

Oracle® Configuration Manager

Release Notes

Release 10.3.5

E22049-01

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Oracle Configuration Manager is used to personalize and enhance the support experience by collecting configuration information and uploading it to the Oracle repository. When the configuration data is uploaded on a regular basis, customer support representatives can analyze this data and provide better service to customers.

Oracle Configuration Manager collection software is self contained and does not affect the contents of the existing Oracle software installation. The configuration collections occur once a day and have negligible impact on the operations of the system and Oracle products including production deployments.

These Release Notes list the important features of Oracle Configuration Manager and the known issues in this release.

The steps to install and configure Oracle Configuration Manager are documented in the *Oracle Configuration Manager Installation and Administration Guide*.

This document contains the following sections:

- [Oracle Configuration Manager Documentation](#)
- [Oracle Configuration Manager Security Overview](#)
- [New Features](#)
- [Known Issues](#)
- [Documentation Accessibility](#)

1 Oracle Configuration Manager Documentation

The *Oracle Configuration Manager Installation and Administration Guide* can be downloaded from:

<http://www.oracle.com/technetwork/documentation/ocm-092152.html>

This document corresponds to the most recent release of Oracle Configuration Manager and supports earlier releases.

2 Oracle Configuration Manager Security Overview

Online documentation is available to respond to concerns surrounding security implications of Oracle Configuration Manager. The My Oracle Support Knowledge Base articles (728982.1 or 728982.5) answer common questions about how Oracle Configuration Manager ensures its operations are performed in a secure manner.

3 New Features

This section lists the new features in Oracle Configuration Manager.

- [New Features for Release 10.3.5.0.0](#)
- [New Features for Release 10.3.4.0.0](#)
- [New Features for Release 10.3.3.0.0](#)
- [New Features for Release 10.3.2.1.0](#)

3.1 New Features for Release 10.3.5.0.0

The new features in the 10.3.5.0.0 release include:

- **Configuring Oracle Configuration Manager in a cloned home**
A new command, `deriveCCR`, has been added to configure Oracle Configuration Manager in a cloned home.
- **Oracle Remote Diagnostic Agent (RDA) now available from content server**
For ease of use, you can now download the Oracle Remote Diagnostic Agent (RDA) from the Oracle Configuration Manager content server. RDA updates are downloaded as part of the Oracle Configuration Manager automatic update.
- **In Automatic Storage Management (ASM) 11.2 homes and Exadata Grid Infrastructure 11.2 homes, Oracle Configuration Manager can now be installed and configured by the oracle user as long as the base directory is owned by the root user or the oracle user.**

Previously, the Oracle Configuration Manager installations in Automatic Storage Management (ASM) 11.2 homes and Exadata Grid Infrastructure 11.2 homes (\$ORACLE_HOME) were failing because the ORACLE_HOME owner was different from the owner of the \$ORACLE_HOME/ccr directory and files. Oracle Configuration Manager required the ORACLE_HOME owner to be the same as the user performing the installation, but the Oracle Universal Installer (OUI) installation changed the base directory owner to the **root** user, while the \$ORACLE_HOME/ccr directory and files continued to be owned by the **oracle** user.

In Oracle Configuration Manager release 10.3.5, Oracle Configuration Manager can now be installed and configured by the **oracle** user as long as the base directory is owned by the **root** user or the **oracle** user.

If Oracle Configuration Manager has not been installed in the ASM home and Exadata Grid Infrastructure home (\$ORACLE_HOME), do the following:

1. Log in as the **root** user and unzip the Oracle Configuration Manager kit into the ASM home or the Exadata Grid Infrastructure home
2. Change the owner of the \$ORACLE_HOME/ccr directory and its files to the **oracle** user:

```
chown -R oracle:<group> $ORACLE_HOME/ccr
      where <group> is the user group for the oracle user
```

3. Log in as the **oracle** user
4. Setup Oracle Configuration Manager in the \$ORACLE_HOME by executing:

```
$ORACLE_HOME/ccr/bin/setupCCR
```

3.2 New Features for Release 10.3.4.0.0

The new features in the 10.3.4.0.0 release include:

- **Data masking of host IP address**
You can now disable the collection of the Host IP address.
- **Harvested Data from Enterprise Manager Grid Control**
Oracle Configuration Manager now collects data from WebLogic Server targets.

3.3 New Features for Release 10.3.3.0.0

The new features in the 10.3.3.0.0 release include:

- **Introducing Diagnostic Checks**
The diagnostic health check evaluation (Diagnostic Checks) feature performs diagnostic health checks against your installations and generates diagnostic results. Oracle Support uses these results to provide efficient and timely resolution to customer requests for assistance. See the *Oracle Configuration Manager Installation and Administration Guide* for additional information.
- **Use of country code deprecated**
For Oracle Configuration Manager configuration, you no longer need to include the country code when specifying the customer support identifier (CSI). Existing response files that contain country codes will still work, that is, they do not need to be edited.

3.4 New Features for Release 10.3.2.1.0

The new features in the 10.3.2.1.0 release include:

- **Oracle Universal Installer now supports configuring the Oracle Configuration Manager to use the Oracle Support Hub**
As part of an installation, Oracle Universal Installer now supports configuring the Oracle Configuration Manager to use of the Oracle Support Hub. The Oracle Support Hub enables Oracle Configuration Manager to securely transmit configuration data to the Oracle repository on behalf of customers who do *not* have access to the Internet. For additional information regarding Oracle Support Hub, see the *Oracle Enterprise Manager Companion Distribution Guide*.
- **Verifying the results of the response file**
You can now verify the connectivity of the response file by using the `emocmrsp -verify` command.

4 Known Issues

The known issues are as follows:

- [Generic Known Issues](#)
- [Windows-Specific Known Issues](#)
- [UNIX-Specific Known Issues](#)

4.1 Generic Known Issues

This section lists the generic known issues pertaining to this release.

4.1.1 OCM Collector Incorrectly Reports That ASM Status Is Unknown

ASM storage status returns UNKNOWN if the database version is prior to 11.2.

(Bug 9560605)

4.1.2 Cloning an OCM Installation Setup in Compatibility Mode Fails

Cloning an Oracle Configuration Manager installation that is setup in compatibility mode fails. Compatibility mode is when the ORACLE_CONFIG_HOME variable is set to ORACLE_HOME prior to configuring Oracle Configuration Manager.

To alleviate this problem, edit the collector.properties file located in <cloned_home>/ccr/hosts/<your_hostname>/config where <cloned_home> is the cloned directory. Change the ccr.binHome property to the full path of the cloned home.

For example, change:

```
ccr.binHome=/scratch/testocm/original/ccr  
to  
ccr.binHome=/scratch/testocm/cloned/ccr
```

4.1.3 ORA-20006: ORA-01031: insufficient Privileges Encountered instrumenting Oracle Database Configured with Oracle Database Vault

When an Oracle Database is configured with Oracle Database Vault, instrumenting the database for collection of configuration information fails. The instrumentation is performed through the command:

```
$ORACLE_HOME/ccr/admin/scripts/installCCRSQL collectconfig
```

The SYS account used to perform the instrumentation does not have access to the SYS privileges needed in an Oracle Database Vault configuration. The following error is reported when reviewing the log file referred to in the error message:

```
ORA-20006: ORA-01031: insufficient privileges
```

4.1.4 Siebel Collections Restriction

If you install Siebel with *localhost* as the host name of the machine, the Siebel hierarchy under the Enterprise System will not display any entries under that Siebel server in My Oracle Support. Although the Siebel server hierarchy will not display any entries, all details under this Siebel server are still collected and available through their respective targets under the Targets region in My Oracle Support.

4.1.5 Oracle Configuration Manager Collector Installed in Siebel Server and Gateway Directory Trees

If you manually installed the Oracle Configuration Manager collector in the server and gateway server directory trees, you should:

1. Stop and decommision those Oracle Configuration Manager collectors in the gateway server and server directories using the command `configCCR -r`
2. Login to My Oracle Support and disable the targets that were collected by the collector that was decommisioned.
3. Deploy the collector to the Siebel *root* directory if not already done.

Note: The current Oracle Configuration Manager release has been certified for 7.7, 7.8, 8.0, and 8.1 releases of CRM.

4.1.6 Stale Associations for Virtual Machines Reflected in My Oracle Support UI

When a virtual machine changes from a running state to a halted state or vice versa, it takes a maximum of 24 hours to reflect the updated information in My Oracle Support.

For example, if the running Guest Virtual Machine (GVMA) is halted, then GVMA is no longer associated to a Virtual Server but to the parent Virtual Server Pool. However, while viewing this relationship in My Oracle Support, one might see GVMA associated to the Virtual Server (implying a running GVMA) as well as to Virtual Server Pool (implying halted GVMA). Although Oracle Configuration Manager has collected new configuration data capturing these associations, the new snapshot is ignored because the collection time stamp of the Virtual Server snapshot does not change and is the same as the previous snapshot. Every 24 hours, a new snapshot is uploaded to Oracle with a new collection time stamp. When this new snapshot is uploaded to Oracle, the new data is reflected in My Oracle Support.

4.1.7 Response Files Created with JDK 1.4.2 Cannot Be Used With Previous Versions of Oracle Configuration Manager

When using JDK 1.4.2 and Oracle Configuration Manager version 10.3.3 or later to create a response file that contains an authenticated proxy server, the response file cannot be used with earlier versions of Oracle Configuration Manager.

4.1.8 Incompatibility Between Response File and JDK Version 1.4.2

When using a response file that contains an authenticated proxy server and it was created using JDK version 1.4.2 or later, you *must* use JDK version 1.4.2 or later. Otherwise, you will get an error message and Oracle Configuration Manager will exit.

4.1.9 Installation Considered Configured After Abnormal Termination of setupCCR or configCCR Commands

An abnormal termination such as a Control C during the invocation of setupCCR or reconfiguration using configCCR may result in subsequent attempts returning the message:

```
This installation is already configured for OCM. Please remove existing
configuration first.
```

To manually reset the environment, remove the config and state directories located under the \$ORACLE_HOME/ccr/hosts/<hostname> directory. If ORACLE_CONFIG_HOME is set, remove the config and state directories in the \$ORACLE_CONFIG_HOME/ccr directory.

If this is a fresh installation, delete the ccr directory and unzip the Oracle Configuration Manager distribution into the ORACLE_HOME and issue the setupCCR command again.

4.1.10 Relationship Between Siebel Server and Database Only Captured in Oracle Database

The relationship between the deployment of a Siebel Server and dependent database is collected only for Oracle database.

4.1.11 Java Requirements

Oracle Configuration Manager requires a Java home being present in the \$ORACLE_HOME/jdk directory or in the \$ORACLE_HOME/jre directory. The minimum version required is 1.2.2. (Microsoft Windows releases require 1.3.1 at a minimum). If the \$ORACLE_HOME does not contain this version or the directory does not exist, an alternate JAVA installation can be used.

To resolve this issue, ensure that the JAVA_HOME environment variable points to the valid jdk or jre directory.

4.1.12 GNU Free Software Foundation JDK Not Supported

The Java Development Kit (JDK) distributed by the GNU Free Software Foundation is not supported by Oracle Configuration Manager. The GNU version of JDK does not support either required command qualifiers or class loader capabilities.

4.1.13 Oracle Inventory Data Unavailable for Pre-9.0 Database Installations

For Oracle database installations prior to 9.0, the Oracle inventory data cannot be collected. This is because the collection mechanism relies on the newer XML format for the product inventory which is available for 9.0 and later versions.

4.1.14 Error Encountered Running installCCRSQL.sh

When you run the \$ORACLE_HOME/ccr/admin/scripts/installCCRSQL.sh script, you may encounter the following error:

```
An error had occurred
For details, check the log file at
/u01/app/oracle/10.2.0/db/ccr/log/collectconfigasmdb.log
```

The contents of the log file identified contains the output:

```
SQL*Plus: Release 10.2.0.1.0 - Production on Mon Oct 17 17:54:35 2005
Copyright (c) 1982, 2009, Oracle and/or its affiliates. All rights reserved.
```

```
Connected to an idle instance.
```

The log file ends with the text:

```
ERROR at line 1:
ORA-01034: ORACLE not available
```

This error may occur if the \$ORACLE_HOME environmental variable used to start the database instance ended with a '/' character.

To resolve this issue, stop the database instance and redefine the ORACLE_HOME so that it does not include the trailing slash and restart the database. Once the database is restarted, re-run the installCCRSQL.sh script.

4.1.15 Changes to Oracle Home Environmental Settings Not Detected During Collections

The installation of Oracle Configuration Manager takes a snapshot of the process environment. These key environmental variables are stored such that scheduled collections behave the same even though they are running as detached processes.

If any of the following variables change, update the snapshot file by running the command: \$ORACLE_HOME/ccr/bin/emSnapshotEnv.

Key environmental variables are: ORACLE_HOME, ORACLE_CONFIG_HOME, IAS_CONFIG_HOME, ORACLE_INSTANCE, JAVA_HOME, TZ, TNS_ADMIN, CRS_HOME, CLUSTER_NAME, LD_PRELOAD, ORAINST_LOC, BEA_HOME, and WL_HOME.

4.1.16 Start Date, Last Collection and Next Collection Times Inconsistent

The `emCCR status` command displays the state of the scheduler, when a collection was last performed, when the next collection will run and the schedulers start time. These times may appear to be inconsistent.

The system's TZ variable affects how the time stamps are stored. Collections performed manually vs. automatically store their collection times based upon the TZ variable of the process invoking the collection.

To resolve this inconsistency, insure the cron daemon is started with the correct system time zone.

4.1.17 Reviewing Collected Configuration Information with Mozilla Returns the Error: Error loading stylesheet: An XSLT stylesheet does not have an XML mimetype:

Mozilla contains a bug that does not recognize XSL stylesheets correctly. The aforementioned error is displayed as a result.

Configure Mozilla by selecting the Edit -> Preferences... item from the menu. Add a New Type under the Navigator -> Helper Applications entry for a MIME type of 'text/xml' and an extension of 'xsl'. Click on 'Proceed anyway' when the warning message indicating 'Mozilla can handle this type' is presented.

4.1.18 Targetmap.xml File Not Displayed In Firefox Browser After Collecting OCM Data

The My Oracle Support Knowledge Base article 1313506.1 explains this issue in detail.

4.2 Windows-Specific Known Issues

This section lists the Windows-specific known issues pertaining to this release.

4.2.1 SETUPCCR Does Not Work Correctly on Windows Systems That Use Japanese As the Input Language

When executing `setupCCR` or `configCCR` on a Windows system with Japanese set as the input language, we recommend credentials be specified using the CSI and User Name format.

Bug 12559581

4.2.2 Oracle Configuration Manager Upgrade to 10.3.5 Fails on Windows When Using the -distribution Option

When you execute the command `emCCR update_components -distribution=<OCM1035 zip file path>`, you may see the following error:

```
<OCM1035 zip file path> is not a valid OCM distribution.
```

To resolve this issue, perform the following steps:

1. Unzip the 10.3.5 Oracle Configuration Manager collector kit to a temporary directory, for example, `c:\temp-ccr`.

2. Copy the contents of the c:\temp-ccr\inventory\pending directory to a different directory, for example, c:\ccr-packages.
3. Run the command `emCCR update_components -staged_dir=c:\ccr-packages`
4. Once this command completes successfully, both the c:\temp-ccr\ and c:\ccr-packages directories can be deleted.

Bug 12539188

4.2.3 deriveCCR Command - Derived Home in Disconnected Mode if Source Home Is in Disconnected Node

When using the deriveCCR command on the Windows operating system, if Oracle Configuration Manager in the source home is in disconnected mode, then Oracle Configuration Manager in the cloned home will be left in disconnected mode.

To change the Oracle Configuration Manager collector to connected mode, execute the configCCR command from the cloned home after deriveCCR completes.

4.2.4 deriveCCR Command May Freeze on Non-English Windows Environments

When using the deriveCCR command on non-English Windows environments, deriveCCR may freeze when prompting for input. To alleviate this problem, execute deriveCCR and supply a response file with the command.

4.2.5 Operating System Initialized Services Metric Data Not Available in OCM Collector Earlier Than Release 10.3.4

On Windows machines, if you are using a collector earlier than release 10.3.4 and you want to see data provided by the Operating System Initialized Services metric, you must upgrade Oracle Configuration Manager to the latest version.

If your system does not have connectivity to Oracle or the automatic update feature has been disabled on the system, you must manually upgrade the collector to its latest version. Refer to 'emCCR update_components' command and 'manual upgrade features of the collector' in the *Oracle Configuration Manager Installation and Administration Guide*.

4.2.6 Metrics On Specified Targets Only Partially Collected

On all Windows platforms, the following metrics for the specified targets in the Oracle Fusion Middleware Application Server Release 11 instance are only partially collected:

Target Type	Metric Name
oracle_webcache	MGMT_WEBCACHE_CONFIGFILES
oracle_apache	MGMT_OHS_CONFIGFILES
oc4j	MGMT_OC4J_CONFIGFILES

4.2.7 "%ORACLE_CONFIG_HOME% refers to a non-existent directory" Error Encountered

Quoting the directory path specification when setting the ORACLE_CONFIG_HOME environmental variable is not required and will result in the aforementioned error being displayed. Set the ORACLE_CONFIG_HOME variable to the directory specification without quotes.

4.2.8 Installation of Oracle Configuration Manager on Windows RAW Device Unsupported

Installation of Oracle Configuration Manager on a RAW device is not supported. Configuration of the software will result in the following error being returned.

```
Unable to Determine Oracle Configuration Manager content receiver endpoint
Oracle Configuration Manager endpoint unknown
```

4.2.9 'Input Error: There is no file extension in "<directory>" Error Encountered While Installing Oracle Configuration Manager

When installing Oracle Configuration Manager, an error occurs indicating there is no file extension in a directory. The directory indicated in the error is a substring corresponding to the current directory, whose path contains spaces.

The condition occurs if the following Windows Registry key is set to 1:

```
HKLM/SYSTEM/CurrentControlSet/Control/FileSystem/NtfsDisable8dot3NameCreation
```

If this setting is not critical to your operations, you can set the registry key to 0.

Note: You must restart Windows if you chose to make changes to the registry key effective.

If this setting is critical to your operations, you must install Oracle Configuration Manager in a directory whose path does not contain spaces.

4.2.10 'Java version not able to be identified' Error Encountered Installing or Issuing Oracle Configuration Manager Commands

When installing Oracle Configuration Manager, an error indicating that the JAVA version was not able to be identified is returned, however, one of the following is true:

- JAVA_HOME is defined and the following command returns the JDK version
`%JAVA_HOME%\bin\java -version`
- The current directory is the install root and the following command also returns the JDK version
`jdk\bin\java -version`

The condition occurs if the TMP environmental variable contains a directory specification containing a space and the Windows Registry key is set to 1:

```
HKLM/SYSTEM/CurrentControlSet/Control/FileSystem/NtfsDisable8dot3NameCreation
```

Set the registry key to 0 and the TMP environmental variable for the user to a value that does not contain a space.

Note: You must restart Windows if you chose to make changes to the registry key effective.

4.2.11 Could not create service <name> : 1072 during software installation

This error may come on some Microsoft operating systems especially on Windows 2000 and Windows NT systems. It is primarily due the fact that the service under consideration is marked for deletion. During the upgrade process the Oracle Configuration Manager removes the old service and creates a new one.

If the old service is selected in the Windows Service Control Manager (Services) interface in Control Panel or he/she is looking at the old service properties then service removal fails to completely remove the old service.

To correct this problem, close the Service Control Manager (Services) interface and retry the upgrade operation.

4.3 UNIX-Specific Known Issues

This section lists the UNIX-specific known issues pertaining to this release.

4.3.1 Error Initializing JVM When Installing Oracle Configuration Manager

When you install the Oracle Configuration Manager using a CRON script, you may encounter the following error:

```
Error occurred during initialization of VM
Unable to load native library: .../jdk/jre/lib/i386/libjava.so: symbol __libc_
wait, version GLIBC_2.0 not defined in file libc.so.6 with link time reference
```

The problem occurs when Java is invoked without the LD_PRELOAD variable being set. This is normally required on Redhat Advanced server configurations. (Refer to Oracle Patch 3006854).

To resolve this issue, define LD_PRELOAD to the preload module prior to invoking the installation of the Oracle Configuration Manager.

4.3.2 Error in Processing ECM_OS_FILESYSTEM Metric Collection Error in Log File

The execution of a collection may result in the error:

```
Failed to execute command - "<ORACLE_HOME>/ccr/engines/Linux/perl/bin/perl"
<ORACLE_HOME>/ccr/sysman/admin/scripts/hostosfile.pl"
```

The Oracle Configuration Manager times out individual configuration collections if the collection does not complete within 5 minutes. This specific case manifests itself on LINUX if a NFS mount point is not responding to a `df -k` command.

Identify the failing mount point by iterating through the listed filesystems in `/etc/mtab` by doing a `ls` on the location. Resolve the problem with the failing NFS server. Alternatively you can remove the entry from the `mtab` file and the NFS file service will not be monitored. This file is re-created when a filesystem is mounted.

5 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

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