

ORACLE®

WORK SMART. SOLVE FAST. RESOLVE.

RESOLVE

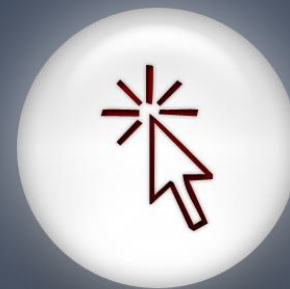


If issues do occur,
discover capabilities
and tools to help you
resolve issues and
get your business
back on track.

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Troubleshooting Tools & Diagnostics

Resolve your Oracle Service Requests faster using ASR



RESOLVE

Wayne A. Seltzer
ASR Product Manager
Oracle Services

ORACLE

Auto Service Request Session Outline

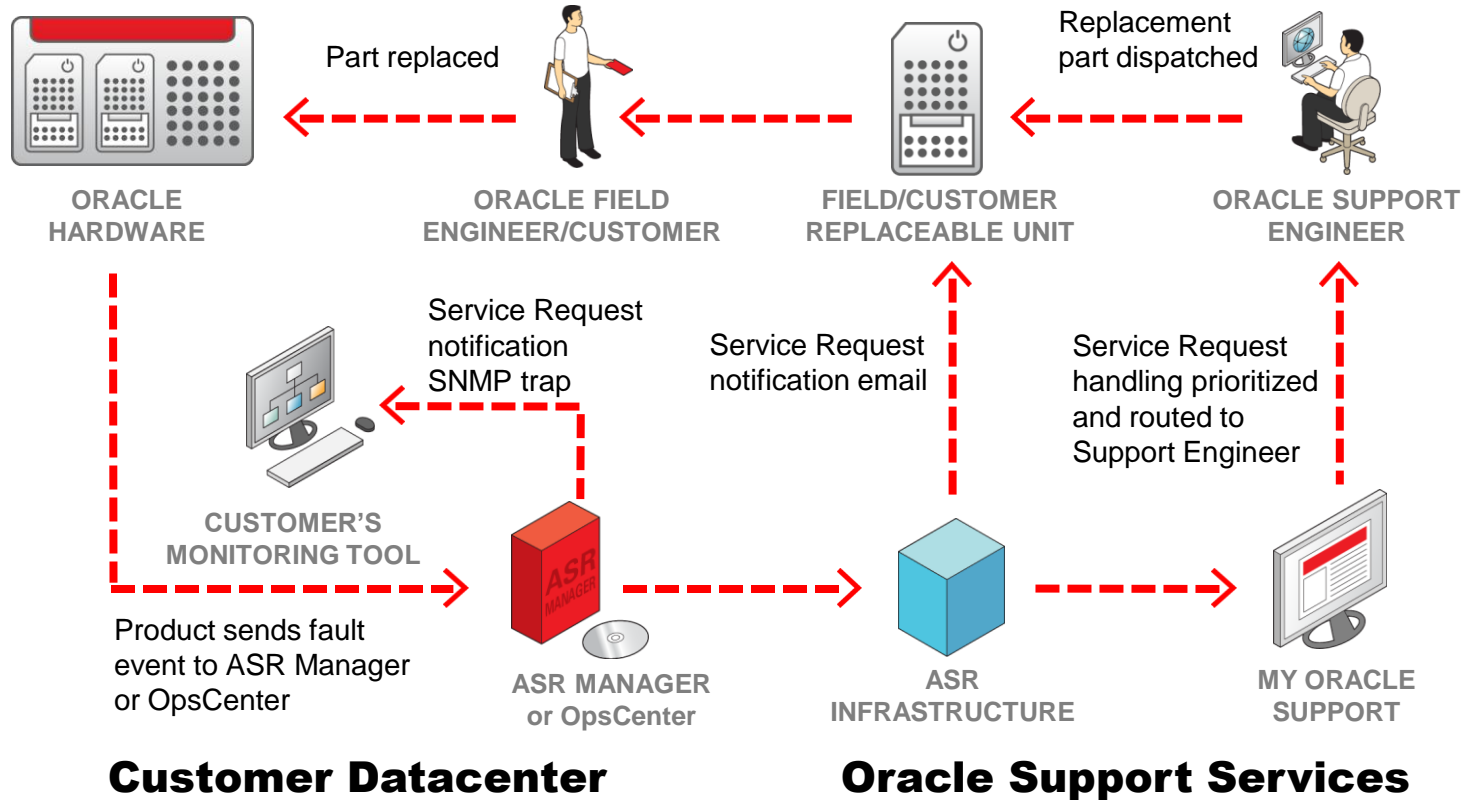
- What is Auto Service Request?
- Setting up the ASR software
- Configuring your ASR assets
- Activating and managing assets in My Oracle Support
- Testing ASR
- Questions/Answers



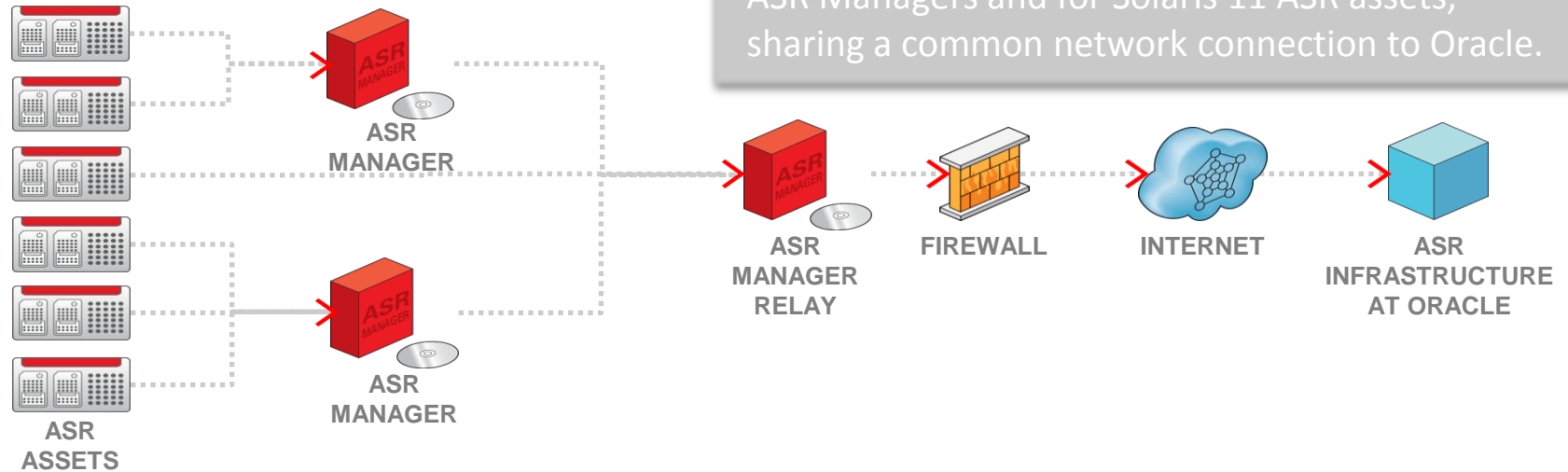
What is Auto Service Request (ASR)?

- ASR resolves problems faster by automatically creating Service Requests when specific hardware faults occur on qualified server, storage and engineered systems products.
- Feature of Oracle Premier Support for Systems and Hardware Warranty plans.
- No additional cost
- Details: <http://oracle.com/asr>

How does ASR work?



ASR Manager Relay



ASR Fault Coverage

Faults covered by ASR*

Fault events that require support services action from Oracle:

- ✓ System controller (SC) faults
- ✓ CPU, memory, hard drives, power supplies, center plane, expander board, system boards, I/O boards, fan trays

* Fault coverage is system-dependent

Faults not covered by ASR

Fault events that do not require Support Services action from Oracle:

- ✓ CPU utilization, file system full, file system unmounted, proactive recommendations for firmware, patches...
- ✓ Operating system and other software failures
- ✓ Fault events that don't have appropriate event telemetry

ASR Manager Security and Privacy

- Minimal data collected
 - System identity – serial number, hostname, platform
 - No IP addresses
 - Fault symptoms
 - Root cause diagnostics (e.g., suspect FRU list)
- Aggregation layer allows you to audit and control Auto Service Request behavior
- Secure, outbound only communications
 - Leverages SSL for transport layer encryption
 - Message signing via public/private key algorithm

ASR Installation and Configuration

- Servers and Engineered Systems (Exadata, Exalogic, Exalytics, ODA)
 - ASR Manager
 - Typically one ASR Manager per datacenter
 - Or, Enterprise Manager OpsCenter
- ZFS Storage Appliance products
 - “Phone Home” configuration part of web-based management interface, built into the product
- StorageTek Tape Libraries and Disk products
 - SDP (Service Delivery Platform)
 - Installed by Oracle field engineer
- Pillar Axiom Storage products
 - “Call-Home” enabled by Oracle field engineer
- Solaris 11
 - “asr-notify” part of Solaris 11 installation
 - Connects directly to Oracle or via ASR Manager Relay

ASR Manager Installation and Asset Activation

ASR Manager host(s):

- Solaris or Oracle Linux
- Direct or proxied Internet connection
- Can support many assets
- Install two small packages
- Run “asr register”



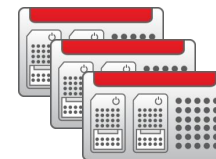
Server assets:

- Configure iLOM to send SNMP traps to ASR Manager
- Run “asr activate_asset”



Engineered Systems:

- Use system-provided ASR configuration scripts



My Oracle Support: Enter Contacts and approve ASR activation

ZFS Storage Appliance ASR Setup

Sun ORACLE SUN ZFS STORAGE 7720 Super-User@ar7720-06 LOGOUT HELP

Configuration Maintenance Shares Status Analytics

SERVICES STORAGE NETWORK SAN CLUSTER USERS PREFERENCES ALERTS

Services Phone Home Properties

Back to Services 2011-1-26 06:06:12 Disabled REVERT APPLY

Phone home
Manage your product registration and support configuration.

See Also
Help: Phone Home
Sun Inventory Channel

Register with My Oracle Support username and password

Online Account [New account?](#)

Password

Use web proxy If your system communicates to the web through a proxy, check this box and enter the configuration information below.

Host : port :

Username

Password

Status
[Privacy Statement](#)

Last heartbeat sent at Never

CAM (Common Array Manager) setup

Sun Storage Common Array Manager

- Alarms
- Storage Systems
 - cam-2510-2
 - cam-2510-3
 - cam-2530-2
 - cam-2530M2-2
 - cam-2530M2-3
 - cam-2540-1
 - cam-6140-2
 - cam-6140-3
 - cam-6140-4
 - cam-6180-1
 - cam-6180-2
 - fms-flx240-1
- General Configuration
 - Auto Service Request**
 - General Health Monitoring
 - Support Data
 - Notification
 - User Management
 - Activity Log

Auto Service Request (ASR) Setup

The test event has been sent out successfully.

Auto Service Request (ASR) Setup

Complete this form to configure your connection with Auto Service Request. These settings will apply to all storage systems managed by this console. [» More on Auto Service Request](#)

Oracle Support Information Internet Connection Settings

Oracle Support Information

You must have Oracle Support to change the settings on this page. If you do not have an account, create one now by going to [My Oracle Support](#).

To view the Oracle Services Privacy Policy, visit [Oracle Services Privacy Policy](#)

Registration Status:

Registered

* Oracle Support User Name:

* Password:

[» Back to top](#)

Internet Connection Settings

Connection Type: Direct Connection to the Internet

Use Proxy Server

Proxy Host Name:

Proxy Port:

Enable Proxy Authentication

User Name:

Password:

Register with
My Oracle Support
user name and
password

Exadata fault telemetry sources



X4170 / X4800 database server iLOMs

X4270 / X4275 storage server iLOMs

Exadata storage software





Managing ASR Assets using My Oracle Support

Verifying Support Identifier access

ORACLE MY ORACLE SUPPORT

Patches & Updates Community Certifications Cloud Services CRM On Demand Systems Collector Advanced Customer Services Proactive Hardware Services **Settings**

My Account

Personal

Personalization

My Account

Hot Topics E-Mail

Knowledge Preferences

Service Request Profiles

Administrative

Manage Users

Pending User Requests

Support Identifiers

View ▾

Request Access...

Remove Selected

* Support Identifier	Organization	Request Status	Administrators	Role	Access			SR Details
					Service Requests	Patches	Assets	
17	Oracle Ame...	Approved	View	Administrator	Create and Update	Download	View	
17	Oracle Ame...	Approved	View	User	Create and Update	Download	View	
17	Oracle Ame...	Approved	View	User	Create and Update	Download	Admin	
17	Oracle Ame...	Approved	View	User	Create and Update	Download	View	

Contacting the Administrator

Support Identifiers

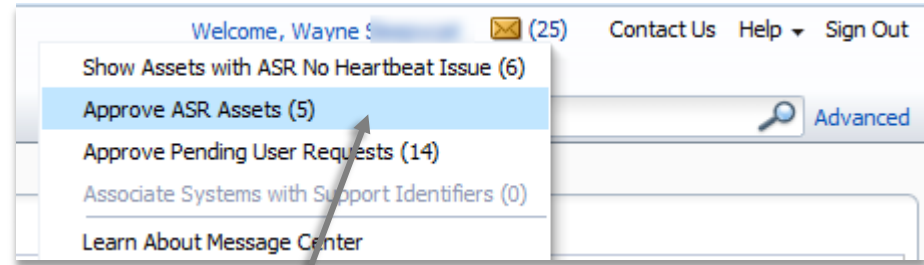
View ▾ Request Access... Remove Selected Export Search

* Support Identifier	Description	Organization	Request Status	Administrators	Service Request Access	Download
17		Briti	Approved	View	Create and Update	Download
17		R.L.	Approved	View	Create and Update	Download
17		Ora	Approved	View	Create and Update	Download
17	WWOPS	Ora	Approved	View	Create and Update	Download
17	SUPPORT-ACS-	SU		View	Create and Update	Download
17	Orade Support	SU		View	Create and Update	Download
17		Da		View	Create and Update	Download
17		Ni		View	Create and Update	Download

Administrators

- christin
- wayne

Approving ASR Activations



Message Center indicates assets waiting for ASR activation approval

Managing Multiple Assets

Assets

Action ▾ View ▾

Support Identifier	Host Name	Asset Name	Asset Type	Serial Number	System Serial#	Product Name	HW Description
17 [1 items]							
17 [3 items]							
1 [1 item]	ldom146-68		Stand-Alone	102 [1 item]		X4470 ATO Model	X4470 ATO Model
1 [1 item]	v215-brm03-b	Wayne Seltzer - ASR tes	Stand-Alone	071 [1 item]		SFV215, 1x1.5, 1GB, 1x73GB, 1xPSU	SFV215, 1X1.5GHZ, 2X512MB, 1X73
1 [1 item]	v215-brm03-c	Wayne Seltzer - ASR tes	Stand-Alone	070 [1 item]		SFV215, 1x1.5, 1GB, 1x73GB, 1xPSU	SFV215, 1X1.5GHZ, 2X512MB, 1X73

3 selected rows [Assign Contact...](#) [Change Address...](#) [Approve...](#)

Select one or more assets

Perform operations on selected assets

Assign Contact

Assign Contact

* Contact Name

Distribution E-mail List

Cancel

Assign a Contact and
Option Distribution E-mail list

Assign Contact

* Contact Name

Distribution E-mail List

Cancel

- Wayne Seltzer (wayne.seltzer@oracle.com)
- Wayne Sleepycat Seltzer (wayne.seltzer@sleepycat.com)
- More...

Contacts must have access to
the asset's Support Identifier
with "View Asset" and "Create
Service Request" privileges

Asset Details and ASR Status information

Manage Assets

Assets

Support Identifier My Customer's Support Identifier ?

Show Components Expired ?

View ▼

Asset Type	Serial Number	Host Name	Asset Name ▲▼	Product Name	Contact Name	ASR Status
Stand-Alone	07	v215-brm	Wayne Seltzer - ASR test sys.	SFV215, 1x1.5, 1GB, 1x73GB, 1xPSU	Wayne Sleepycat Seltzer	🕒 Pending
Stand-Alone	07	v215-brm	Wayne Seltzer - ASR test syste	SFV215, 1x1.5, 1GB, 1x73GB, 1xPSU	Wayne Sleepycat Seltzer	🕒 Pending
Stand-Alone	07	X4200-IL		Sun Fire X4200 M2 2x2216	Wayne Sleepycat Seltzer	Active
Stand-Alone	07	T5220-IL		SE T5220 BASE 6CORE 1.2GHZ	Wayne Sleepycat Seltzer	Active
Stand-Alone	BD	Batoka-T		T5440 4x8C 1.4GHz 128GB 2-146		👤 ASR ASR Qualified

Asset Details for 07 Create SR

Revert Save

<p>Serial Number <input type="text" value="07"/></p> <p>Support Identifier <input type="text" value="178"/></p> <p>Product Name <input type="text" value="SFV215, 1x1.5, 1GB, 1x73GB, 1xPSU"/></p> <p>Contract Expiration Date <input type="text" value="In 8+ months (May 31, 2013)"/></p> <p>Asset Name <input type="text" value="Wayne Seltzer - ASR test sys."/></p> <p>Host Name <input type="text" value="v215-brm03-b"/></p> <p>ASR Status 🕒 Pending Approve Deny ?</p> <p>ASR Status Update Date <input type="text" value="12 days ago (Aug 28, 2012 4:27 AM)"/></p> <p>Contact Name <input type="text" value="Contact Name"/></p> <p>Distribution E-mail List <input type="text"/></p> <p>* Time Zone <input type="text" value="(GMT-07:00) Mountain Time (US & Canada)"/></p>	<p>* Address Line 1 <input type="text" value="500 Eldorado Boulevard"/> Change Location... ?</p> <p>Address Line 2 <input type="text" value="Building 2"/></p> <p>* City <input type="text" value="Broomfield"/></p> <p>* Country <input type="text" value="United States"/></p> <p>* State <input type="text" value="Colorado"/></p> <p>County <input type="text" value="JEFFERSON"/></p> <p>* Zip/Postal Code <input type="text" value="80021"/></p>
---	---

ASR Status and Action Required

Status	Description	Action required
Active	Indicates the asset is sending in alerts and SRs are being created.	No additional action required
Pending	Awaiting Activation and additional action required.	Associate Contact to asset to activate.
Active – No Heartbeat	Oracle has not heard from the system for 50 hours	Validate connectivity to Oracle
Active – Contract Pending	The asset is active but requires a support contract to enable ASR.	Renew support contract
Inactive	Asset was ASR active but was turned off	Reactive if asset needs to report issues.

Engineered Systems in My Oracle Support

Assets

Support Identifier 17 - PROD-DEV-US-CA My Custom

View ▾ Show Components Expired Product Name ▾

Asset Type	Serial Number	Support Identifier	Host Name ▲▼	Asset Name	Product Name	HW Description	ASR Status
System	AK00	17		slcc21	Exadata System ATO Model	Exadata System ATO Model	ASR Qualified
System	AK00	17			Oracle Exalogic Elastic Cloud A	Oracle Exalogic Elastic Cloud A	ASR Qualified
System	AK00	17		slcc22	Exadata System ATO Model	Exadata System ATO Model	ASR Qualified
System	AK00	17			Oracle Exalogic Elastic Cloud A	Oracle Exalogic Elastic Cloud A	ASR Qualified
System	AK00	17		slce13	Oracle Exalogic Elastic Cloud A	Oracle Exalogic Elastic Cloud A	ASR Qualified
System	AK00	17			Oracle Exalogic Elastic Cloud A	Oracle Exalogic Elastic Cloud A	ASR Qualified

Engineered Systems display top-level assets only. Click “System” link to display all the component assets of the System on one screen

Check “Show Components” to show top-level **and** component assets.

Engineered Systems Asset Management

Assets

Assets > (slice13)AK > 10-

Action View


Support Identifier	Host Name	Asset Name	Serial Number	Product Name	Contact Name	ASR Status	HW Description
17	slice13cn04-c	slice13	10-	Oracle Exalogic Elastic Cloud ATO Model	MU	Active	X4170M2,COMPUTE NODE,EL X2-2
17	slice13cn08-c	slice13	10-	Oracle Exalogic Elastic Cloud ATO Model	MU	Active	X4170M2,COMPUTE NODE,EL X2-2
17	slice13cn01-c	slice13	10-	Oracle Exalogic Elastic Cloud ATO Model	MU	Active	X4170M2,COMPUTE NODE,EL X2-2
17	slice13cn03-c	slice13	10-	Oracle Exalogic Elastic Cloud ATO Model	MU	Active	X4170M2,COMPUTE NODE,EL X2-2
17	slice13cn07-c	slice13	10-	Oracle Exalogic Elastic Cloud ATO Model	MU	Active	X4170M2,COMPUTE NODE,EL X2-2
17	slice13cn02-c	slice13	10-	Oracle Exalogic Elastic Cloud ATO Model	MU	Active	X4170M2,COMPUTE NODE,EL X2-2
17	slice13cn06-c	slice13	10-	Oracle Exalogic Elastic Cloud ATO Model	MU	Active	X4170M2,COMPUTE NODE,EL X2-2
17	slice13sn02	slice13	110	Exalogic Elastic Cloud X2-2 Quarter Rack	MU	Active	S7320,1U SERVER,M+ HEAD,MWM
17	slice13sn01	slice13	110	Exalogic Elastic Cloud X2-2 Quarter Rack	MU	Active	S7320,1U SERVER,M+ HEAD,MWM
17			AKI	Exalogic Elastic Cloud X2-2 Quarter Rack		ASR	ASR Qu.SunDC Switch IB NM2-GATEWAY
17			AKI	Exalogic Elastic Cloud X2-2 Quarter Rack		ASR	ASR Qu.SunDC Switch IB NM2-GATEWAY
17			FO	Exalogic Elastic Cloud X2-2 Quarter Rack		ASR	ASR Qu.SNET,WS-C4948-S,CISCO,EXADATA

7 selected rows

Assign Contact... Change Address... Approve... Manage Key... Other

Select multiple components of an Engineered System and perform operations on all of them at one time

Testing your ASR implementation

- Sending a test event:
 - Server and Exadata products:
 - Use the ASR Manager command:
 - `asr send_test -h <hostname>`
 - Some products can send tests from the iLOM user interface
 - See the product-specific documentation
 - CAM – Common Array Manager
 - Use the “Test ASR” button: 
- Test response:
 - ASR will send responses to the email address used to register the ASR Manager or CAM software.

ASR test email response - failed

Subject: Oracle ASR: Warning - Test Service Request failed

From: no.reply@oracle.com

Serial#: 12345678

Oracle Auto Service Request (ASR) was unable to verify Service Request because:

Pending activation approval in My Oracle Support

The Oracle Auto Service Request documentation can be accessed on <http://oracle.com/asr>.

Please use My Oracle Support <https://support.oracle.com> for assistance.

ASR test email response - success

Subject: Oracle ASR: *Test* Service Request

From: no.reply@oracle.com

Serial#: 12345678

Service Request test-create was successful.

The Oracle Auto Service Request documentation can be accessed on <http://oracle.com/asr>.

Please use My Oracle Support <https://support.oracle.com> for assistance.

ASR Service Request in My Oracle Support

Service Requests >

★ Severity 2 ▲ SR 3-64... : ASR:CPU errors exceeded acceptable levels.

Update

Last Updated 6 days ago

History Sort by: Newest on Top Filter by: -- Show All Entries -- Hide System Messages

ORNASRINTFC_WW@ORACLE.COM- 6 days ago [Information]

Distribution List Email: ...@oracle.com AND ASR Hostname: v215-sca11-a

Summary

Problem Description Hostname: v215-sca11-a Pr ...

Severity ▲ 2-Significant

Status New

Escalation Status Never Escalated

Opened 6 days ago

Last Updated 6 days ago

Bug Reference No Related Bugs

Attachments No Related Attachments

Related Articles No Related Articles

Related SRs No Related SRs

Field Service Tasks No Field Service Tasks

Problem Description

Hostname: v215-sca11-a
Product Type: SUNW,SUN-FIRE-V215 SPARC SYSTEM
Summary:ASR:CPU errors exceeded acceptable levels.

The number of errors associated with a CPU has exceeded acceptable levels.
NOTE: Please include the asset's Distribution Email list,
MOS_6.3_UAT_1@oracle.com
in all customer communications regarding this SR.

Alerts received in last 30 days (limit 10)
Date Summary SR
03 Sep 2012 13:18:56 ASR:CPU errors exceeded acceptable lev 3-6474674521

How to request ASR installation and configuration support

- If you need assistance with installing and configuring ASR on any system, log a Hardware Service Request:
 - Step 1:
 - Select Hardware SR type
 - Enter a serial number for any hardware asset entitled to ASR
 - Step 2:
 - Problem Type:
“My – Auto Service Request configuration and installation issue”

Summary

- Use My Oracle Support to manage all ASR assets:
 - Servers, Storage, Tape, and Engineered Systems (Exadata, etc.)
- To manage assets you need to have the Administrator role and view assets.
- “Pending ASR Activations” shows which assets require additional information to active.
- “Assets” displays the ASR activation status.
 - “Active”
 - “Active – No heartbeat”
 - “Pending”
 - “Deactivated”

ASR and Support Provider Partners

- Partner's Responsibilities for ASR Assets:
 - The Partner manages their Customers' ASR assets using My Oracle Support.
 - The Customer **cannot** directly manage ASR assets
- ASR Contact Assets
 - The Partner must designate a My Oracle Support account in the Partner's organization who will be the Contact for their Customer's ASR assets.
 - ASR email notifications are sent to the Contact.
- Support Identifiers (SIs)
 - The Partner's My Oracle Support account(s) must have administrator privileges on the Partner SIs associated with their Customers' SIs.

ASR and Partner Service Requests

- When a fault event occurs on an indirect customer's asset, ASR creates a DRAFT Service Request.
- The Partner is notified that the draft Service Request has been created via email to the asset's Contact, and the optional distribution email list.
- The Customer is **not** directly notified about the fault event and the draft Service Request.
- It is the Partner's responsibility to determine the service response.
- If the Partner requires assistance from Oracle Support, they use My Oracle Support to promote the draft Service Request to a Technical Service Request.

Ready to Connect?

- <http://oracle.com/asr>
 - Review the documentation
 - User Guide
 - Quick Start Guides
 - White Paper
 - Products qualified for ASR
 - Download the ASR Manager, or
 - Enterprise Manager OpsCenter



Additional Resources

- My Oracle Support resources
 - <http://support.oracle.com>
 - Search knowledge for “ASR” or ID 1402646.1
 - Oracle Communities:
 - <http://communities.oracle.com>
 - “Auto Service Request”

Oracle employees: <http://asr.oraclecorp.com/>

My Oracle Support Community and ASR

Oracle Auto Service Request Featured Discussions

Displaying items 1 - 3 out of 13 (page 1 of 5)

Rating	Subject
	Updated ASR Security White Paper and Overview Presentation available Posted on May 3, 2012 3:11 PM, Last updated on May 3, 2012 3:11 PM by Wayne Seltzer - Oracle , 0 Replies, 93 Views
	Oracle Enterprise Manager OpsCenter 12c now available - includes ASR support Posted on April 9, 2012 9:38 PM, Last updated on April 9, 2012 9:38 PM by Wayne Seltzer - Oracle , 0 Replies, 91 Views
	ASR 3.8 now available: ASR Manager Relay, hostnames in email notifications, how to configure SR Manager in HA environments Posted on April 9, 2012 9:03 PM, Last updated on April 9, 2012 9:03 PM by Wayne Seltzer - Oracle , 0 Replies, 100 Views

Customers, Oracle partners, and Oracle employees discussing ASR implementation strategies and sharing best practices.
<http://communities.oracle.com>

Oracle Auto Service Request All Community Discussions

Displaying items 1 - 10 out of 146 (page 1 of 15)

Applied Filters: none

Sort By: Updated Date:Desc

Rating	Subject
	ASR Manager command list_asset. Sorting and filtering enhancement required Posted on August 20, 2012 3:57 PM, Last updated on August 21, 2012 3:21 PM by Valery Yourinsky , 2 Replies, 23 Views
	Unable to Add Trap Destination Using the dcli Utility for the Exadata Storage Server Posted on May 24, 2012 3:36 AM, Last updated on August 20, 2012 4:52 PM by Wayne Seltzer - Oracle , 12 Replies, 99 Views

Q&A

Get Proactive—Discover More

DISCOVER more about Support Best Practices

<http://www.oracle.com/us/support/best-practices/overview/index.html>



ACT Get Proactive

Access best practices, capabilities, and tools available for your products by visiting the Get Proactive portfolio product pages at [My Oracle Support](#) (Article ID 432.1)

STAY INFORMED with the Get Proactive Blog

<https://blogs.oracle.com/getproactive/>

CONTACT the Get Proactive team today for help getting started

get-proactive_ww@oracle.com



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