



Get Proactive Essentials

Database Upgrade Essentials



Agenda

- Three Critical Milestones in 2013 for Database Upgrade
 - End of Extended Support for DB 10g R2
 - Release of Patch Set 11.2.0.4 for DB11g R2
 - End of Error Correction Support for 11.2.0.2
- Two Lifecycle Advisors for Database Upgrade
 - Upgrade Advisors
 - Patching and Maintenance Advisor
- Two Use Cases for Database Upgrade



Objectives

- Start planning your Database Upgrade today
- Start researching recommended Advisors to understand the big picture of Database Upgrade Best Practices
- Start incorporating Database Upgrade plan into your system lifecycle management strategy



Why is Database Upgrade Important?

Critical Milestones in 2013 for Database Upgrade



Extended Support for DB 10g R2 Ends

The following options will NOT be provided for DB10g R2



After July 31,
2013

- New Interim Patches (aka one-off patches) *
- New Critical Patch Updates (CPUs)
- New Patch Set Updates (PSUs)
- New Certifications for new Operating Systems (OSs) and other third-party products/versions
- New Certifications for new Oracle Products

* Fixes for Severity 1 issues only will be provided for the period of Aug 2013 – July 2015 at then-current Extended Support fees

ORACLE INFORMATION-DRIVEN SUPPORT

Oracle Lifetime Support Policy
Oracle Technology Products

Oracle Database Releases



Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
10.2	Jul 2005	Jul 2010	Jul 2013	Indefinite

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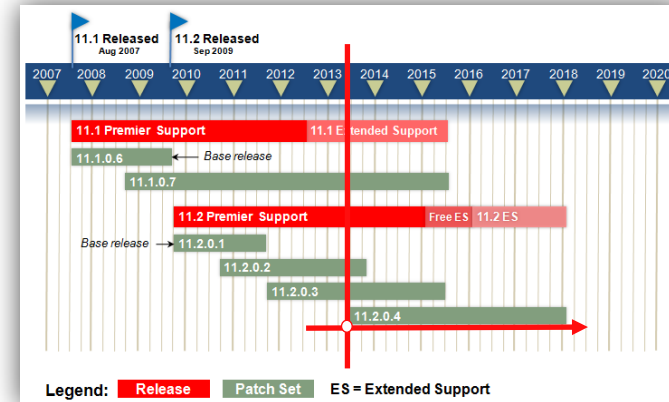
Release of Patch Set 11.2.0.4 Starts

H2CY2013

In the second half of 2013 Patch Set 11.2.0.4 is planned to be released:

- Patch Set 11.2.0.4 is the terminal Patch Set for DB 11g R2
 - Error Correction Support during Extended Support period of DB 11g R2 will be based on Patch Set 11.2.0.4
- [Database Error Correction Support Policy](#) defines:
 - New Interim Patches
 - New Critical Patch Updates (CPUs)
 - New Patch Set Updates (PSUs)
 - New other Bundled Patches

DB 11.2.0.3 will end two years after release of Patch Set 11.2.0.4



Source: [Release Schedule of Current Database Releases \[ID 742060.1\]](#) > [Patch Set Roadmap](#)

Error Correction Support for 11.2.0.2 Ends

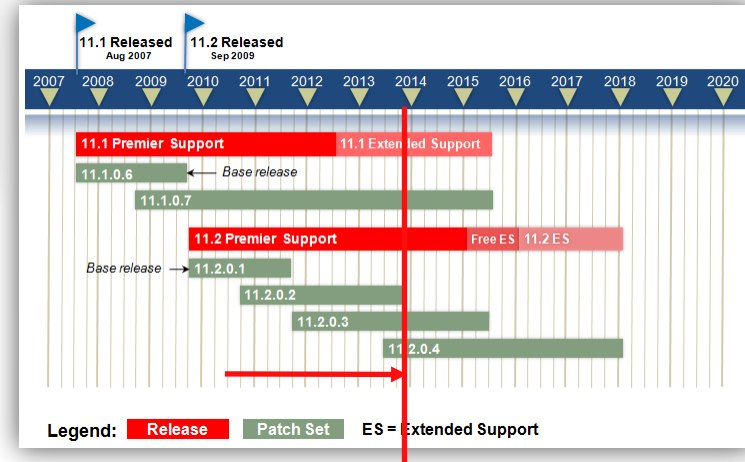
Oct 2013

The following options will NOT be provided for DB 11.2.0.2

After Oct 31, 2013

- New Interim Patches
- New Critical Patch Updates (CPUs)
- New Patch Set Updates (PSUs)
- New other Bundled Patches

[Database Error Correction Support Policy \[ID 209768.1\]](#)



Source: [Release Schedule of Current Database Releases \[ID 742060.1\]](#) > [Patch Set Roadmap](#)

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Resources Available for Database Upgrade

Upgrade Advisor
Patching & Maintenance Advisor




Upgrade Advisor

One-stop shop for upgrade


ORACLE PREMIER SUPPORT
GET PROACTIVE!

Let us help you solve problems without having to log an issue, maximize up-time and lower your organizations costs through proactive support.




Prevent

Prevent known problems, help keep your Oracle software and systems healthy.



Rescue

Discover capabilities to help you resolve issues quickly.



Upgrade

Leverage capabilities and tools to help guide you through the upgrade process.

Select a product to get started: Choose Product Area

- Choose Product Area
- Agile and AutoVue
- Business Analytics
- E-Business Suite
- Enterprise Manager
- Exadata
- Industry Solutions
- JD Edwards
- Oracle Database**
- Oracle Fusion Applications
- Oracle Fusion Middleware
- Oracle Solaris
- Oracle Systems
- PeopleSoft
- Primavera
- Siebel
- Taleo

Go to Get Proactive Portfolio [ID 432.1] and select 'Oracle Database'

☆ Get Proactive with Oracle Database [ID 1389167.1]

Modified: Mar 5, 2013 Type: ANNOUNCEMENT Status: PUBLISHED Priority: 3

GET PROACTIVE
Learn about Get Proactive

Get Proactive with Oracle Database

Upgrade

Certification — ACT | DISCOVER
Maintain a Certified platform for your Oracle Database.

Upgrade Planner — ACT | DISCOVER
Use the Upgrade Planner to move from one release to the next. It provides a complete plan of all the software and patches required.

Patching and Maintenance Advisor — ACT
Plan and Execute a viable patching and maintenance strategy for your environment.

Patch Planner Wizard — ACT | DISCOVER
Create, view, validate your patch plan for deployment in test, development, and production environments and configurations.

Upgrade Advisor — ACT | DISCOVER
Upgrade with confidence using the Upgrade Advisors designed to provide information from various sources using best practices and, where applicable, step-by-step instructions.

Guided Resolution tool for Database Upgrade/Migrate — ACT

Go to Upgrade section and click ACT for Upgrade Advisor

Upgrade Advisor

- Upgrade Advisor walks you through step-by-step instructions for the six phases critical to your upgrade project
- Instructions are formulated from the best practices that Oracle Support has accumulated through our support services as well as interactions with our customers in My Oracle Support Community

The screenshot shows the 'Upgrade Advisor: Database from 10.2 to 11.2 [ID 251.1]' page. It features a navigation bar with six phases: 1. Evaluate (active), 2. Plan, 3. Configure, 4. Test, 5. Implement, and 6. Accept. The main content area is divided into three columns. The left column contains a 'Phase Overview' and a 'Step by Step Guide' with a list of tasks: 'Learn about the value of upgrading', 'Review Product Enhancements', 'Consider Configuration Efficiencies', 'Learn about performance and scalability improvements', 'Review Product Quality Improvements', 'Review Lifetime Support Policy', 'Review hardware and 3rd party software stack changes', and 'Review product certifications'. The middle column, titled 'Overview', provides a detailed description of the 'EVALUATE' phase, its goals, areas of focus (potential business improvements, performance/scalability, process, resource optimization, risk reduction, upgrade strategies, and impact), expected outcomes/deliverables (documented decision, understanding of impact, expected benefits/costs, and risk assessment), scope, and knowledge links. The right column contains three sections: 'News and Announcements' with links to 'Why Upgrade to Oracle Database 11g?' and 'Lowering Your IT Costs with Oracle Database 11g Release 2', 'Multimedia Training' with links to 'Why Upgrade to Oracle Database 11g?' and 'Oracle Customers Talk About DB 11.2', and 'Related Resources' with links to 'Oracle Database Upgrade (OTN)', 'DB 11.2 New Features Guide', 'Database 11.2 Value Propositions (.ppt)', and 'Oracle Database Support Newsletter Archive'.

1. Evaluate

2. Plan

3. Configure

4. Test

5. Implement

6. Accept

Patching and Maintenance Advisor

Find what you need in a single location

ORACLE PREMIER SUPPORT
GET PROACTIVE!

Let us help you solve problems without having to log an issue, maximize up-time and lower your organizations costs through proactive support.

Prevent
Prevent known problems, help keep your Oracle software and systems healthy.

Resc
Discover capabilities to help you resolve issues quickly.

Upgrade
Leverage capabilities and tools to help guide you through the upgrade process.

Select a product to get started: Choose Product Area

Go to Get Proactive Portfolio [ID [432.1](#)] and select 'Oracle Database'

- Choose Product Area
- Agile and AutoVue
- Business Analytics
- E-Business Suite
- Enterprise Manager
- Exadata
- Industry Solutions
- JD Edwards
- Oracle Database**
- Oracle Fusion Applications
- Oracle Fusion Middleware
- Oracle Solaris
- Oracle Systems
- PeopleSoft
- Primavera
- Siebel
- Taleo

☆ Get Proactive with Oracle Database [ID 1389167.1]

Modified: Mar 5, 2013 Type: ANNOUNCEMENT Status: PUBLISHED Priority: 3

GET PROACTIVE
Learn about Get Proactive

Get Proactive with Oracle Database

Upgrade

Certification — ACT | DISCOVER
Maintain a Certified platform for your Oracle Database.

Upgrade Planner — ACT | DISCOVER
Use the Upgrade Planner to move from one release to another. Using the Configuration Manager to create a complete plan of all the software and patches required to upgrade from your current release to a new release.

Patching and Maintenance Advisor — ACT
Plan and Execute a viable patching and maintenance strategy including a complete project patch plan specific to your environment.

Patch Planner Wizard — ACT | DISCOVER
Create, view, validate your patch plan for deployment in targeted environments and configurations.

Upgrade Advisor — ACT | DISCOVER
Upgrade with confidence using the Upgrade Advisors designed to provide information from various sources using best practices and, where applicable, step-by-step instructions.

Guided Resolution tool for Database Upgrade/Migrate — ACT

Go to Patching and Maintenance Advisor and click [ACT](#)

Patching and Maintenance Advisor

- Easy to follow step-by-step instructions for each of four phases critical to your patching and maintenance project
- Instructions are formulated from the best practices that Oracle Support has accumulated through our support services as well as interactions with our customers in My Oracle Support Community

The screenshot displays the 'Patching & Maintenance Advisor: Database (DB) Oracle Database 11g Release 2 [ID 331.1]' page. At the top, it shows metadata: 'Modified: May 18, 2012', 'Type: REFERENCE', 'Status: PUBLISHED', and 'Priority: 1'. Below this is a navigation bar with four tabs: '1. Evaluate' (selected), '2. Plan', '3. Test', and '4. Implement'. The main content area is divided into three columns. The left column contains a 'Phase Overview' section with a 'Step by Step Guide' icon, followed by a list of tasks with checkboxes: 'Evaluate the value of having a patching strategy' (checked), 'Introduction to Database patching strategy' (unchecked), 'Understand Database patching and policies' (unchecked), 'Review Database patching best practices' (unchecked), 'Evaluate the business case / ROI' (unchecked), 'Review enhancements' (unchecked), 'Optimize quality' (unchecked), 'Increase supportability' (unchecked), 'Comply with Support policies' (unchecked), 'Working with Oracle Global Customer Support' (unchecked), 'Subscribe to Oracle Communications' (unchecked), 'Join Communities' (unchecked), 'Review environmental impact' (unchecked), 'Ensure compliance to standards' (unchecked), and 'Milestone checklist and results' (unchecked). The middle column contains the 'Scope' section, which explains the advisor's purpose and lists topics covered, followed by a 'Note' and an 'Overview' section. The right column contains 'Multimedia Training' with links to 'Oracle Patching and Maintenance: A Practical guide for DBAs (12:28)' and 'Learn About Patch Recommendations and Plans (12:29)', and 'Related Resources' with links to 'Oracle Database 11g Release 2 Upgrade Guide', 'Oracle 11g Release 2 Universal Installer and OPatch User's Guide for Windows and UNIX', 'Lifetime Support Policy: Oracle Technology Products (pdf)', 'Oracle Software Technical Support Policies (pdf)', and 'Critical Patch Updates (CPU) and Security Alerts'.

1. Evaluate

2. Plan

3. Test

4. Implement

Which Advisor Best Suits Your Database Upgrade?

Upgrade Advisor
Patching & Maintenance Advisor



Use Case 1

Customer Experience

- You have Database systems running on DB 10g R2 10.2.0.5 (or earlier in 10g R2 10.2.0.x) as of May 2013.
- You are aware that there will be **NO** new interim patches, **NO** new CPUs, **NO** new PSUs, and **NO** new certifications will be provided **AFTER JULY 31, 2013**.
- You are aware of the need to upgrade your Database instances to DB 11g R2 11.2.0.3 within **TWO MONTHS**.

Oracle Support Resolution

1. **Recognize** the risk of not completing your Database upgrades within two months – consider purchasing Severity 1 issue-limited Extended Support.
2. **Understand** the Database upgrade process from DB 10g R2 10.2.0.5 to DB 11g R2 11.2.0.3 is a **two-part process**:
 - i. **Read** through Upgrade Advisor: Database from 10.2 to 11.2 – [Doc 251.1](#) for Release upgrade from DB 10g R2 10.2.0.5 to DB11g R2 11.2.0.1.
 - ii. **Read** through Patching & Maintenance Advisor: Database (DB) Oracle Database 11.2.0.x – [Doc 331.1](#) for Patch Set upgrade from 11.2.0.1 to 11.2.0.3.
3. **Plan** your upgrade project – **allocate ample time for testing** your applications as well as Database workload because it determines the success/failure of your upgrade project.
4. **Start** your upgrade project **immediately**.

Use Case 2

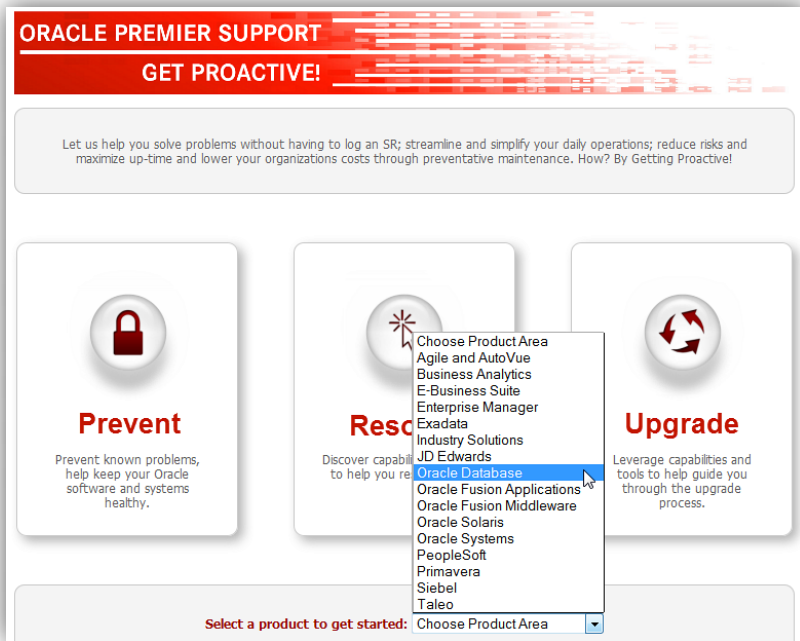
Customer Experience

- You have Database instances running on DB 11g R2 11.2.0.2 (or 11.2.0.1) as of May 2013.
- You are aware that **NO** new interim patches, **NO** new CPUs, **NO** new PSUs, and **NO** other new bundled patches will be provided **AFTER OCTOBER 31, 2013**
- You are aware that Patch Set 11.2.0.3 is already available whereas Patch Set 11.2.0.4 is planned to be released in later this year.
- You are aware of the need to start planning Database Upgrade

Oracle Support Resolution

1. **Your Status** – you are running Database 11g Release2 11.2.0.2 or an earlier version such as 11.2.0.1.
2. **Your Target** – upgrade to 11.2.0.3 or higher within five months before Error Correction Support for 11.2.0.2 ends in October 2013.
3. **Your Options** – you may either choose to
 - i. upgrade **first** to **11.2.0.3** and **then** to **11.2.0.4** before the Premier Support for DB 11g Release 2 ends in January 2015 – **Oracle Support RECOMMENDED**
 - ii. upgrade to 11.2.0.4 as soon as Patch Set 11.2.0.4 becomes available in H2CY2013 (feasible but **contingent** upon timing of Patch Set 11.2.0.4)
4. **Your Actions** – you will have to
 - i. **read** Patching & Maintenance Advisor: Database (DB) Oracle Database 11.2.0.x – [Doc 331.1](#) and **plan** your upgrades to 11.2.0.3
 - ii. **complete** the upgrades to 11.2.0.3
 - iii. **verify** the upgrade process to 11.2.0.3 and **enhance** the process with lessons you've learned for the next upgrades to 11.2.0.4
 - iv. **watch** the release schedule of Patch Set 11.2.0.4 to be published in [Doc 742060.1](#)

Summary



- Maximize return on your Premier Support contract
 - Keep your database instances current
- Stay current with Lifetime Support Policy and Database Error Correction Policy
 - Upgrade your database instances
- Upgrade your database instances smoothly
 - Leverage upgrade advisors / patching & maintenance advisors

Tools to help you get proactive

- *I want help with:*



Products

- Get Proactive Portfolio – [432.1](#)
- Product News – Sign up for product news via Hot Topics Email
- Product Webcasts (schedule, recordings) – [740966.1](#)
Upgrades | Patching | Technical resources

My Oracle Support

- Support Tools Webcasts (live, interactive) – [740966.1](#)
- Speed Training (self-paced, quick reference) – [603505.1](#)
Intro to Premier Support | My Oracle Support Basics | Service Requests | Finding Answers | Customer User Administration

Connecting

- Proactive Team – get-proactive_ww@oracle.com
- My Oracle Support Community – <https://communities.oracle.com>
Ask questions | Chat with subject-matter experts | Share advice with peers

Join us in My Oracle Support Community

Using My Oracle Support > Get Proactive Essentials: Database Upgrade



- **Ask questions** or post comments about this webcast. Tell us what you think and how the proactive team can help
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Download course materials

View Discussion

April 2, 2013 4:44 PM

[Get Proactive Essentials: Database Upgrade](#)

Database Upgrade Essentials is designed for Database Administrators and Database Upgrade Project Managers planning or currently upgrading their Oracle Database. This presentation walks you through critical dates, useful resources as well as real-life scenarios that you will guide you through a successful database upgrades. Duration: 30 min.

Related content you may want to explore – [My Oracle Support Speed Training](#)

Have questions about this session? Just reply to this thread.

To register: [Database Upgrade Essentials](#)

To download the Session Materials: [PDF] Will be available after first session

To download the Quick Reference: [PDF] Will be available after first session

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Hardware and Software

The Oracle logo, consisting of the word "ORACLE" in white, uppercase, sans-serif font, centered within a solid red rectangular background.

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