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Get Proactive Essentials

Database Upgrade Essentials



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SUPPORT

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



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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



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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

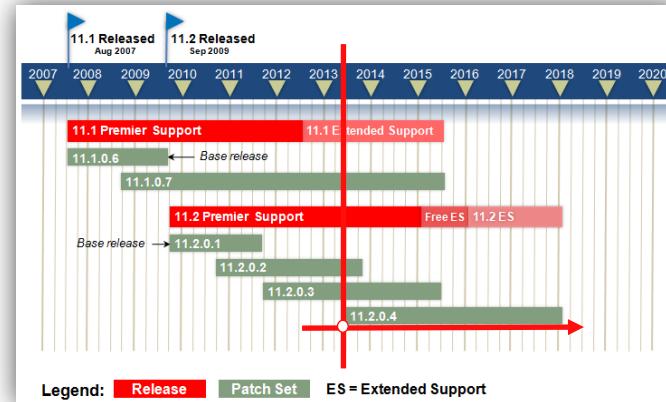
Release of Patch Set 11.2.0.4 Starts

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](#)

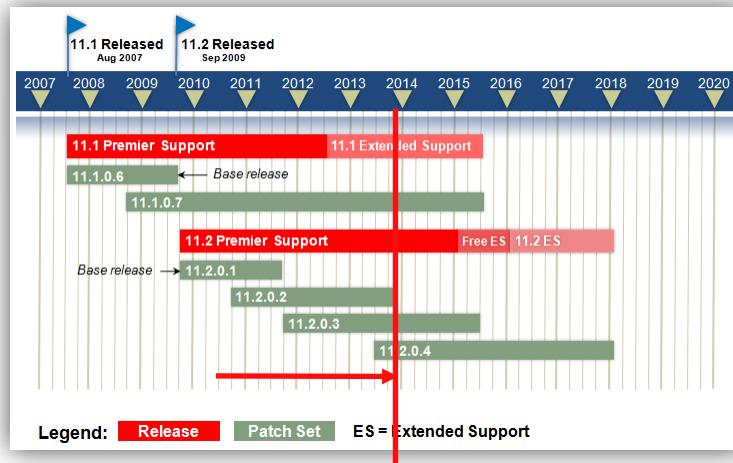
Error Correction Support for 11.2.0.2 Ends

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



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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 organization's costs through proactive problem solving.

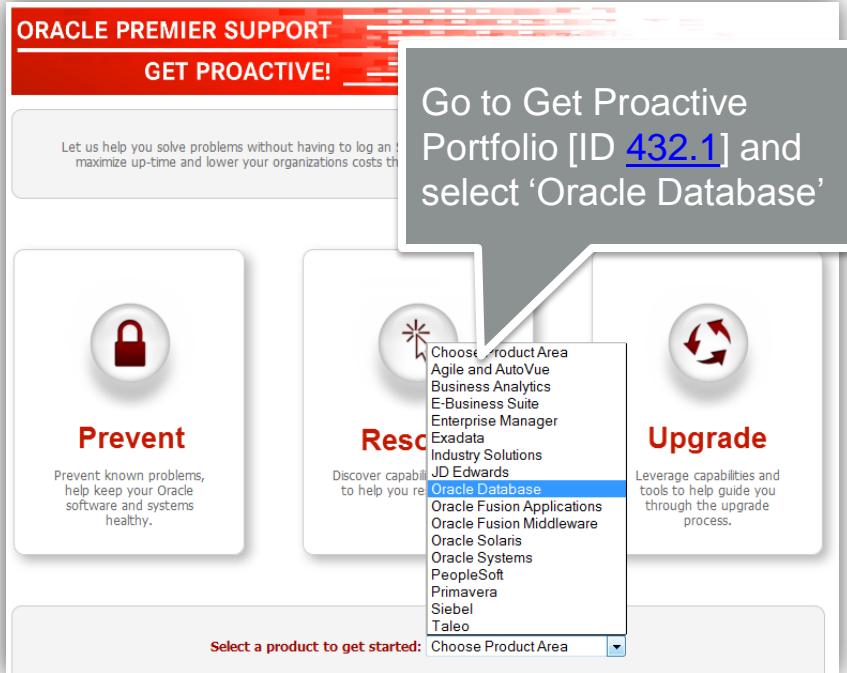
Prevent
Prevent known problems, help keep your Oracle software and systems healthy.

Rescue
Discover capabilities to help you rescue your system.

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'



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. 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.

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

To Top To Bottom

Comments (0)

Upgrade Advisor: Database from 10.2 to 11.2 [ID 251.1]

Modified: Jul 26, 2012 Type: REFERENCE Status: PUBLISHED Priority: 1

Database Upgrade from 10.2 to 11.2 > Evaluate

1. Evaluate 2. Plan 3. Configure 4. Test 5. Implement 6. Accept

Phase Overview

Step by Step Guide

- 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.
- Review product certifications

Overview:

The goal of the UPGRADE - EVALUATE phase is to evaluate future and core business requirements and explore new possibilities for the enterprise to improve efficiency, effectiveness or competitive advantage. Emphasis on improving business through upgrading existing hardware/software in the current system.

Areas of Focus:

- Potential business improvements which can be achieved by upgrade. Examples:
 - Performance and scalability improvements
 - Process improvements
 - Resource optimization
 - Risk reduction
- Upgrade strategies
- Upgrade impact

Expected Outcome / Deliverables:

- Documented GO/NO-GO decision for upgrading to a new and specified version
- Documented understanding of the impact for the business
 - Expected benefits for the business
 - Expected costs (people, other resources, time, impact on other systems)
- Documented Risk Assessment

Scope:

This document is intended to guide customers on the path to plan for and execute an upgrade their Oracle Database **10g release 2 (10.2)** to **Oracle Database 11g release 2 (11.2)**. Guided paths for other versions will be made available at a later date. Customers wishing to upgrade from 9.2 to any later Database version (up to 11.2) may consult the **10g Upgrade Companion** [ID 466181.1].

Knowledge:

Oracle 11g Release 2 Information Center	Doc ID 988222.1
11.2 Certification Highlights	Doc ID 1065024.1

News and Announcements

- Why Upgrade to Oracle Database 11g? (.pdf)
- Lowering Your IT Costs with Oracle Database 11g Release 2 (.pdf)

Multimedia Training

- Why Upgrade to Oracle Database 11g?
- Oracle Customers Talk About DB 11.2

Related Resources

- Oracle Database Upgrade (OTN)
- DB 11.2 New Features Guide
- Database 11.2 Value Propositions (.ppt)
- 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 incident. Maximize up-time and lower your organizations costs through proactive problem solving.

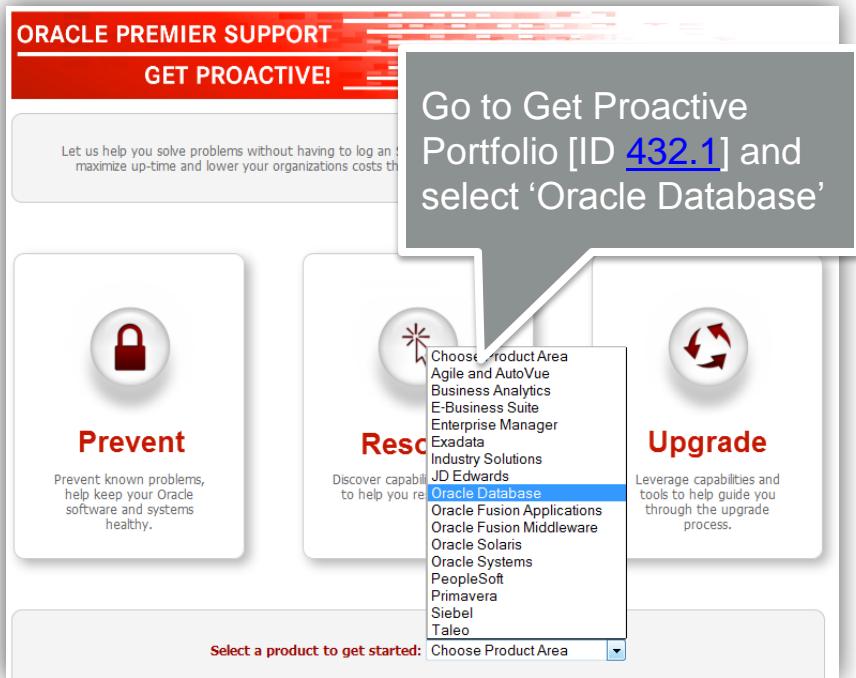
Prevent
Prevent known problems, help keep your Oracle software and systems healthy.

Resolve
Discover capabilities to help you resolve incidents faster.

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'



Get Proactive with Oracle Database [ID 1389167.1]

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

GET PROACTIVE Learn about Get Proactive

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. Create a complete plan of all the software and patches required for your upgrade.

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

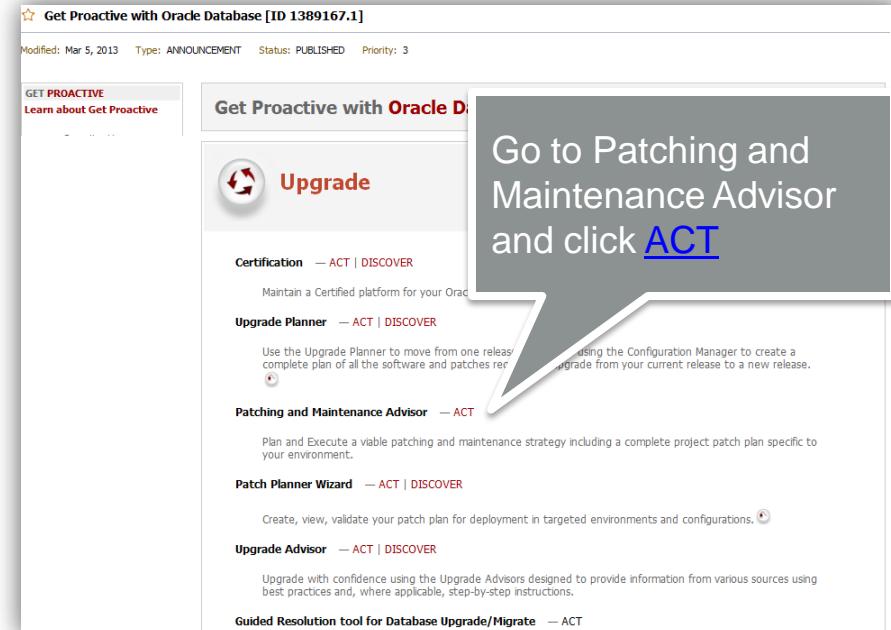
Create, view, validate your patch plan for deployment in targeted environments and configurations.

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 shows the Oracle Database 11.2.0.x Patching & Maintenance Advisor interface. The title bar reads "Patching & Maintenance Advisor: Database (DB) Oracle Database 11.2.0.x [ID 331.1]". The top navigation bar includes links for "Comments (0)", "Print", "Email", and "Multimedia Training". Below the navigation is a tab bar with "1. Evaluate", "2. Plan", "3. Test", and "4. Implement", where "1. Evaluate" is selected.

Phase Overview:

Step by Step Guide:

- Evaluate the value of having a patching strategy
 - Introduction to Database patching strategy
 - Understand Database patching and policies
 - Review Database patching best practices
 - Evaluate the business case / ROI
- Review enhancements
- Optimize quality
- Increase supportability
 - Comply with Support policies
 - Working with Oracle Global Customer Support
 - Subscribe to Oracle Communications
 - Join Communities
- Review environmental impact
- Ensure compliance to standards
- Milestone checklist and results

Scope:

This advisor walks you through the design and implementation of a strategy for patching Oracle Database 11g Release 2 (11.2). It covers patching tools and concepts such as:

- The different types of Oracle Database patches (e.g. Patch Sets, Patch Set Updates and Critical Patch Updates, bundles, interim patches)
- Patching lifecycle and support policies
- Patch installation tools such as Oracle Universal Installer, opatch, and Oracle Enterprise Manager's Provisioning and Patch Automation Pack for Oracle Database and their interdependence
- The Oracle Inventory, its structure and concepts including relationship between the Central and Local inventories
- Basic troubleshooting for patching issues

Note:

There are many different Oracle Database options and configurations which require specific patching techniques. This advisor will help you through the main configurations. Other configurations, especially Exadata, will be covered in their own separate advisor.

- The advisor does not cover the topic of how to perform Oracle Database 11g administration - except where administrative tasks form part of the patching process.

Overview:

The goal of the PATCHING AND MAINTENANCE - EVALUATE phase is to provide the business case as to why a customer would need to develop a patching and maintenance strategy and the set of best practices and rules to implement it.

Expected Outcome / Deliverables:

- A viable patching and maintenance strategy specific to the customer's environment.

Areas of Focus:

The areas of focus for the Evaluate phase are:

- Evaluate Value
- Review Enhancements

Multimedia Training:

- Oracle Patching and Maintenance: A Practical guide for DBAs (12:28)
- Learn About Patch Recommendations and Plans (12:29)

Related Resources:

- 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)
- 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



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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](#)

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Summary

The screenshot shows the Oracle Premier Support website interface. At the top, it says "ORACLE PREMIER SUPPORT" and "GET PROACTIVE!". Below that is a message: "Let us help you solve problems without having to log an SR; streamline and simplify your daily operations; reduce risks and maximize up-time and lower your organizations costs through preventative maintenance. How? By Getting Proactive!"

Three main service categories are displayed:

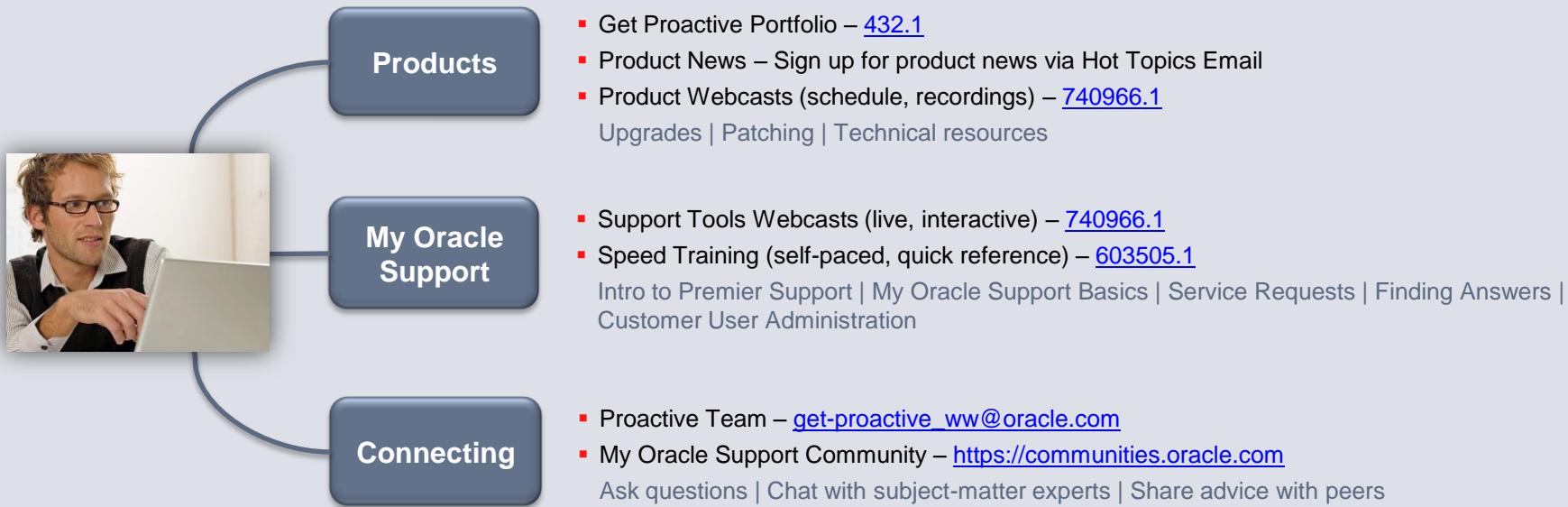
- Prevent**: Represented by a lock icon. Description: "Prevent known problems, help keep your Oracle software and systems healthy."
- Rescue**: Represented by a circular icon with a star and a gear. Description: "Discover capabilities to help you resolve issues quickly." A dropdown menu under "Choose Product Area" lists various Oracle products, with "Oracle Database" selected.
- Upgrade**: Represented by a circular icon with a circular arrow. Description: "Leverage capabilities and tools to help guide you through the upgrade process."

At the bottom, there is a dropdown menu labeled "Select a product to get started: Choose Product Area".

- 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

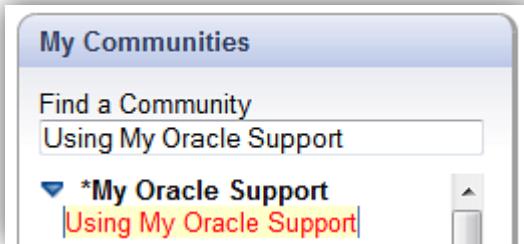
Tools to help you get proactive

- I want help with:



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
- **Download** course materials
- **Learn** more about My Oracle Support by registering for another Essentials session

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 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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materials

<https://communities.oracle.com/>

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Hardware and Software



Engineered to Work Together

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