upload request for the same SR number and file name. In this case, you must use `emCCR clear` to clear the previous upload request and resubmit the upload request or use `-force` option to overwrite the previous upload.
- Upload already in progress. This error occurs when you try to upload a package which is currently being uploaded. This upload may have been initiated from a different system and is using the same SR number and file name as the upload currently being attempted. You must either cancel the current upload or specify a different SR number.
- Error occurred in obtaining diagnostic upload endpoint URL for Oracle Configuration Manager. This error occurs when the upload client fails to obtain diagnostic receiver URL. Ensure that the `OCM_HOME/config/default/ccr.properties` or `OCM_HOME/config/ccr.properties` file contains `ccr.endpoint` property.
- This diagnostic package is already uploaded. Use `upload -diagnostic` to start fresh upload. This error occurs when you try to restart the upload of an already uploaded package. To upload an already uploaded package, you must submit a new upload request.
- Diagnostic package file modified since last upload. Use `upload -diagnostic` to start fresh upload. This error occurs when a package is modified during the upload procedure. It may also occur if you try to restart the upload of a package that has been modified since the last upload request. To upload the modified package, you must submit a new upload request.
- Could not recognize server response. This error occurs when the client could not interpret the server response. Check the `OCM_HOME/log/collector.log` file for more details.
- Maximum session time-out limit reached. The network connection is too slow. Please restart the upload to try again. This error occurs due to slow data transfer speed. Ensure that the upload bandwidth available at customer system is at least 56 kbps.
- An internal server error has occurred. This error occurs due to internal issues at the server. Check the `OCM_HOME/log/collector.log` file for more details.
- Unexpected error occurred during diagnostic upload. This error is caused due to unexpected errors that occurred when the diagnostic package was being uploaded. Check the `OCM_HOME/log/collector.log` file for more details.
- This feature is currently not supported. This error occurs when the requested operation is not supported.

5.20 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. You can also use this command to switch between **Connected** and **Disconnected** modes.

```
configCCR -s [-d | -p {<proxy> | none}] <CSI> <MetaLinkUserName> <Country Code>
```

- The `-s` parameter indicates the acceptance of the Oracle Configuration Manager license agreement. This parameter is optional and may be required if the license has been manually removed or if the `properties` file containing the license property is corrupt.
- If you use the `-d` parameter, Oracle Configuration Manager will be switched to **Disconnected** mode. In this mode, configuration data is not collected automatically. This mode is useful when your computer does not have Internet access. You can manually collect the data using the `emCCR collect` option. For details, refer to [Section 5.3, "emCCR collect"](#). When the `-d` parameter is used, all other qualifiers and arguments are ignored.
- 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 to specify 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 `-d` and `-p` parameters are mutually exclusive and cannot be used together.
- The CSI, MetaLinkUserName and Country Code are optional and only used if you are using Oracle Configuration Manager in **Connected** mode or switching to **Connected** mode. 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 as default values. You can enter new values or press **Enter** to accept the default values. After you specify the parameters, registration will be performed. If the registration fails, the original values for these parameters will be maintained.

- **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]
```

```
Validating configuration changes with Oracle Configuration Manager server(s)
```

- **Errors:** Some of the error messages you may see are the following:
 - Failure in registering with Oracle Configuration Manager server. Invalid credentials specified

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*.

- **Oracle Configuration Manager Synchronization Messages:** Oracle Configuration Manager does not allow you to run multiple commands simultaneously. If you attempt to do so, the following messages may be displayed:

- **Message: Another operation is in progress. Please wait...**

Description: There are several Oracle Configuration Manager commands that cannot run concurrently. If you try to run one of these commands while another command is in progress, the second command will not be executed until the first command is completed. A message indicating that another command is in progress is displayed. The second command will automatically be run when the first command is completed.

Commands: emCCR collect, emCCR getupdates, emCCR update_components, and emCCR upload

Action: Initially, take no action, the second command will be executed when the first command is completed. But if the command execution takes too long, a timeout will occur. If a timeout occurs, ensure there is no Oracle Configuration Manager activity by executing emCCR stop command. Delete the ccr/state/collector.lock file and restart the **Scheduler** by running

the `emCCR start` command. If you are running the command in **Disconnected** mode, ensure that no collection or update is taking place and then delete the `ccr/state/collector.lock` file.

– **Message: Operation blocked, waiting...**

Description: You cannot run the `emCCR update_components` command if any other `emCCR` command is running. If you try to run the command, it will be blocked. You also cannot run any `emCCR` command while `emCCR update_components` is running as all other commands will be blocked.

Commands: `configCCR` and most of the `emCCR` commands

Action: Initially, take no action, the command will get executed when the current command is completed. If a timeout occurs, ensure that there is no Oracle Configuration Manager activity by executing `emCCR stop`. Delete the `ccr/state/semaphore.op*` and `ccr/state/semaphore.update*` files, and restart Oracle Configuration Manager by running `emCCR start`. If running the command in **Disconnected** mode, ensure no collection or update is taking place and delete the `ccr/state/semaphore.op*` and the `ccr/state/semaphore.update*` files.

– **Message: The Scheduler is down for upgrade.**

Description: While upgrading Oracle Configuration Manager, you cannot run any of the `emCCR` commands.

Commands: All `emCCR` commands

Action: Retry the commands later.

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
Venezuela	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

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