



Oracle® Management Pack for Oracle Applications, Release 2.0

Features Overview

November 1998

INTRODUCTION

Enterprise Resource Planning (ERP) applications are sophisticated systems that take full advantage of a distributed multi-tiered computing infrastructure. There has been much press coverage about the difficulty of implementing such systems, yet a greater challenge lies in keeping these systems up and running smoothly in a mission-critical production environment.

Oracle Management Pack for Oracle Applications extends Oracle® Enterprise Manager to enable the monitoring, diagnosing, and capacity planning of the multi-tiered Oracle applications environment. Oracle Management Pack for Oracle Applications takes advantage of Oracle Enterprise Manager's inherent networked system management features, such as automatic discovery of services to be monitored, console launching in service context, automated data collection and management services, and central monitoring and administration of remote systems using intelligent agents.

PRODUCT SUMMARY

Oracle Management Pack for Oracle Applications extends the existing database management capabilities of Oracle Enterprise Manager to the middle-tier application subsystems of Oracle Applications, namely the Concurrent Managers and the Oracle Forms Servers. Specifically, Oracle Management Pack for Oracle Applications extends the following tools to work with Oracle Applications:

- *Oracle Enterprise Manager Console* — The console is extended to automatically discover Concurrent Managers and Oracle Forms Servers on the network, with the ability to notify administrators if any of the servers go down. Administrators can also define jobs for the application subsystems, allowing central administration of a distributed application system.
- *Applications Manager* — A new administration applet provides the applications administrator with the ability to perform all back-end administration tasks directly from within the Oracle Enterprise Manager console.
- *Advanced Applications Events* — A library of applications specific events are provided for lights-out event monitoring and problem detection of the entire applications system.
- *Performance Manager* — A new data gatherer for Concurrent Manager feeds data to the Oracle Performance Manager, providing applications administrators with an extensive array of real-time monitoring charts on all Concurrent Managers.
- *Capacity Planner* — Concurrent Manager performance data is gathered over time and fed to Oracle Capacity Planner for resource consumption analysis and performance anomaly detection.

“APPLICATIONS-AWARE” ORACLE ENTERPRISE MANAGER

Forms Servers and Concurrent Manager nodes can now be discovered in the Oracle Enterprise Manager navigator. By automatically discovering all databases, Concurrent Managers and Forms Servers available on the system, Oracle Enterprise Manager provides a single point of administration for an entire Oracle Applications system. Not only does the integration with Oracle Enterprise Manager provide the benefits of the existing three-tiered management infrastructure, but it provides the administrator with a familiar interface, reducing their learning curve and making them more productive with the tools.

Central Administration of the Entire Oracle Applications System

Automatically discovered services can be grouped together into a single logical entity, such as the “Production Financials System” or the “Human Resource Test System.” Once grouped, an administrator can quickly identify which system is affected when a particular Forms Server goes down, or easily link the slow performance of a particular application with an overloaded Concurrent Manager queue in that system. The system map also displays the overall health of the applications system by raising a red flag if there are any problems in any of the subsystems

The base console ships with simple events for Oracle Applications, allowing administrators to check whether the relevant subsystems are up or down, and have notifications delivered via pager or e-mail to the appropriate administrators identified by their job responsibility and work shifts. This capability allows an administrator not only to detect problems before an end-user does, but also to do so when the administrator is not even in the office.

Automatic Problem Resolution

The base console also ships with a library of predefined applications-specific jobs to perform, such as bringing down or bringing up a remote server. These jobs can be configured to trigger automatically as fix-it jobs for particular events, or scheduled to run at predefined times or intervals. As a result, an administrator can automatically correct problems before end-users are even aware of them.

Concurrent Manager Administration From Within Oracle Enterprise Manager

Also bundled with every Oracle Enterprise Manager console is the new Oracle Applications Manager applet. The new applet can be launched directly from the Oracle Enterprise Manager console, sharing the same look and feel and inheriting the operation context. The functionality of this applet is an applications DBA-oriented subset of the current applications system administration application, with improved monitoring and diagnostic capabilities.

ADVANCED APPLICATIONS EVENTS

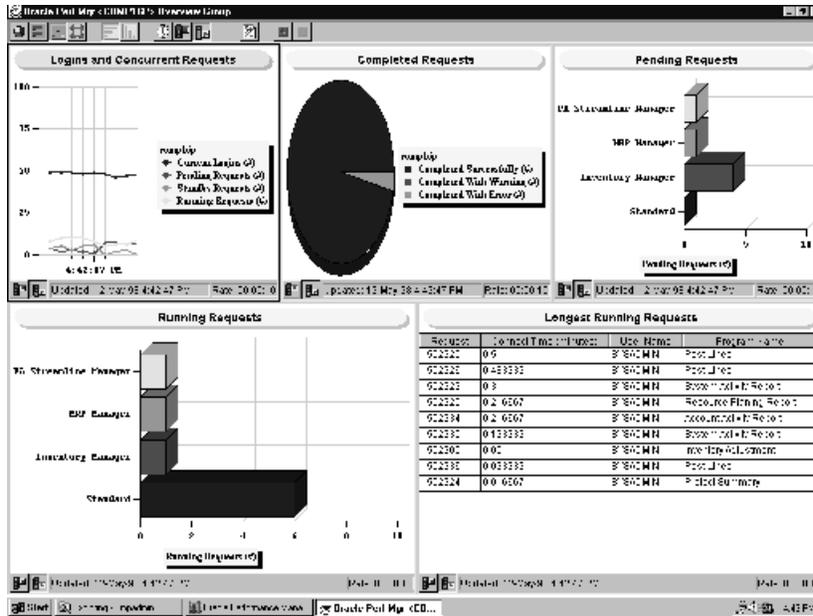
Aside from the basic up/down events provided for all services administered in the Oracle Enterprise Manager console, Oracle Management Pack for Oracle Applications provides a library of advanced events specific to Oracle Application's subsystems. These events notify administrators of the following problems:

- Internal Concurrent Manager Waiting on a Lock
- Conflict Resolution Manager Process Waiting on a Lock
- Run-Along Request has been Submitted, Locking Out All Other Requests
- Requests are Pending that Cannot be Run by any Active Manager Process
- Request Error Rate, Expressed as % of Jobs in Last Time Quantum, Too High
- Request Warning Rate, Expressed as % of Jobs in Last Time Quantum, Too High
- Disk Free On Output or Log File Partitions Low
- Too Many Requests Pending for a Particular Manager

The key to smooth system administration is to proactively resolve problems before they turn into crises. These advanced events allow Oracle applications administrators to focus on the causes of a problem before the symptoms become serious. In addition, with the pager and e-mail notification mechanisms provided by Oracle Enterprise Manager, administrators can be notified of any problems to the system wherever they are.

PERFORMANCE MANAGEMENT

Oracle Management Pack for Oracle Applications uses Oracle Performance Manager, a tool originally available as part of the Oracle[®] Diagnostics Pack, which has been extended to monitor the performance statistics of Concurrent Manager. Performance Manager displays performance data in real-time graphical views that can be automatically refreshed at user-defined intervals. Multiple charts and tables can be presented in a single monitoring window, affording the user a multifaceted view into Concurrent Manager performance. For example, an applications administrator can monitor the number of forms sessions, pending concurrent requests and number of running concurrent requests, all in a single screen.



Detect Performance Bottlenecks with Performance Manager

The following are some of the pre-defined overview chart groups shipped with the Oracle Management Pack for Oracle Applications:

- System Activity Overview Chart Group
 - Forms Sessions and Concurrent Requests Chart
 - Completed Requests by Status Chart
 - Pending Requests per Manager Chart
 - Running Requests per Manager Chart
 - Longest Running Requests Chart
- Top Resource Consumers Chart Group
 - Top Form Sessions Chart
 - Top Running Requests Chart
- Form Sessions and Concurrent Requests Chart Group
 - Current Forms Sessions Chart
 - All Standby Requests Chart
 - All Pending Requests Chart
 - All Running Requests Chart

Users can drill down on these charts to see greater detail, and in some cases, drill down to problematic requests and terminate them. Many other subsystem-specific charts are available, giving applications administrators a rich set of data with which to analyze their systems from multiple angles.

CAPACITY PLANNING

The same data collection mechanism used by the Performance Manager is also used to collect historical performance and resource consumption data for capacity planning. Oracle Management Pack for Oracle Applications uses Capacity Planner to analyze Concurrent Manager performance data to help administrators configure their systems appropriately and project their future capacity needs. Historical data is gathered for most charts exposed in the Performance Manager. This collection is completely customizable, allowing users to select any subset of statistics to collect and the interval at which they should be sampled. The data collection mechanism also provides fully customizable roll up capabilities, where data can be aggregated at the end of each hour, day, week, or even month. This, along with customizable data expiration policies, gives administrators full control over the amount of storage needed for the historical data.

Once the data is gathered, Capacity Planner can be used to chart the historical data for the purposes of identifying trends and predicting future hardware requirements for the system. Users can also extrapolate to a particular point in time or work back from a particular target value and find when that event is expected to occur. These charts are fully customizable, allowing users to get at the exact data they need.

ORACLE ENTERPRISE MANAGER PRODUCT FAMILY

Also part of the Oracle Enterprise Manager product family are the Oracle Diagnostics Pack, Oracle[®] Tuning Pack, Oracle[®] Change Management Pack, Oracle[®] Management Pack for Oracle8i, and Oracle[®] Management Pack for SAP R/3; all are fully integrated into the OEM Console and framework and provide a unified systems management framework for end-to-end management of your Oracle environment.

Built upon open Internet standards such as Java, CORBA, and IIOP - these products provide the first management framework designed to support Internet computing - all applications can be accessed from anywhere a browser is available. A reliable and scalable multi-administrator repository allows leverages your administrative staff by providing cooperative management. Using the OEM product family administrators and IT manager can insure higher-productivity, deliver better services, and reduce the overall cost of their information systems.

SUMMARY

The sheer complexity of enterprise application systems presents system administrators with much greater challenges than managing the database by itself. However, the Oracle Management Pack for Oracle Applications helps Oracle Applications administrators better manage their systems through a single console, from which they can monitor and administer all major aspects of the system, including the databases, the Concurrent Managers, and the Forms Servers.



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