Managing the Oracle E-Business Suite Lifecycle: A MORE4EBS Webinar – July 24, 2012 – Q&A
Panelists: Helene Abrams, eprentise | Susan Dorn, RingMaster Software | Andy Harriss, ConfigSnapshot

*Below are the questions posed during the MORE4EBS webinar on July 24 entitled "Managing the Oracle E-Business Suite Lifecycle," along with the relevant answers, to the best of our knowledge. If you have questions, or wish to share any additional knowledge you may have with regard to these questions, please contact us at **jgonzalez@eprentise.com** with a subject line of "July 24 Webinar Questions."*

Q1: **How can I learn more about RingMaster APM? Is there a webinar coming soon for this product?**
A1: Yes, RingMaster Software usually hosts a webinar each month. Send an email to sdorn@ringmastersw.com to receive an invitation.

Q2: **For organizations that have multiple Oracle instances (say 10+), is there a centralized RingMaster product /suite that can consolidate patching reports/deltas as required?**
A2: Yes, RingMaster APM will consolidate patch reports in a centralized way. Consider that with 10 instances, you have a lot of silos and a very high cost of ownership. ConfigSnapshot allows you to compare across instances, and eprentise can consolidate those instances.

RingMaster APM has one centralized repository that holds all the data about each of your environments. This way, it can easily compare environments (or more than one environment at a time) at the patch level or the object version level. APM will tell which patches have not been applied to which environment. Many APM customers have more than 10 EBS environments, and some have more than 150 environments. All of this is included in the RingMaster APM product; there are no extras to buy.

Q3: **Is there an architecture diagram of the product components that one could review?**
A3: The architecture diagram for eprentise can be found by clicking on the following link: http://www.eprentise.com/resources/faq/tech-specs-and-requirements/97-tell-me-more-about-the-architecture-of-eprentise

The architecture of RingMaster APM is very simple: The APM repository is a schema that can be in any Oracle database that is not part of EBS; for example, a tools database or an OEM database. APM also has a small, lightweight agent on each server for each appl_top that you patch, plus one on the machine with the APM repository. Everyone who uses APM only needs any standard browser. Everything is done from the RingMaster APM interface through the browser.

Q4: **Is there any installation in the production database?**
A4: For both FlexField and eprentise, there is, but the products reside in their own schemas and can be deleted once the project is completed.

There will be a RingMaster APM agent on the production server in order to patch production. There is no part of APM in the production database or any of the other EBS databases.

For ConfigSnapshot, the only functionality that would require anything to be installed on the production database would be the full audit track, which enables the production environment to

capture the before-and-after details of the affected records. This functionality is not mandatory. No other functionality requires anything to be installed on the production database.

Q5: **What installation is required?**

A5: For FlexField , the installation is about a half-hour. For eprentise, it is about an hour and a half.

RingMaster will help install RingMaster APM over the phone and WebEx. Installation of APM is a simple process and is easily worked into the schedule of whoever is assigned to it on the customer side.

For most functionality, ConfigSnapshot requires a simple installation on a Windows machine (which works either directly on the client, a virtual machine, a terminal server or a Citrix server), then the setup of an ODBC data source for each environment a customer wishes to report against. Some functionality requires the creation of a database repository. This can be installed as a standalone Oracle database or as a separate schema in one of the EBS environments.

Q6: **Are the implications of patches in terms of objects or business procedures?**

A6: In RingMaster APM, the implications of patches are shown in several ways. The impact of patches on the whole file system plus the impact on each EBS database is part of the APM analysis. The impact is shown using technical terms and user-friendly terms. The impact on each customization is also shown in the same manner. This data can then be used to determine whether and when to apply the patch and is used after the patch is applied to determine the most efficient tests to run. Then APM keeps track of the test run and the test results to help in debugging other environments and also for IT/compliance auditors.

ConfigSnapshot includes reports on the effect of patches, covers database objects, shows components affected (showing, where possible, the functional name for the component as well as the technical name) and the functional view of any change to setup data caused by the patch.

Q7: **We are a hosted environment with OOD (Oracle On Demand). Are these products certified by OOD?**

A7: eprentise has customers in a variety of hosted environments. Each customer seems to deal with Oracle On Demand in a different way, and OOD is a little harder to work with than some of the other hosted environments.

Several of RingMaster Software's customers also use Oracle On Demand and other hosting companies. Generally, RingMaster APM can be used by the hosting or remote DBA company to help get their work done better and easier. The customer then uses APM for patch download, patch analysis, prerequisite determination, functional testing and approval, and communication between the customer and the hosting or remote DBA company. In part, APM becomes a management tool for the customer to help with their hosting or remote DBA company relationship and management. Specifically with Oracle On Demand, RingMaster's customers use APM for everything except the patch application and communication with Oracle On Demand. APM is still used for everything else, as well as for IT/compliance auditors.

ConfigSnapshot has several OOD customers that use the product against their on-demand environments. ConfigSnapshot provides the details to OOD about the setup required so read-only users provided to the customer can be used with ConfigSnapshot.