

Oracle® Enterprise Manager

Cloud Control Release Notes

12c Release 2 (12.1.0.2) for Linux x86 and x86-64

E25551-04

September 2012

Oracle Enterprise Manager Cloud Control 12c Release 2 (12.1.0.2) is a management solution providing centralized monitoring, administration, and lifecycle management functionality for the complete IT infrastructure.

This Release Notes document provides information about the release, as well as information to assist you in either installing or upgrading to Cloud Control and/or Management Agent 12.1.0.2.

Note: The Enterprise Manager Cloud Control 12c release for Linux x86-64 (64-bit) is the only release certified on Oracle Linux 6.

This document contains the following sections:

- [Where To Find Installation And Upgrade Documentation](#)
- [New Features Included In This Release](#)
- [Acquiring The Software](#)
- [Prerequisites](#)
- [Installing Oracle Enterprise Manager Cloud Control 12c Release 2 \(12.1.0.2\)](#)
- [Upgrading To Oracle Enterprise Manager Cloud Control 12c Release 2 \(12.1.0.2\)](#)
- [Critical Patches to Apply](#)
- [De-installing Oracle Enterprise Manager Cloud Control](#)
- [Documentation Accessibility](#)

1 Where To Find Installation And Upgrade Documentation

The following documents are related to installing and/or upgrading to Enterprise Manager Cloud Control 12c Release 2 (12.1.0.2).

All of these documents can be downloaded from the Enterprise Manager Cloud Control Documentation Library at the following URL:

<http://www.oracle.com/pls/em121/homepage>

- *Oracle Enterprise Manager Cloud Control Release Notes, 12c Release 2 (12.1.0.2)* (this document)

The Release Notes document provides instructions on installing, upgrading or de-installing of the software. It also includes a list of known issues related to installation and upgrade, as well as post-installation configuration

- *Oracle Enterprise Manager Cloud Control Basic Installation Guide, 12c Release 2 (12.1.0.2)*

The document provides references detailed instructions on performing a fresh installation of Enterprise Manager Cloud Control and Management Agents.

- *Oracle Enterprise Manager Cloud Control Advanced Installation and Configuration Guide, 12c Release 2 (12.1.0.2)*

The document provides detailed instructions on advanced installation scenarios, including silent installation and de-installation of Cloud Control components. It also provides guidelines on post-installation configuration tasks, including high availability configuration.

- *Oracle Enterprise Manager Cloud Control Upgrade Guide, 12c Release 2 (12.1.0.2)*

The document provides detailed instructions on upgrading an existing Enterprise Manager installation to the latest release.

The documents noted above are referenced several times in this Release Notes document. The documents can also be downloaded from the Enterprise Manager Cloud Control Documentation Library at the following URL:

<http://www.oracle.com/pls/em121/homepage>

2 New Features Included In This Release

Oracle Enterprise Manager Cloud Control 12c Release 2 (12.1.0.2) contains a significant number of new features and enhancements. See "New Features In Enterprise Manager 12c" in the *Enterprise Manager Cloud Control 12c Introduction* book for a detailed overview of what's new in this latest release.

This document can be downloaded from the Enterprise Manager Cloud Control Documentation Library at the following URL:

<http://www.oracle.com/pls/em121/homepage>

3 Acquiring The Software

You can get the installation software from the product DVD or from Oracle Technology Network (OTN) at:

<http://www.oracle.com/technetwork/oem/enterprise-manager/downloads/index.html>

For more details on how you can obtain the Enterprise Manager Cloud Control software, refer to the "Procuring Enterprise Manager Cloud Control Software" section of the *Enterprise Manager Cloud Control Advanced Installation and Configuration Guide* at the following URL:

http://docs.oracle.com/cd/E24628_01/install.121/e24089/getstrtd_proc_sw.htm#BACFDBCA

Note: Verify that the file size of your downloaded installation software matches the file size displayed on Oracle Technology Network (OTN). After downloading the software, run the `cksum` command against the downloaded file to ensure that the file size of the downloaded software is the same as the file size on OTN.

4 Prerequisites

The following are required to install Oracle Enterprise Manager Cloud Control 12c Release 2 (12.1.0.2):

- Oracle WebLogic Server 11g Release 1 (10.3.5)

Note that this version of Oracle WebLogic Server is installed by default as part of the Enterprise Manager Cloud Control 12c installation process.

- A certified Oracle Database on which the Oracle Management Repository can be configured.

Supported database versions are listed in the Enterprise Manager Certification Matrix available on My Oracle Support. To access this matrix, follow these steps:

1. Log in to My Oracle Support, which is accessible at the following URL:
<https://support.oracle.com>
2. Click the **Certifications** tab.
3. In the Certification Search region, select **Enterprise Manager Cloud Control** from the Product list.
4. From the Release list, select **12.1.0.2.0**, then click **Search**.
5. Expand the **Databases** node.

5 Installing Oracle Enterprise Manager Cloud Control 12c Release 2 (12.1.0.2)

These instructions assume that you will install a complete Enterprise Manager Cloud Control system using an existing certified Oracle Database on which the Oracle Management Repository can be configured.

See the "Installing Enterprise Manager System" chapter in the *Enterprise Manager Cloud Control Basic Installation Guide* for installation and post-install configuration instructions:

http://docs.oracle.com/cd/E24628_01/install.121/e22624/install_em_exist_db.htm#BGBHDBCH

5.1 Installing An Additional Oracle Management Service

You can install additional Oracle Management Service (OMS) instances into your existing Enterprise Manager Cloud Control environment.

Note that multiple OMS 12.1.0.2 instances cannot be installed on the same WebLogic Server host machine. Instead, each additional OMS instance must be

installed on a different host. Ensure that the WebLogic Server location is the same on all OMS hosts.

See the "Adding An Additional Oracle Management Service" chapter in the *Enterprise Manager Cloud Control Basic Installation Guide* for prerequisites and instructions on installing additional OMS instances at the following URL:

http://docs.oracle.com/cd/E24628_01/install.121/e22624/install_addln_oms.htm#CIHJJIEJ

5.2 Installing Additional Management Agents

You can install additional Management Agents into your environment. Several Management Agent deployment options are supported in this release.

For instructions on using the recommended Add Host wizard method (also referred to as Agent push in previous EM releases), refer to "Installing Oracle Management Agent Using Agent Deployment Wizard" in the *Enterprise Manager Cloud Control Basic Installation Guide*.

http://docs.oracle.com/cd/E24628_01/install.121/e22624/install_agent.htm#CACJEFJ

5.3 Known Installation Issues

This section covers issues related to installation of Enterprise Manager Cloud Control 12c Release 2 (12.1.0.2).

5.3.1 Asian Characters Do Not Display Correctly In Installer And Some Metric Charts When JDK Version Is Less Than Version 1.6 Update 30

Asian language characters - including Chinese, Japanese and Korean - do not display correctly in Enterprise Manager Cloud Control on Oracle Linux 6 if the JDK version is lower than JDK 1.6 Update 30 (1.6u30).

1. Check to see if the Middleware Home already has JDK version 1.6u30 or later installed.

If so, you can point the installer to this JDK using the `-jreLoc` parameter below. If not, download the JDK and install it into a `temp` directory.

2. Invoke the installer by pointing explicitly to the location of JDK version 1.6u30:

```
$ runInstaller -jreLoc <jdk_location>
```

For example, if the JDK is installed in `/tmp/jdk16`, the command will be:

```
$ runInstaller -jreLoc /tmp/jdk16
```

3. After the install completes, change to the following directory:

```
$ cd <MiddlewareHome>/jdk16/jdk/jre/lib/fonts
```

4. Create a new `fallback` directory within this directory:

```
$ mkdir  
<MiddlewareHome>/jdk16/jdk/jre/lib/fonts/fallback
```

5. Create symbolic links (symlinks) to the font files under `<MiddlewareHome>/jdk16/jdk/jre/lib/fonts/fallback` as follows:

```
$ ln -s /usr/share/fonts/vlgothic/VL-Gothic-Regular.ttf
ja.ttf
$ ln -s /usr/share/fonts/un-core/UnBatang.ttf ko.ttf
$ ln -s /usr/share/fonts/cjkuni-uming/uming.ttc zh.ttc
```

6. Re-start the Oracle Management Service (OMS) instance.

If the Asian font sets are not installed on the Linux host, you can get the RPM packages containing the fonts from the Oracle yum repository, and use yum to install the fonts. The repository is available at the following URL:

http://public-yum.oracle.com/repo/OracleLinux/OL6/0/base/x86_64/

The packages containing the fonts are:

- cjkuni-uming-fonts-0.2.20080216.1-34.el6.noarch.rpm
- ipa-mincho-fonts-003.02-3.1.el6.noarch.rpm
- un-core-batang-fonts-1.0.2-0.15.080608.el6.noarch.rpm

(Bug 12901674)

6 Upgrading To Oracle Enterprise Manager Cloud Control 12c Release 2 (12.1.0.2)

You can upgrade your existing Enterprise Manager 10g Grid Control Release 5 (10.2.0.5.0), Enterprise Manager 11g Grid Control Release 1 (11.1.0.1.0) or Enterprise Manager Cloud Control 12c Release 1 (12.1.0.1) (with or without Bundle Patch1) to Enterprise Manager Cloud Control 12c Release 2 (12.1.0.2).

If you have Enterprise Manager 10g Grid Control Release 4 (10.2.0.4.0) or lower installed, then you must first upgrade to Enterprise Manager 10g Grid Control Release 5 (10.2.0.5.0) or Enterprise Manager 11g Grid Control Release 1 (11.1.0.1.0) before you can upgrade to the new release. After upgrading or patching your current installation to the supported releases, upgrade to Enterprise Manager Cloud Control 12c Release 2 (12.1.0.2).

Before beginning, Oracle recommends that you back up the Oracle Home that will be upgraded, as well as the Oracle Inventory directory and the Software Library. You should also back up the Management Repository database, as upgrade changes made to the Repository cannot be rolled back. For details, see the "Backing Up Enterprise Manager" chapter in the *Enterprise Manager Cloud Control Administrator's Guide*:

http://docs.oracle.com/cd/E24628_01/doc.121/e24473/ha_backup_recover.htm

See the *Enterprise Manager Cloud Control Upgrade Guide* for upgrade prerequisites and instructions. This document is available from the Enterprise Manager Cloud Control Documentation Library at the following URL:

http://docs.oracle.com/cd/E24628_01/upgrade.121/e22625/toc.htm

Note:

The upgrade process will upgrade only the Management Repository (`sysman`) schema and will create the new Metadata Services (`sysman_mds`) schema within the database. It will not impact any other data within the database. Even so, a database backup is strongly recommended.

6.1 Known Upgrade Issues

This section covers issues related to upgrading to Enterprise Manager Cloud Control 12c Release 2 (12.1.0.2).

6.1.1 Management Agent Upgrade Fails With Error Indicating Oracle Exadata Plug-in Not Supported

Upgrading a Management Agent from Enterprise Manager Cloud Control Release 1 (12.1.0.1) with Bundle Patch 1 applied fails with the following error, which indicates that the Oracle Exadata plug-in is not supported by the Management Agent:

Plug-in Oracle Exadata is not supported on this Management Agent. Please undeploy this plug-in to proceed further.

The error occurs even though the Oracle Exadata plug-in was not previously deployed to the Management Agent. It error occurs on AIX, Linux 32 and Windows x64 Management Agent hosts.

To resolve this issue, you must go through the process of undeploying the Oracle Exadata plug-in - even though it was not previously deployed - before attempting to upgrade the Management Agent.

1. From the **Setup** menu, select **Extensibility**, then select **Plug-ins**.

2. Select the Oracle Exadata plug-in row in the table.

Note that even though the count in the Management Agent column for the plug-in reads "0", the plug-in can be undeployed.

3. Select **Undeploy From > Management Agent**.

4. Once the plug-in has been undeployed, perform the Management Agent upgrade.

(Bug 14403965)

6.1.2 2-System Upgrades On Same Host Not Supported

The 2-system upgrade option is not supported on a host with an existing Oracle Management Service instance. The reason is that such an upgrade would result in two Management Agents on the host:

- The "old" Management Agent installed with the previous Grid Control release
- The "new" Management Agent installed as part of the upgrade

This scenario could result in unexpected behaviors in different Enterprise Manager features, and is therefore not supported.

(Bug 12957922)

6.1.3 Metric Errors Occur in the Pre-Upgrade Console For SOA Using Remote Management Agent

During upgrade of a Management Agent that monitors Service-Oriented Architecture (SOA) targets, the pre-upgrade console may display errors for some metrics.

To resolve this issue:

1. Copy the SOA archives (JAR files) as part of the Management Agent upgrade, then restart the Management Agent. For example:

```
cp /net/adc2110399/scratch/ vaudinar /ps2soajars/*.jar  
PLUGIN_ROOT/archives/jlib/extjlib/
```

Note: If necessary, create the `extjlib` directory under the `jlib` directory.

2. Restart the Management Agent.

(Bug 12925693)

6.1.4 Power Broker Option Not Working In Upgrade Console

If a logging message is enabled in the the Power Broker configuration file (`pb.conf`), then the jobs submitted from the pre-upgrade console using the Power Broker option will fail.

To work around this issue, disable all of the logging information before submitting jobs from the pre-upgrade console using Power Broker.

(Bug 11057502)

7 Critical Patches to Apply

The following section notes critical patches that must be applied to use specific product features after installing or upgrading to the latest release.

7.1 Patch Required If Using Database As A Service Feature

Before using the new Database as a Service (DBaaS) feature, you must download and apply the mandatory patch for bug number 13031985. This patch contains important bug fixes related to the user experience when using the Self Service Application for provisioning databases.

The patch can be downloaded from the Patches & Updates page on My Oracle Support, which is available at the following URL:

<https://support.oracle.com/CSP/ui/flash.html>

8 De-installing Oracle Enterprise Manager Cloud Control

You can de-install existing Enterprise Manager Cloud Control components in either graphical or silent mode.

See "Deinstalling Enterprise Manager Cloud Control" in the *Enterprise Manager Cloud Control Advanced Installation and Configuration Guide* for de-installation instructions:

http://docs.oracle.com/cd/E24628_01/install.121/e24089/deinstall_em.htm#CHDGJFID

9 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Oracle Enterprise Manager Cloud Control Release Notes, 12c Release 2 (12.1.0.2) for Linux x86 and x86-64 E25551-04

Copyright © 2012, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle America, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.