

# 18

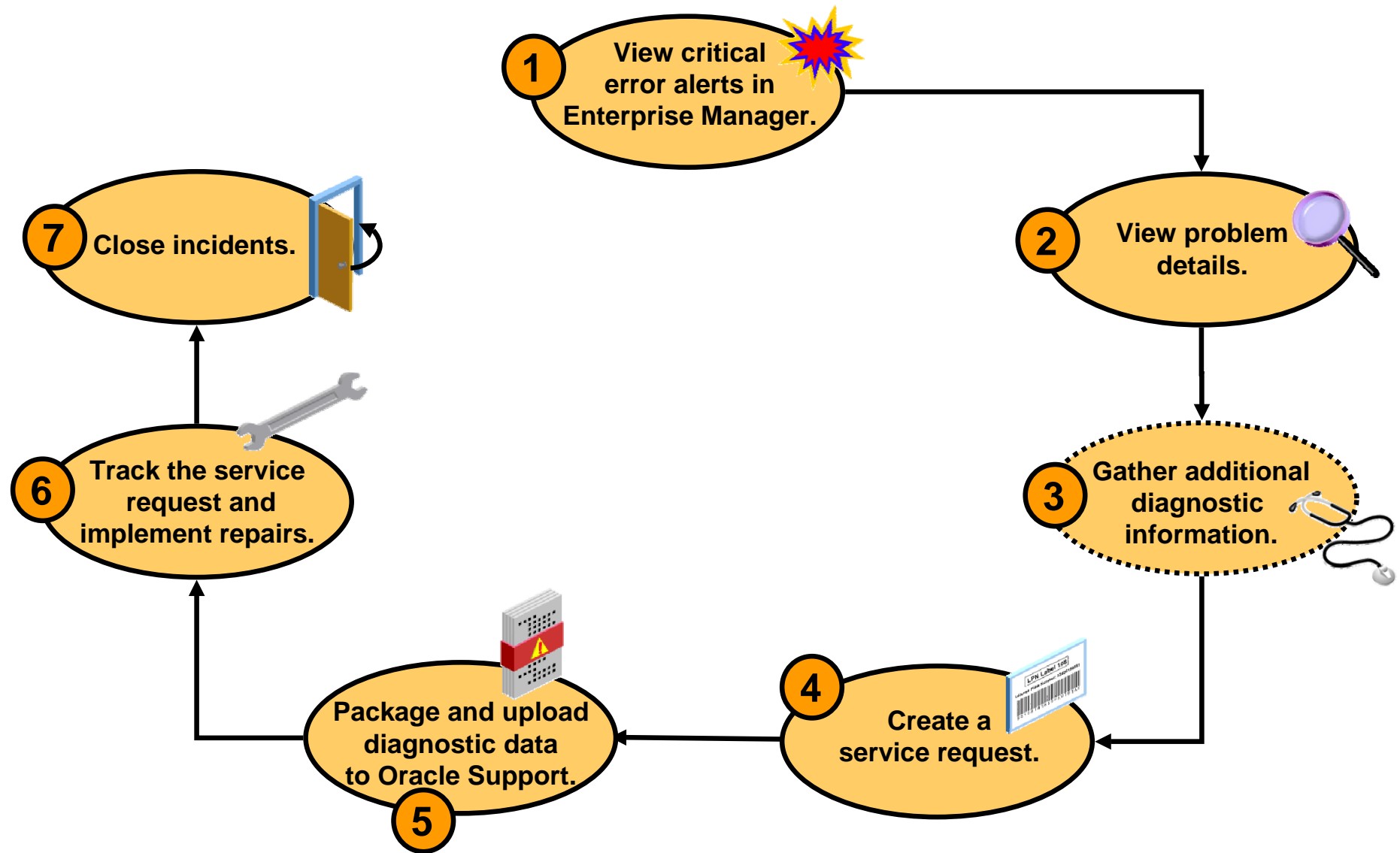
## **Working with Support**

# Objectives

After completing this lesson, you should be able to:

- Use the Enterprise Manager Support Workbench
- Work with My Oracle Support
- Search My Oracle Support
- Log service requests (SR)
- Manage patches
  - Apply a patch
  - Stage a patch

# Using the Support Workbench



# Viewing Critical Error Alerts in Enterprise Manager

ORACLE Enterprise Manager 11g Database Control

Setup Preferences Help Logout Database

Logged in As SYSMAN

Database Instance: database

Home Performance Availability Server Schema Data Movement Software and Support

General

Shutdown Blackout

Status Up  
Up Since Apr 2, 2007 12:28:32  
Instance Name b  
Version 11.1.0.4.0  
Host stacq17.us.oracle.com  
Listener LISTENER\_stacq17.us.or

View All Properties

Diagnostic Summary

ADDM Findings No ADDM run available  
Alert Log No ORA- errors

Active Incidents 2

Database Instance Health

Support Workbench

Page Refreshed April 10, 2007 8:00:18 AM PDT Refresh

Problems (5) Checker Findings (36) Packages (4)

New Problems in Last 24 Hours 0 All Active Problems 1 All Problems 5  
New Incidents in Last 24 Hours 2 All Active Incidents 2 All Incidents 43

View Last 24 Hours Search Go Advanced Search

View Package

Select All Select None Show All Details Hide All Details

Select Details	ID	Description	Number Of Incidents	Last Incident	Last Comment	Active	Packaged	SR#
<input type="checkbox"/>	1	ORA 1578	36	April 9, 2007 10:00:24 PM PDT	Created package : Id = 5 Name = Pkg_database_ORA_1578_040607125612	Yes	Yes	1234

Incidents (36)

3953	ORA-1578 [1] [63671]		April 2, 2007 12:27:37 PM PDT
3956	ORA-1578 [1] [63673]		April 2, 2007 12:27:44 PM PDT
3955	ORA-1578 [1] [63673]		April 2, 2007 12:27:42 PM PDT
3954	ORA-1578 [1] [63671]		April 2, 2007 12:27:40 PM PDT
5000	ORA-1578 [1] [63671]		April 2, 2007 10:01:11 PM PDT
5001	ORA-1578 [1] [63673]		April 2, 2007 10:01:19 PM PDT

There are more incidents ...

Performance and Critical Error

Problems (5) Checker Findings (36) Packages (4)

Related Links

Advisor Central Alert Log Contents Alert Log Errors  
Create User-Reported Problem Incident Packaging Configuration

## Viewing Problem Details

**Support Workbench**

### Problem Details: ORA 1578

Page Refreshed April 10, 2007 8:02:14 AM PDT [Refresh]

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**Problems (5)**

New Problems in Last  
New Incidents in Last

View [Last 24 Hours]  
[View] [Package]

Select All | Select None

Select Details	ID	Description
<input type="checkbox"/>	[Hidden]	[Incident]

**Incidents (36)**

- 3953
- 3956
- 3955
- 3954
- 5000
- 5001

> Performance

**Problems (5)**

**Related Links**

- Advisor Central
- Create User Report

**Summary**

SR# **1234** [Edit]

Bug# -- [Edit]

Active **Yes**

Packaged Yes

Number of Incidents **36**

First Incident April 2, 2007 12:27:37 PM PDT

**Last Incident**

Timestamp April 9, 2007 10:00:24 PM PDT

Incident Source **System Generated**

Impact

Checkers Run **0**

Checker Findings **0**

**Investigate and Resolve**

[Go to Metalink] [Quick Package]

**Self Service** Oracle Support

**Assess Damage**

- Checker Findings
- Run Checkers
- Database Instance Health

**Diagnose**

- Alert Log
- Related Problems Across Topology
- Diagnostics Dumps for Last Incident
- Go to Metalink and Research

**Resolve**

- SQL Repair Advisor
- Data Recovery Advisor

**Incidents** Activity Log

Comment [Add Comment]

User	Action	Description	Timestamp
SYSMAN	Comment Deleted package : Id = 6 Name = Pkg_database_ORA_1578_041007083836		April 10, 2007 8:42:14 AM PDT
SYSMAN	Comment Created package : Id = 6 Name = Pkg_database_ORA_1578_041007083836		April 10, 2007 8:39:54 AM PDT
SYSMAN	Package Created physical file : packageId = 5 file = /ade/ame_emdba_b/oracle/stacg17.us.oracle.com_b/sysman/emd/state/Pkg_database_ORA_1578_040607125612_COM_1.zip		April 6, 2007 1:17:59 PM PDT

View [All Incidents] [Close]

Select All | Select None | Show All Details | Hide All Details

Select Details	ID	Description	Data Dumped	Active	Status	Timestamp
<input type="checkbox"/> Show	3953	ORA 1578 [1][63671][ ][ ][ ][ ][ ][ ][ ][ ]	No	No	Ready	April 2, 2007 12:27:37 PM PDT

Previous 1-25 of 36 Next 11 >

# Viewing Incident Details: Dump Files

### Incident Details: 3953

#### Summary

Problem Key [ORA-1578](#)  
**[1]**  
**[63671]**

Status **Ready**

Active **No**

Timestamp **April 2, 2007 12:27:3**

Impact **Unknown**

ECID **Unknown**

Data Dumped **No**

Source **System Generated**

Correlation Keys **SID = 129.232, ProcId = 15201\_3083220672**

Purge Date **April 22, 2007 5:30:24 AM PDT (Purging Enabled)**  
[Disable Purging](#)

**Contents: [b\\_oracle\\_15201\\_i3953.trc](#)**

File [/ade/aime\\_emdbasa\\_b/oracle/log/diag/rdbms/b/b/incident/incdir\\_3953/b\\_oracle\\_15201\\_i3953.trc](#)

Modified **April 2, 2007 12:27:40 PM PDT**

Size **3.28 MB**

Trace files are for Oracle internal use only.

#### Trace Map

A Trace Map provides a table of contents for a dump file.

**TIP** Select a section to see its detailed trace records below.

#### Details

[Expand All](#) | [Collapse All](#)

[/ade/aime\\_emdbasa\\_b/oracle/log/diag/rdbms/b/b/incident/incdir\\_3953/b\\_oracle\\_15201\\_i3953.trc](#)

[Error Stack:](#)

[incident\\_dump:===== Dump for incident 3953 \(ORA 1578\) =====](#)

ORA-01578: ORACLE data block corrupted (file # 1, block # 63671)  
ORA-01110: data file 1: '/ade/aime\_emdbasa\_b/oracle/dbs/t\_db1.f'

Dump Files

[Checker Findings](#)

[Additional Diagnostics](#)

File Name	Size (MB)	Timestamp	Path	View Contents
b_oracle_15201_i3953.trc	3.28	April 2, 2007 12:27:40 PM PDT	/ade/aime_emdbasa_b/oracle/log/diag/rdbms/b/b/incident/incdir_3953	
b_m000_15218_i3953_87.trc	0.15	April 2, 2007 12:27:42 PM PDT	/ade/aime_emdbasa_b/oracle/log/diag/rdbms/b/b/incident/incdir_3953	

# Viewing Incident Details: Checker Findings

Incident Details: 3953 Page Refreshed April 10, 2007 8:08:22 AM PDT [Refresh](#)

**Summary**

Problem Key: [ORA-1578](#)  
[1]  
[63671]

Status: **Ready**

Active: **No**

Timestamp: **April 2, 2007 12:27:37 PM PDT**

Impact: **Unknown**

ECID: **Unknown**

Data Dumped: **No**

Source: **System Generated**

Correlation Keys: **SID = 129.232, ProcId = 39.24**  
**PQ = (16777216, 1175542056), Client ProcId = oracle@stacg17 (TNS V1-V3).15201\_3083220672**

Purge Date: **April 22, 2007 5:30:24 AM PDT (Purging Enabled)**  
[Disable Purging](#)

[Dump Files](#) [Checker Findings](#) [Additional Diagnostics](#)

**File Name**  
b\_ora\_15201\_3953  
b\_m000\_15218\_39

[Dump Files](#) [Checker Findings](#) [Additional Diagnostics](#)

**Search**

Description Damage Translation Status Time Detected  
  Open All [Go](#)

**Data Corruption**

Select findings and click on the "Launch Recovery Advisor" button to repair those findings.

[Launch Recovery Advisor](#)

[Select All](#) | [Select None](#) | [Expand All](#) | [Collapse All](#)

Select	Description	Priority	Damage Translation	Incident ID	Status	Time Detected
<input type="checkbox"/>	▼ All Findings					
<input type="checkbox"/>	▶ Datafile 1: 'ade/aime_emdbsa_b/oracle/dbs/t_db1.f' contains one or more corrupt blocks	High	Some objects in tablespace SYSTEM might be unavailable	<a href="#">3953</a>	Open	April 2, 2007 12:27:41 PM PDT

# Creating a Service Request

**Problem Details: ORA 603**

Page Refreshed April 16, 2007 7:25:42 AM PDT Refresh

**Summary**

SR#	--	<a href="#">Edit</a>
Bug#	--	<a href="#">Edit</a>
Active	No	
Packaged	No	
Number of Incidents	4	
First Incident	April 13, 2007 5:34:24 PM PDT	

**Last Incident**

Time Stamp

Incident Source

Incident ID

Checkers

Checker Findings

**Investigate and Resolve**

[Go to Metalink](#) [Quick Package](#)

[Self Service](#) [Oracle Support](#)

**Assess Damage**

[Run Checker](#)

[Database Ins](#)

**Diagnose**

[Alert Log](#)

[Related Prob](#)

[Diagnostic D](#)

[Go to Metalin](#)

**Explorer User Prompt**

Script Prompt:

Please enter a Service Request Number (SR)

1234

[OK](#) [Cancel](#)

**Incidents** [Activity Log](#)

**ORACLE**

ORACLE.COM BUY DOWNLOAD FAQ

PRODUCTS SOLUTIONS SERVICES TECHNOLOGIES

**ORACLEMETALINK**

Metalink Information

Oracle Employee Registration

**OracleMetalink Login and Registration**

**Returning Users**

- [Login To Metalink](#)
- [Forgot My Password](#)

**First Time Users**

- [Register For Metalink](#)

**Registration Problems**

- [Frequently Asked Questions](#)

**WELCOME TO METALINK**

**Problem Details: ORA 603**

**Summary**

SR#	1234	<a href="#">Edit</a>
Bug#	--	<a href="#">Edit</a>
Active	No	
Packaged	No	
Number of Incidents	4	
First Incident	April 13, 2007 5:34:24 PM PDT	



# Packaging and Uploading Diagnostic Data to Oracle Support

Problem Details: ORA 603

Page Refreshed April 16, 2007 8:05:16 AM PDT [Refresh](#)

**Summary**

SR# 1234 [Edit](#)  
Bug# -- [Edit](#)  
Active No

**Investigate and Resolve**

[Go to Metalink](#) [Quick Package](#)

[Self Service](#) [Oracle Support](#)

**Quick Packaging: Create New Package**

Target database  
Problems Selected ORA 603

Use quick packaging to generate an upload file for a single problem. If you select multiple problems, the upload file will still be created but it will not be sent to Oracle Support.

\* Package Name

Package Description

[Send to Oracle Support](#) ☒ Yes ☐ No

Service Request Number (SR#)   
A service request must be created before you can create a package.

[Cancel](#) Step 1 of 4 [Next](#)

Create New Package View Contents View Manifest Schedule

**Quick Packaging: View Contents**

Target database  
Problems Selected ORA 603  
Package Name Pkg\_database\_ORA\_603\_041607080712

Logged In  
Service Request Number (SR#)  
Total Size (uncompressed)

**Incidents to be Packaged**

ID	Type	Problem ID	Description
6213	Main	4 ORA-603	[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
3942	Main	4 ORA-603	[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
3944	Main	4 ORA-603	[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
6215	Main	4 ORA-603	[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
3938	Correlated	1 ORA-1578	[1] [63729] [ ] [ ] [ ] [ ] [ ] [ ]
6160	Correlated	2 ORA-600	[4136] [2] [10.31.75] [ ] [ ] [ ] [ ] [ ]

# Tracking the Service Request and Implementing Repairs

**Problem Details: ORA 603**
Page Refreshed **April 16, 2007 8:39:07 AM PDT** [Refresh](#)

### Summary

SR#	<b>1234</b> <a href="#">Edit</a>
Bug#	-- <a href="#">Edit</a>
Active	<b>No</b>
Packaged	<a href="#">Yes</a>
Number of Incidents	<b>4</b>
First Incident	<a href="#">April 13, 2007 5:34:24 PM PDT</a>
<b>Last Incident</b>	
Timestamp	<a href="#">April 13, 2007 6:40:24 PM PDT</a>
Incident Source	<b>System Generated</b>
Impact	
Checkers Run	<b>0</b>
Checker Findings	<b>0</b>

### Investigate and Resolve

[Go to Metalink](#)
[Quick Package](#)

[Self Service](#)
[Oracle Support](#)

#### Collect and Send Diagnostic Data

- [Create a Service Request with Metalink](#)
- [Record Service Request Number to Problem](#)
- [Generate Additional Dumps and Test Cases](#)
- [Package the Problem](#)
- [View/Send Upload Files](#)

#### Track and Close

- [Check the Service Request Status with Metalink](#)
- [Close the problem](#)

[Incidents](#)
[Activity Log](#)

Comment  [Add Comment](#)

User	Action	Description	Timestamp
SYS	Comment	Set SR : 1234	April 16, 2007 8:34:45 AM PDT
SYS	Comment	Set SR : null	April 16, 2007 8:34:30 AM PDT
SYS	Package	Failed to send upload file to Oracle: packageId = 1 file = /ade/aime_emdbsa_b/oracle/stacg17.us.oracle.com_b/sysman/emd/state/Pkg_database_ORA_603_041607080712_COM_1.zip	April 16, 2007 8:14:12 AM PDT
SYS	Package	Created physical file : packageId = 1 file = /ade/aime_emdbsa_b/oracle/stacg17.us.oracle.com_b/sysman/emd/state/Pkg_database_ORA_603_041607080712_COM_1.zip	April 16, 2007 8:14:10 AM PDT
SYS	Comment	Created package : Id = 1 Name = Pkg_database_ORA_603_041607080712	April 16, 2007 8:09:30 AM PDT

# Tracking the Service Request and Implementing Repairs

**Incident Details: 3953**

Page Refreshed **April 10, 2007 8:08:22 AM PDT** [Refresh](#)

**Summary**

Problem Key

[ORA-1578](#)  
**[1]**  
**[63671]**

Status

**Ready**

Active

**No**

Timestamp

**April 2, 2007 12:27:37 PM PDT**

Impact

**Unknown**

ECID

**Unknown**

Data Dumped

**No**

Source

**System Generated**

Correlation Keys

**SID = 129.232, ProcId = 39.24**  
**PQ = (16777216, 1175542056), Client ProcId = oracle@stacg17**  
**(TNS V1-V3).15201\_3083220672**

Purge Date

**April 22, 2007 5:30:24 AM PDT (Purging Enabled)**  
[Disable Purging](#)

[Dump Files](#) [Checker Findings](#) [Additional Diagnostics](#)

**Search**

Description

Damage Translation

Status

Time Detected

Open

All

Go

**Data Corruption**

Select findings and click on the "Launch Recovery Advisor" button to repair those findings.

[Launch Recovery Advisor](#)

[Select All](#) | [Select None](#) | [Expand All](#) | [Collapse All](#)

Select	Description	Priority	Damage Translation	Incident ID	Status	Time Detected
<input type="checkbox"/>	All Findings					
<input type="checkbox"/>	Datafile 1: 'ade/aime_emdbsa_b/oracle/dbs/t_db1.f' contains one or more corrupt blocks	High	Some objects in tablespace SYSTEM might be unavailable	<a href="#">3953</a>	Open	April 2, 2007 12:27:41 PM PDT

# Closing Incidents and Problems

**Problem Details: ORA 1578**

Page Refreshed July 9, 2007 12:53:11 AM GMT+07:00 [Refresh](#)

### Summary

SR# -- [Edit](#)  
Bug# -- [Edit](#)  
Active **Yes**  
Packaged **No**  
Number of Incidents **1**

### Last Incident

Timestamp [July 9, 2007 12:43:48 AM GMT+07:00](#)  
Incident Source **System Generated**  
Impact  
Checkers Run [1](#)  
Checker Findings [1](#)

### Investigate and Resolve

[Go to Metalink](#) [Quick Package](#)  
[Self Service](#) [Oracle Support](#)

### Collect and Send Diagnostic Data

[Create a Service Request with Metalink](#)  
[Record Service Request Number to](#)

**Confirmation**  
Are you sure you want to close the problem: ORA 1578?  
Once the problem is closed, the associated data will be purged after 30 days.  
[No](#) [Yes](#)

### Track and Close

[Check the Service Request Status with Metalink](#)  
[Close the problem](#)

### Incidents

[Activity Log](#)

Status [Open Incidents](#) Data Dumped [Yes](#) [Go](#)

[View](#) [Close](#)

[Select All](#) [Select None](#) [Show All Details](#) [Hide All Details](#)

Select	Details	ID	Description	Data Dumped	Active	Status	Timestamp
<input checked="" type="checkbox"/>	<a href="#">Show</a>	<a href="#">30177</a>	ORA 1578 [9] [44] [] [] [] [] [] []	Yes	Yes	Ready	July 9, 2007 12:43:48 AM GMT+07:00

**Confirmation**  
Are you sure you want to close the incident: 30177?  
Once the incident is closed, the associated data will be purged after 30 days.  
[No](#) [Yes](#)

# Incident Packaging Configuration

**Edit Incident Packaging Configuration**

Restore Defaults Cancel OK

**Incident Data Retention**

Incident Metadata Retention Period (day) 365

Incident Files Retention Period (day) 30

**Packaging Settings**

These settings are used in selecting incidents and files from a problem when the problem is added to a package.

Cutoff Age for Incident Inclusion (day) 90

Leading Incidents Count 3

Trailing Incidents Count 3

Correlation Time Proximity (min) 90

Time Window for Package Content (min) 24

**Incident Data Retention**

Incident Metadata Retention Period (day) 365

Incident Files Retention Period (day) 30

**Packaging Settings**

These settings are used in selecting incidents and files from a problem when the problem is added to a package.

Cutoff Age for Incident Inclusion (day) 90

Leading Incidents Count 3

Trailing Incidents Count 3

Correlation Time Proximity (min) 90

Time Window for Package Content (min) 24

Edit OK

**Support Workbench**

Problems (4) Checker Findings (8) Packages (1)

New Problems in Last 24 Hours

New Incidents in Last 24 Hours

View All

View Package

Select All Select None Show All Details Hide All Details

Select	Details	ID	Description	Number Of Incidents
<input type="checkbox"/>	Show	4	ORA 603	4
<input type="checkbox"/>	Show	3	ORA 600 [4137]	2
<input type="checkbox"/>	Show	2	ORA 600 [4136]	6
<input type="checkbox"/>	Show	1	ORA 1578	8

Performance and Critical Error

**Related Links**

Advisor Central

Create User-Reported Problem

Alert Log Contents

Incident Packaging Configuration

Alert Log Errors

# Enterprise Manager Support Workbench for ASM

**ORACLE** Enterprise Manager 11g
 Database Control

Automatic Storage Management: +ASM edrsr22p1.us.oracle.com >

## Support Workbench

Page Refreshed June 25, 2009 8:5

Problems (0)

Checker Findings (0)

Packages (0)

New Problems in Last 24 Hours	0	All Active Problems	0	All Problems	0
New Incidents in Last 24 Hours	0	All Active Incidents	0	All Incidents	0

---

View Last 24 Hours
 Search

Select	Details	ID	Description	Number Of Incidents	Last Incident	Last Comment
		No problems found.				

Problems (0)

Checker Findings (0)

Packages (0)

### Related Links

<a href="#">Alert Log Contents</a>	<a href="#">Alert Log Errors</a>	<a href="#">Create User-Reported Problem</a>
<a href="#">Incident Packaging Configuration</a>	<a href="#">Checker Central</a>	<a href="#">Support Workbench (orcl)</a>

# Working with Oracle Support

- Oracle Support Services (OSS) provides 24 × 7 solution support.
- Support is delivered in the following ways:
  - My Oracle Support Web site
  - Telephone
  - Oracle Direct Connect (ODC) remote diagnostic tool
- The Customer Support Identifier (CSI) number is used to track the software and support that are licensed to each customer.

# My Oracle Support Integration

- Enterprise Manager automatically alerts users to new critical patches.
- The Enterprise Manager patch wizard can be used to select an interim patch.
- You can review the patch's README file from within Enterprise Manager.
- You can download the selected patches from My Oracle Support into the Enterprise Manager patch cache.



# Using My Oracle Support

The screenshot displays the My Oracle Support dashboard. At the top, the Oracle logo is followed by "MY ORACLE SUPPORT" and a "PowerView is OFF" status indicator. On the right, a navigation bar includes "Welcome, Mark", "Settings", "Feedback", "Sign Out", and a "Help" link. Below this is a secondary navigation bar with tabs for "Dashboard", "Knowledge", "Service Requests", "Patches & Updates", "Community", "Certify", "Reports", and "Collector". The main content area is titled "Dashboard" and includes a "Last refreshed 3 minutes ago" timestamp and a "Customize Page..." link. A prominent banner at the top of the dashboard area encourages users to "Get the most out of My Oracle Support" by helping prevent outages and security issues. It features a "Watch a video tutorial" link, a "Select Platform" dropdown menu currently set to "Linux x86", and buttons for "Learn More", "Download", and "No, Thanks". A link to "Read the Quick Install Guide" is also present. The dashboard is organized into several sections: "System Health" (containing a "Getting Started" sub-section with links like "New Customers Start Here", "Support Policies", "News, Events & Training", "Blog", "Getting Started Guide", "Training: Pre-recorded", "Collector Quick Install Guide", "Training: Upcoming Schedule", "Frequently Asked Questions", "Browse Collector Articles", "Browse My Oracle Support Articles", and "Inventory (See Report)"); "Service Requests" (showing "No information returned"); "Systems"; "Targets"; "News" (listing items like "Classic MetaLink to be Retired, What You Can Do to Prepare", "Advisor Webcasts: Support Tools and Processes - Register for Free Web Seminars", "New Customers Start Here - Information Now Available for Anyone New to My Oracle Support (MetaLink)", "Attend the Advanced My Oracle Support (MetaLink) Seminar: July 15, 2009", and "Welcome Virtual Iron Customers - Start Here"); and "Knowledge Articles" (featuring "Alerts (30)" and "Recently Updated (30)" tabs, with a list of articles including "About Oracle Customer Support Minipack 11i.CSZ.A", "OCFS2 1.2.7-1 Filesystem May Become Unavailable after Node Panic or Eviction", "'Column precision and scale of numeric referencing columns don't match' Message When Upgrading A ...", "ALERT: Oracle 10g Release 2 (10.2) Support Status and Alerts", and "Core dump - Access Violation in Client Applications After Upgrade to 9.2.0.8, 10.1.0.5, 10.2.0.x...").

# Researching an Issue

To research an issue on My Oracle Support, perform the following steps:

1. Perform a keyword search.
2. Review the documentation.
3. Use the self-service toolkits.
4. Use the automated diagnostic tests and business flows.
5. Search for applicable patches.
6. Log a service request (SR).

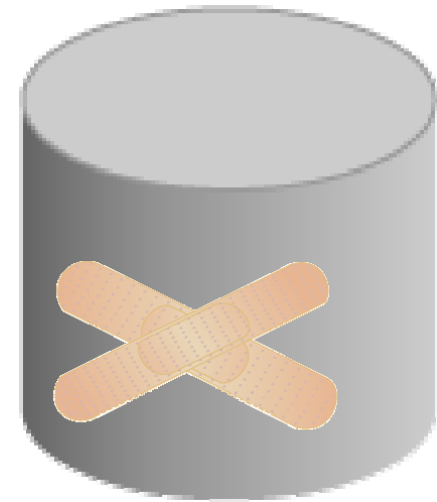
# Logging Service Requests

- Log an SR by clicking the Service Request tab on the My Oracle Support home page.
- My Oracle Support performs searches based on the CSI number and SR profile.
- Provide the following information when logging an SR:
  - Explanation of the issue, including error messages
  - Steps taken to troubleshoot the issue
  - Software version
  - Steps required to reproduce the problem
  - Business impact of the issue

# Managing Patches

## Kinds of patches

- Interim patches
  - For specific issues
  - No regression testing
- CPUs (Critical Patch Updates)
  - Critical security issues
  - Regression testing
  - Does not advance version number
- Patch releases



# Applying a Patch Release

- Patch releases are fully tested product fixes that:
  - Do not include new functionality
  - Affect only the software residing in your Oracle home on installation
  - Contain individual bug fixes
  - Carry version numbers
- To apply a patch:
  1. Determine your Oracle software environment.
  2. Set your My Oracle Support login credentials.
  3. Stage the patch release.

# Using the Patch Advisor

Logged in As s

## Patch Advisor

### Critical Security Patches

Select Advisory	Impact	Abstract	Affected Hosts	Affected Hosts
No patch advisories are currently applicable to your installation at this point in time				

### Patch Recommendations by Feature

View Based on Usage Go

Schedule Patching

[Select All](#) | [Select None](#)

Select	Patch Number	Created On	Description	Impacted Feature	README
<input type="checkbox"/>	4751921	2007-02-14	A useful Patch	Services	<a href="#">View</a>
<input type="checkbox"/>	4751923	2007-02-15	Another useful patch	Services, Data Mining	<a href="#">View</a>
<input type="checkbox"/>	4751925	2007-02-15	Yet Another useful patch	Audit Options	<a href="#">View</a>

✓ **TIP** It is recommended to check patch prerequisites before applying patches.

### Related Links

[Patch Prerequisites](#)  
[Database Feature Usage](#)  
[Interim Patches Applied](#)  
[Stage Patch](#)  
[Patching Setup](#)

# Using the Patch Wizard

Select PatchesTarget ListLibrary Step PropertiesCredentials and ScheduleReview

Select Patches

Cancel Step 1 of 5Next

Select the Patches to apply. Click on "Add Patches" to search and select patches from Metalink or Software Library.

Target List

Instance Name

database

Target Type

Database Instance

Release

11.1.0.4.0

Host

[stadl29.us.oracle.com](http://stadl29.us.oracle.com)

Staging Location

%oracle\_home%/EMStagedPatches

This is the directory on the host where the updates will be staged.

Patches

Add Patches

Software Update Name ▲	Patch Number	Created On	Type	Product	Platform	Release	Interim Patch	Applicable On	Description	
p4751921_11.1.0.4.0_46_9480	4751921	2007-02-14 00:00:00.0	Patch	Oracle Database	Linux x86		11.1.0.4.0		A useful Patch	

Post Patch SQL to apply

☒ Default (for Critical Patch Updates and Patchsets)

☐ Custom SQL File Path 

Specify the file location on the host (e.g., %oracle\_home%/files/patch.sql).

☐ None

Cancel Step 1 of 5Next

# Applying a Patch

## Search And Select Patches

CancelSelect

☒ Search Metalink  
☐ Search Software Library

### Search

Patch Number

Product FamilyOracle Database

ProductOracle Database

Release11.1.0.5.0

Patch TypeAll Patches

PlatformAny

LanguageAny

Go

[Select All](#) | [Select None](#)

Select	Software Update Name	Patch Number	Created On	Type	Product	Platform	Release	Interim Patch Applicable On	Description	README
<input type="checkbox"/>	p6037441_11.1.0.5.0_46_9480	6037441		Patch	Oracle Database	Linux x86		11.1.0.5.0		<div>View</div>



# Staging a Patch

Select PatchSelect DestinationSet CredentialsStage or ApplyScheduleSummary

Patch: Select Patch

Cancel

Step 1 of 6

Next

To look up patches at [OracleMetaLink](#), enter search criteria and click Search. This may take a few moments depending on the number of matches found. From Search Results, select the patch to be applied and click Next.

For advanced features like multiple patch application, patch flow customization, sudo and PAM support please use the " [Deployment Procedures](#) " functionality. For details on Deployment Procedures, consult the relevant [documentation](#)

Search by Number

Search by Criteria

\* Patch Number

6037441

Platform

Linux x86

(If you run a 32-bit Oracle product on a 64-bit operating system, choose a 32-bit platform.)

Language

Any

Search

Clear

Search Results

View Details

View ReadMe

Select	Patch Number	Created On	Type	Product	Platform	Release	Interim Patch Applicable On	Description	Status
<input checked="" type="radio"/>	<a href="#">6037441</a>	May 11, 2007	Patch	Oracle Database	Linux x86		11.1.0.5.0	DUMMY BUG FOR DUMMY PATCH UPLOAD TO ARU FOR BETA TESTING	available

# Online Patching: Overview

For a bug fix or diagnostic patch on a running Oracle instance, online patching provides the ability to do the following:

- Install
- Enable
- Disable



# Installing an Online Patch

- Applying an online patch does not require instance shutdown, relinking of the Oracle binary, or instance restart.
- OPatch can be used to install or uninstall an online patch.
- OPatch detects conflicts between two online patches, as well as between an online patch and a conventional patch.
- To determine if a patch is an online patch:

```
opatch query -is_online_patch <patch location>  
OR  
opatch query <patch location> -all
```

# Benefits of Online Patching

- No down time and no interruption of business
- Extremely fast installation and uninstallation times
- Integrated with OPatch:
  - Conflict detection
  - Listed in patch inventory
  - Works in RAC environment
- Persist across instance shutdown and startup

# Conventional Patching and Online Patching

Conventional Patches	Online Patches
Require down time to apply or remove	Do not require down time to apply or remove
Installed and uninstalled via OPatch	Installed and uninstalled via OPatch
Persist across instance startup and shutdown	Persist across instance startup and shutdown
Take several minutes to install or uninstall	Take only a few seconds to install or uninstall

# Online Patching Considerations

- Online patches are supported on the following platforms:
  - Linux x86 32/64
  - HP Itanium
  - Sun Sparc Solaris 64
  - AIX
  - Windows x86 32/64
- Some extra memory is consumed.
  - Exact amount depends on:
    - Size of patch
    - Number of concurrently running Oracle processes
  - Minimum amount of memory: Approximately one OS page per running Oracle process

# Online Patching Considerations

- There may be a small delay (a few seconds) before every Oracle process installs or uninstalls an online patch.
- Not all bug fixes and diagnostic patches are available as an online patch.
- Use online patches in situations when down time is not feasible.
- When down time is possible, you should install all relevant bug fixes as conventional patches.

# Quiz

Which of the following statements are true about online patches?

1. Can be installed using OPatch
2. Require down time to apply
3. Persist across instance startup and shutdown
4. Do not require down time to remove



# Summary

In this lesson, you should have learned how to:

- Use the Support Workbench
- Work with Oracle Support
- Search My Oracle Support
- Log service requests
- Manage patches
  - Apply a patch release
  - Stage a patch release

# **Practice 18 Overview:**

## **Using EM Tools for Alerts and Patches**

This practice covers using the Support Workbench to investigate a critical error.