

From SR to Patch

Insider Insights into the Oracle Database Development Process

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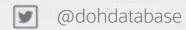




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Episode 1

Release and Patching Strategy

105 minutes - Feb 4, 2021



Episode 2

AutoUpgrade to Oracle Database 19c

115 minutes - Feb 20, 2021



Episode 3

Performance Stability, Tips and Tricks and Underscores

120 minutes - Mar 4, 2021



Episode 4

Migration to Oracle Multitenant

120 minutes - Mar 16, 2021



Episode 5

Migration Strategies - Insights, Tips and Secrets

120 minutes - Mar 25, 2021



Move to the Cloud

Episode 6

Move to the Cloud - Not only for techies

115 minutes - Apr 8, 2021

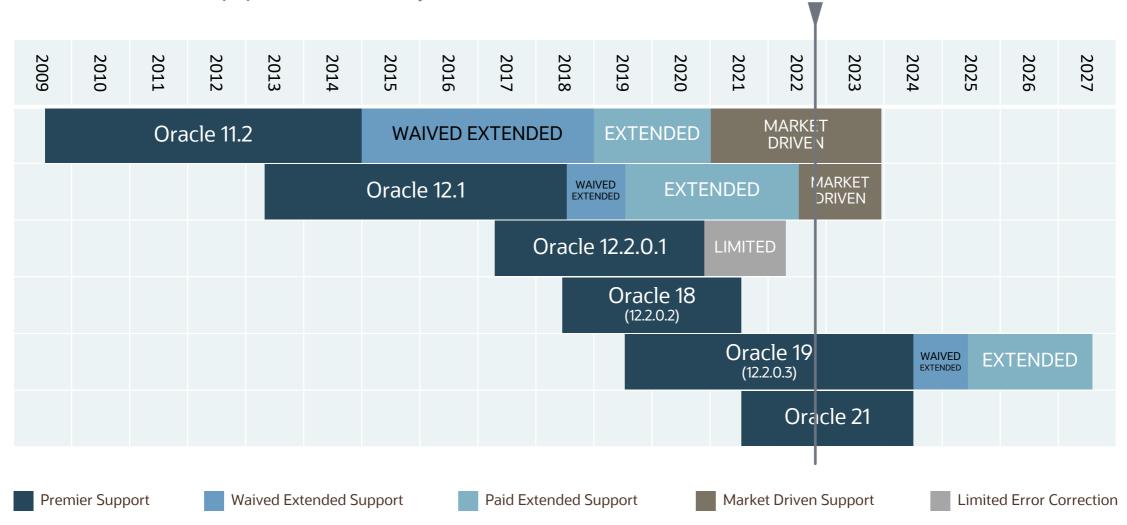
Recorded Web Seminars

https://MikeDietrichDE.com/videos



Release and Patching Strategy

Lifetime Support Policy







Knowledge

RCA

DWB Customer Exceptions

CMS

Service Requests

Patches & Updates

Certifications

Systems

More... -





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Release Schedule of Current Database Releases (Doc ID 742060.1)

In this Document

Details

What's New

Oracle Database Release Roadmap

Recommended Upgrade Path

Oracle Database Release Schedule

Oracle Public Cloud Releases

On-Premises Engineered Systems

On-Premises Server Releases (includes client)

Instant Client-Only Releases

Actions

Contacts

Change History (2020-2021)

References

Lifetime Support Policy

Different Support Periods

- Premier Support
- Paid Extended Support
- Waived Extended Support
- Market Driven Support
- Limited Error Correction
- Sustaining Support

Bug fixing support regardless of severity

Extra cost extension, 10% / 20% extra cost Included in ULA/PULA contracts

Extended support gets waived to everybody having a valid Support contract for the product

Extra cost extension after Extended Support Fixes done only for critical and security issues

Extension for Oracle 12.2.0.1 at no extra cost Only applicable for Sev.1 and security issues

Oracle Support assists as long as the customer is using the product – but no new fixes will be delivered



Release Types



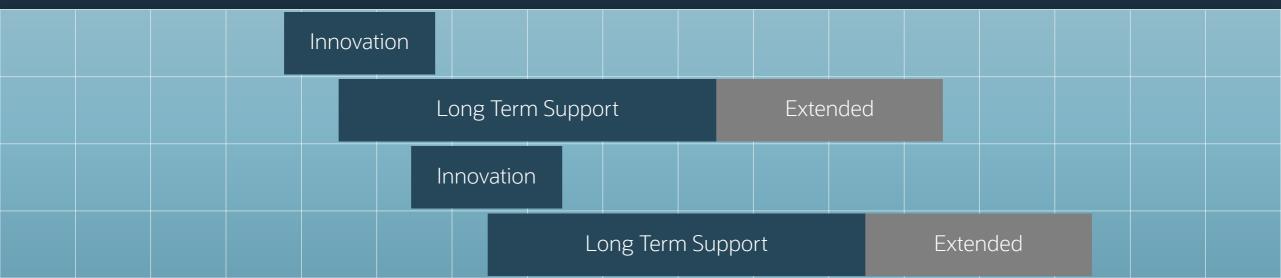
LONG TERM SUPPORT

5+ years of Premier Support followed by 3+ years of Extended Support



INNOVATION

2 years of Premier Support No Extended Support





Move production databases from one **Long Term Support** release to the next

Next Long Term Support release

Oracle Database 23c

Upgrade possible **only** from:

- Oracle Database 19c
- Oracle Database 21c



Want to upgrade?

Oracle Database 11.2.0.4

Oracle Database 12.1.0.2

Oracle Database 12.2.0.1

Oracle Database 18c



Oracle Database 11.2.0.4 Oracle Database 12.1.0.2 Oracle Database 12.2.0.1 Oracle Database 18c



Oracle Database 19c



Oracle Database 23c



Patching





Apply latest Release Update including Monthly Recommended Patches

Monthly Recommended Patches (MRP)

15

Release Update

Recommended MOS notes

• <u>Assistant: Download Reference for Oracle Database/Gl Update, Revision, PSU, SPU(CPU), Bundle Patches, Patchsets and Base Releases (Doc ID 2118136.2)</u>

 Oracle Database 19c Important Recommended One-off Patches (Doc ID 555.1)



Timeline | Release Update

	2021				2022				2023				2024		
	January	April	July	October	January	April	July	October	January	April	July	October	January	April	July
19c	19.10.0	19.11.0	19.12.0	19.13.0	19.14.0	19.15.0	19.16.0	19.17.0	19.18.0	19.19.0	19.20.0	19.21.0	19.22.0	19.23.0	19.24.0
21c		21.3.0	21.4.0	21.5.0	21.6.0	21.7.0	21.8.0	21.9.0	21.10.0	21.11.0	21.12.0	21.13.0	21.14.0	21.15.0	



Timeline | Monthly Recommended Patches

	2022			2023										
	October	November	December	January	February	March	April	May	June	July	August	September	October	November
19.17.0	19.17.0	MRP1	MRP2	MRP3	MRP4	MRP5	MRP6							
19.18.0				19.18.0	MRP1	MRP2	MRP3	MRP4	MRP5	MRP6				
19.19.0							19.19.0	MRP1	MRP2	MRP3	MRP4	MRP5	MRP6	
19.20.0										19.20.0	MRP1	MRP2	MRP3	MRP4
19.21.0													19.21.0	MRP1



A Real-Life Example

Backwards Compatible

```
SQL> select * from important_sales;

*
ERROR at line 1:
ORA-00600: internal error code, arguments:
[happens_on_mondays_only], [1], [108], [615], [655], [], [], [], []
```

My Oracle Support

Welcome

Search our Knowledge base and engage Communities to learn about products, services, and to find help resolving issues

→] Login to My Oracle Support



- Report via My Oracle Support
- Service Request inspected by automation



How many Service Requests are solved by automation within one day?





60 % of Service Requests are solved by automation within one day



- Support Engineer creates a bug
- Help us help you:
 - Clear description
 - Reproducible test case
 - Logs, traces, dumps
 - Various release tests



■ Bug Attributes

Туре	B - Defect	Fixed in Product Version	
Severity	2 - Severe Loss of Service	Product Version	19.17.0.0.0
Status	10 - New	Platform	226 - Linux x86-64
Created	Oct 17, 2022	Platform Version	ORACLE LINUX 7
Updated	Oct 17, 2022	Base Bug	N/A
Database Version	19.17.0.0.0	Affects Platforms	Generic
Product Source	Oracle	Knowledge, Patches, Service Requests and Bugs related to this bug	

⋈ Related Products

Line Oracle Database Products Family Oracle Database Suite

Area Oracle Database Product 5 - Oracle Database - Enterprise Edition

Hdr: 41886745 : ORA-600 [happens_on_mondays_only] before java is brewed Abstract: Happens on most important sales table. Sales are yelling ... loudly





When your case needs further attention, ask for management attention the right way







(runtime ~25.000 hours)







FIX





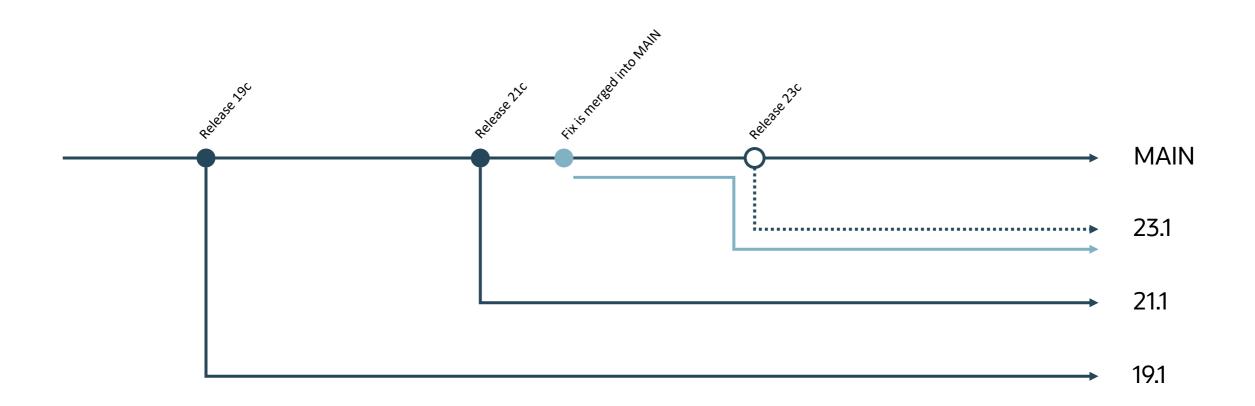
BACKPORT



- In case, fix isn't working as expected?
 - Fix the fix
 - Regression tests again
- Fix is ok?
 - Merge into MAIN
 - Merge can only happen with no failing tests



Branches





■ Bug Attributes

Туре	B - Defect	Fixed in Product Version	23.1
Severity	2 - Severe Loss of Service	Product Version	19.17.0.0.0
Status	80 - Development to QA/Fix Delivered Internal	Platform	226 - Linux x86-64
Created	Oct 17, 2022	Platform Version	ORACLE LINUX 7
Updated	Oct 17, 2022	Base Bug	N/A
Database Version	19.17.0.0.0	Affects Platforms	Generic
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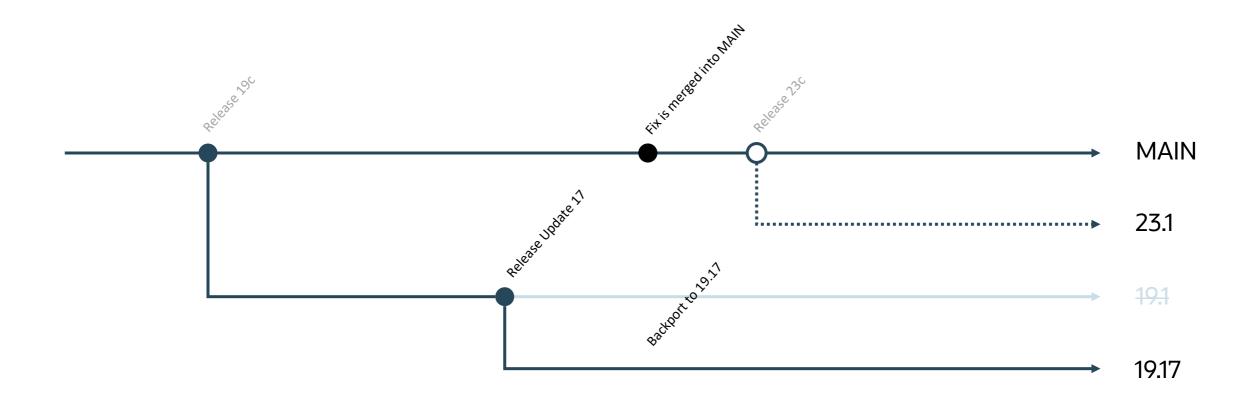




INCLUSION

- Backport created on request
- Backports are specific for a release and usually also for a patch level, e.g., on top of 19.17.0
- opatch lsinventory

Backport







Manual handling may postpone patch delivery



Patch Simple Search Results

Filters: Patch Name or Number is 31517417; Platform is Linux x86-64;

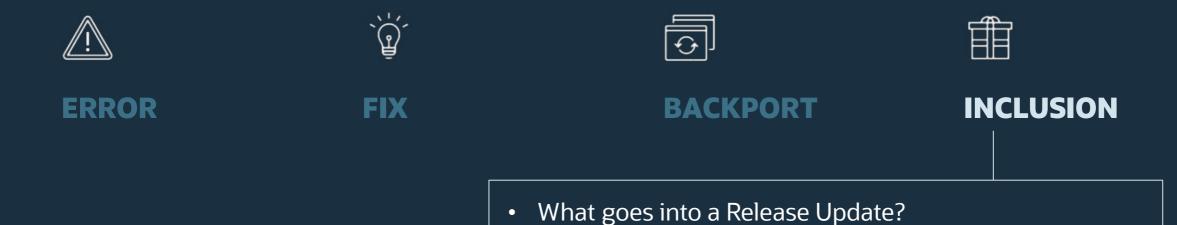
Edit Search

Patch Name	Description	Release	Platform (Language)
31517417	ORA-22308: OPERATION NOT ALLOWED ON EVOLVED TYP (Patch)	19.16.0.0.0DBRU	Generic Platform (American English)
31517417	ORA-22308: OPERATION NOT ALLOWED ON EVOLVED TYP (Patch)	19.15.0.0.0DBRU	Generic Platform (American English)
31517417	ORA-22308: OPERATION NOT ALLOWED ON EVOLVED TYP (Patch)	19.14.0.0.0DBRU	Generic Platform (American English)
31517417	ORA-22308: OPERATION NOT ALLOWED ON EVOLVED TYP (Patch)	19.13.0.0.0DBRU	Generic Platform (American English)
31517417	ORA-22308: OPERATION NOT ALLOWED ON EVOLVED TYP (Patch)	19.12.0.0.0DBRU	Generic Platform (American English)
31517417	ORA-22308: OPERATION NOT ALLOWED ON EVOLVED TYP (Patch)	19.11.0.0.0DBRU	Generic Platform (American English)
31517417	ORA-22308: OPERATION NOT ALLOWED ON EVOLVED TYP (Patch)	19.10.0.0.0DBRU	Generic Platform (American English)
31517417	ORA-22308: OPERATION NOT ALLOWED ON EVOLVED TYP (Patch)	19.9.0.0.0DBRU	Generic Platform (American English)
31517417	ORA-22308: OPERATION NOT ALLOWED ON EVOLVED TYP (Patch)	19.8.0.0.0DBRU	Generic Platform (American English)
31517417	ORA-22308: OPERATION NOT ALLOWED ON EVOLVED TYP (Patch)	19.6.0.0.0DBRU	Generic Platform (American English)
31517417	ORA-22308: OPERATION NOT ALLOWED ON EVOLVED TYP (Patch)	19.4.0.0.0DBRU	Generic Platform (American English)



Why is the patch not in the next Release Update?

Insights into the Patching Process



Screening and monitoring for candidates

Support can request inclusion via base bug

Request for Inclusion



Oracle Database 19c Important Recommended One-off Patches (Doc ID 555.1)

Oracle recommends installing the latest RU. As noted in the tables below, these fixes will be targeted for inclusion in the first possible RU. Refer to "Master Note for Database Proactive Patch Program" (<u>Document ID 888.1</u>) for the latest RU patch, Bugs Fixed List and Known Issues. This helps you to get the most current content for security, functional, regression and bug fixes as well as minor enhancements and emergency one-offs.

In addition to below patches, review (<u>Database PSU/BP/Update/Revision - Known Issues Primary Note(Doc ID 1227443.1)</u>)and apply patches based on the RU.

The information below lists additional patches(includes both rolling and non-rolling) recommended to be installed on top of each RU.

Select the relevant link for details. Note that this document only shows patches for the latest 4 RU's.

- Recommended Patches for 19.12 DB Home
- Recommended Patches for 19.12 GI Home
- Recommended Patches for 19.11 DB Home
- Recommended Patches for 19.11 GI Home

Request for Inclusion

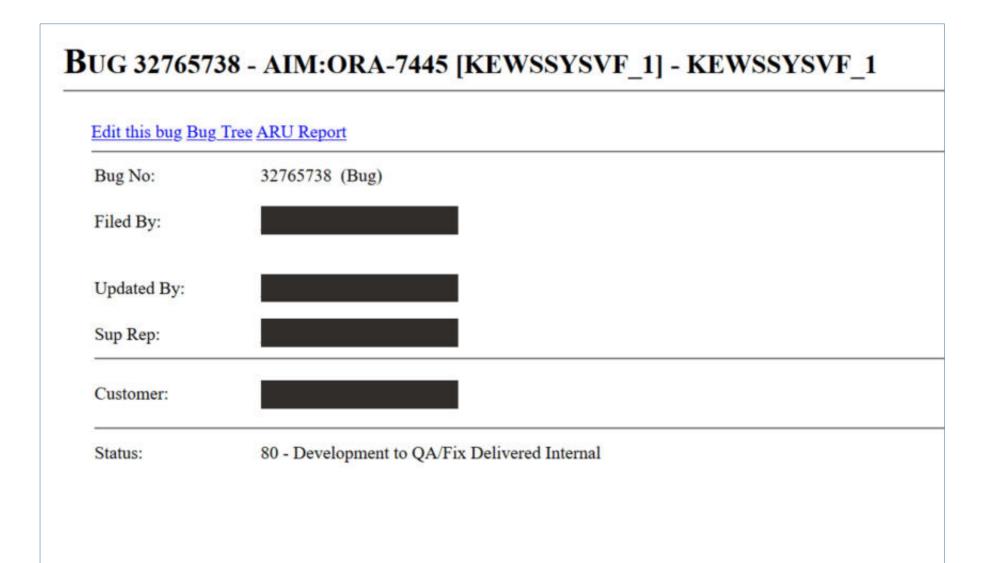
Recommended Patches for 19.11 DB Home

Below is the list of important patches to consider applying on top of 19.11

Bug	Fixed in RU	Description	Patches	Added
32996071	19.12	ORA-600 [kglpnlt] Reported When Shutting Down Standby Database	[list- patches]	11/Aug/21
32480419	19.12	"ksipc sga allocation parent latch" contention during concurrent logouts	[list- patches]	06/Aug/21
33144001		RMAN: Restore operations of any kind fail with an ORA-7445 [SIGSEGV] [Address not mapped to object] with "krbipIntLocalize" in call stack.	[list- patches]	06/Aug/21
30978304		ORA-20000 During Data Pump Import While Importing Statistics	[list- patches]	03/Aug/21
32765738	19.12	ORA-7445[kewssysvf_1] Or Other Internal Errors	[list- patches]	29/Jul/21



Request for Inclusion



Automatic Incident Management

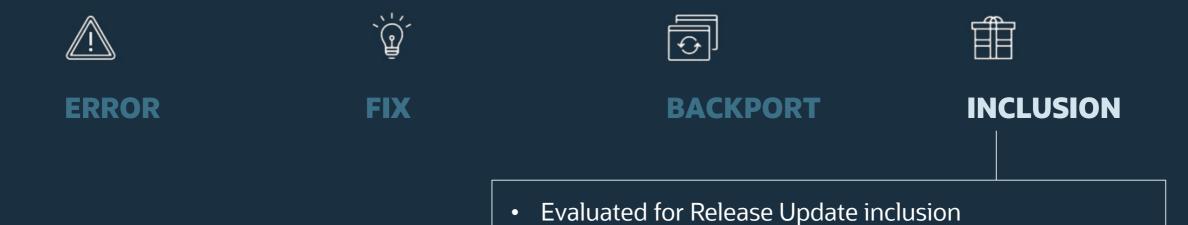
Automatic Incident Management

- Scans for incidents
- Monitors also shared autonomous databases
- Automatically creates bugs
- Report and fix bugs before customers



Ensure your Service Request is associated with the corresponding bug

Insights into the Patching Process

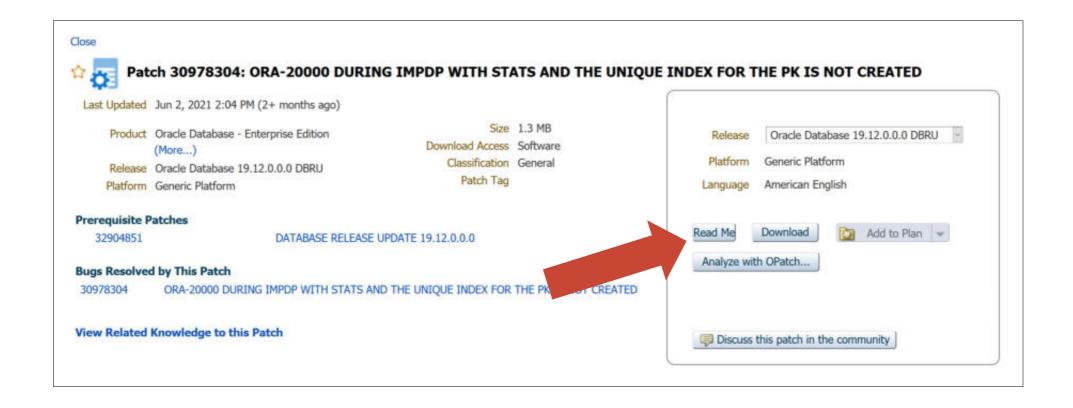


RAC Rolling

Standby-First

Strict requirements apply

Inclusion Evaluation and Criteria





Inclusion Evaluation and Criteria

Oracle Database 19 Release 19.12.0.0.210720DBRU

ORACLE DATABASE Patch for Bug# 30978304 for Generic Platforms

This patch is non-RAC Rolling Installable.

This patch is non-Data Guard Standby-First Installable - Please read My Oracle Support Note 1265700.1 https://support.us.oracle.com/oip/faces/secure/km/DocumentDisplay.jspx?id=1265700.1 Oracle Patch Assurance - Data Guard Standby-First Patch Apply for details on how to remove risk and reduce downtime when applying this patch.

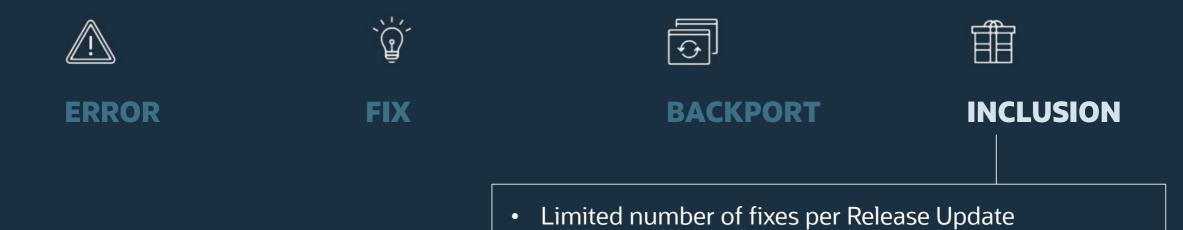
NEVER INCLUDED

(I) Prerequisites

Before you install or deinstall the patch, ensure that you meet the following requirements:

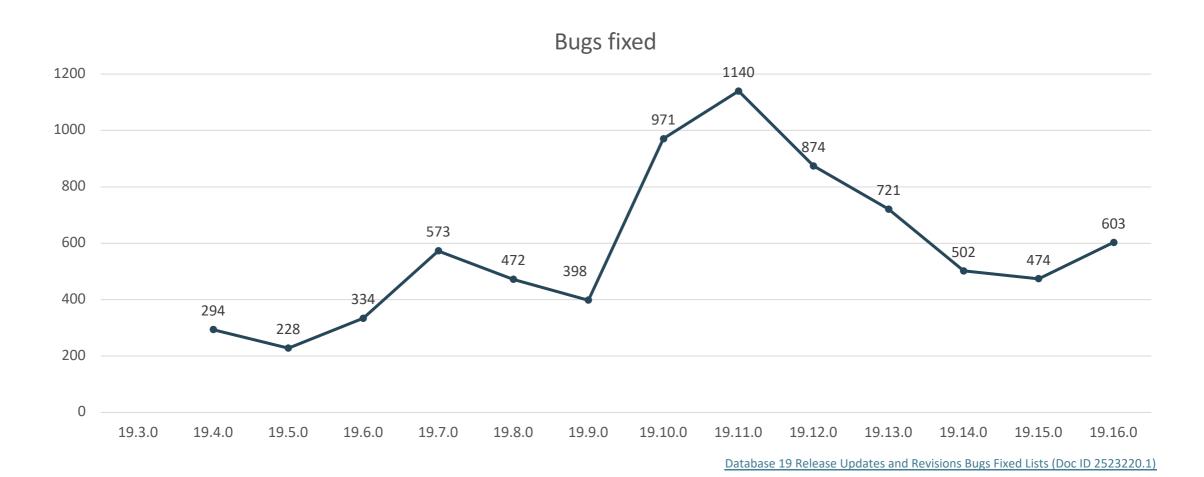


Insights into the Patching Process



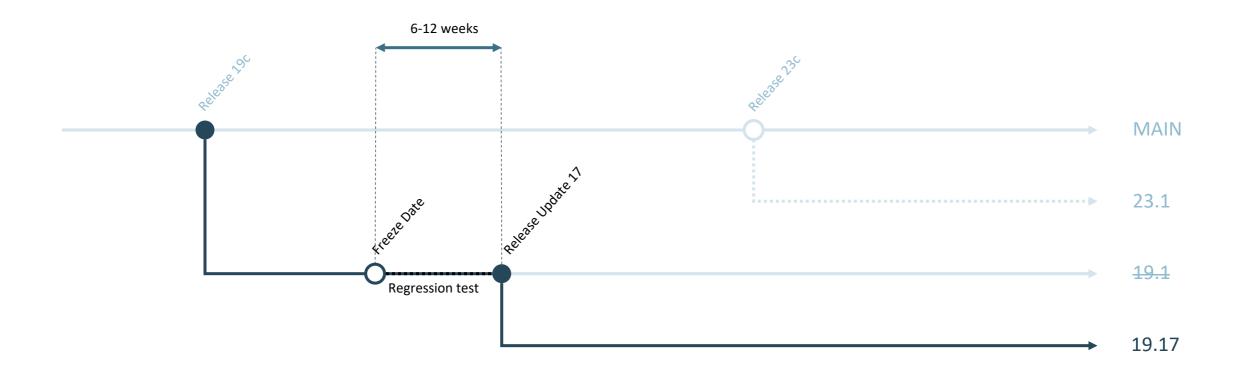
Release Updates and Revisions regression tests

Limitation





Limitation





Release Update testing includes more than 1.000.000 functional tests running for more than 25.000 hours daily



Release Test

ТҮРЕ	DESCRIPTION	RU
Accessibility, User Acceptance Testing	User Experience Testing	
Install, Upgrade, Patching, Porting, Cert Testing	Usability, OS certs, Platform Testing	(X)
Ethical Hacking Testing	Penetration Testing by multiple Ethical Hacking teams	
ADB, Customer workload and Applications Testing	1000s of hours of testing ADB config/scale as well as testing specific customer workloads and Oracle internal apps	Х
Performance Testing	Atomics and Benchmark Testing on the Cloud and Exadata	X
Stress and Destructive Testing	1000s of hours of long running tests that stress memory/cpu/io and destructive tests	Х
Cloud Scale, Concurrency and Availability Testing	1000s of hours of testing on the Cloud and Exadatas	
Security Testing	Static code analysis on every code merge. Memory, SQL Injection, Resource Injection and PL/SQL Security testing on every code merge.	
Cross Functional Testing	5-7 Million hours of feature combinations, interoperability & common configs and parameter settings tests	
Functional Testing	> 1 million tests that run for ~25k hours daily on the Cloud	X

How to Apply the Patch

Basic Facts | Patch Types

one-off

backport

merge

bundle

Single bug fix on top of the base release or a patch bundle Sometimes called interim-patch

Fix made for a newer code line, now created on top of the base release or a patch bundle

Multiple one-off fixes combined into a single fix Required to resolve conflicts

Many fixes together on top of the base release or another bundle Usually available on a quarterly schedule Cumulative



Basic Facts | Patch Types

 Oracle Database - Overview of Database Patch Delivery Methods for 12.2.0.1 and later MOS Note: 2337415.1



Basic Facts | What Is In A Patch

FILES

SQL PL/SQL

New or changed executables, libs or files

bin/oracle
bin/srvctl
oracore/zoneinfo/timezone_34.dat

Apply and rollback scripts

sqlpatch/.../nnn_apply.sql
sqlpatch/.../nnn_rollback.sql

New or changed objects

```
create index sys.i_tab1 ...
alter table sys.tab$ ...
create or replace package sys.dbms_scheduler ...
```

Basic Facts | How To Apply A Patch

\$ORACLE_HOME/OPatch

```
-rwxr-x---. 1 oracle dba
                         589 Apr 22
                                     2020 datapatch
-rwxr-x---. 1 oracle dba 49462 Apr 22
                                     2020 opatch
-rwxr-x---. 1 oracle dba 1442 Apr 22
                                     2020 opatchauto
```



Basic Facts | How To Apply A Patch

opatch Applies binaries to an

Oracle Home

All instances are down

datapatch Applies SQL and PL/SQL

changes to a database

Database is up

(normal, not upgrade)

Pro tip: Use opatchauto on RAC environments



Basic Facts | Platform

GENERIC

A patch that works for all platforms

Changes files that are platform independent

Example: scripts in rdbms/admin and other PL/SQL

PORT SPECIFIC

A patch that works for one specific platform

Changes port specific files

Example: oracle.exe on Windows



Basic Facts | Platform

GENERIC



PORT SPECIFIC

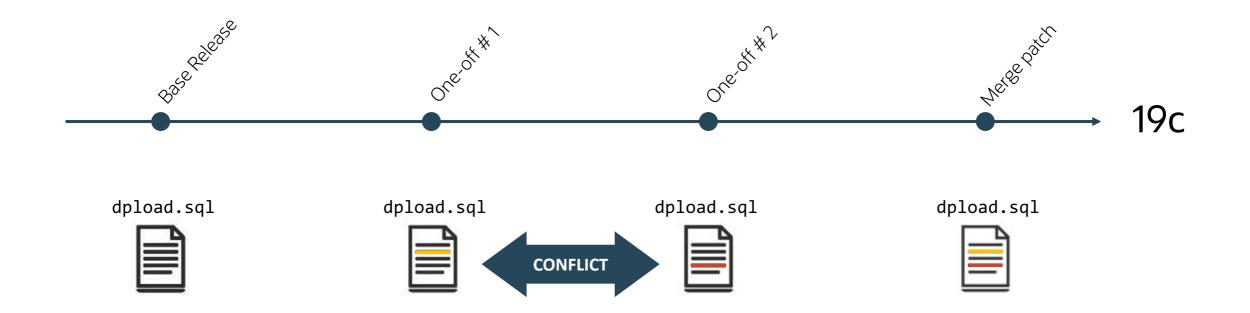




Why do you always ask for

OPatch

Basic Facts | Conflicts







Always attach the output of **opatch lsinventory** to your Service Request



And give it a meaningful name, such as opatch_lsinventory.txt



Don't name it

- optch_lsinvt.txt
- tekst_fra_opatch.txt
- alle_meine_patches.txt
- textodeopatch.txt



Just name it opatch_lsinventory.txt

Windows



Basic Facts | Patch Types

one-off

Rarely created

backport

Rarely created, preferably delivered in bundle patches

merge

Rarely created

bundle

Still called Bundle Patch (BP) and not RU

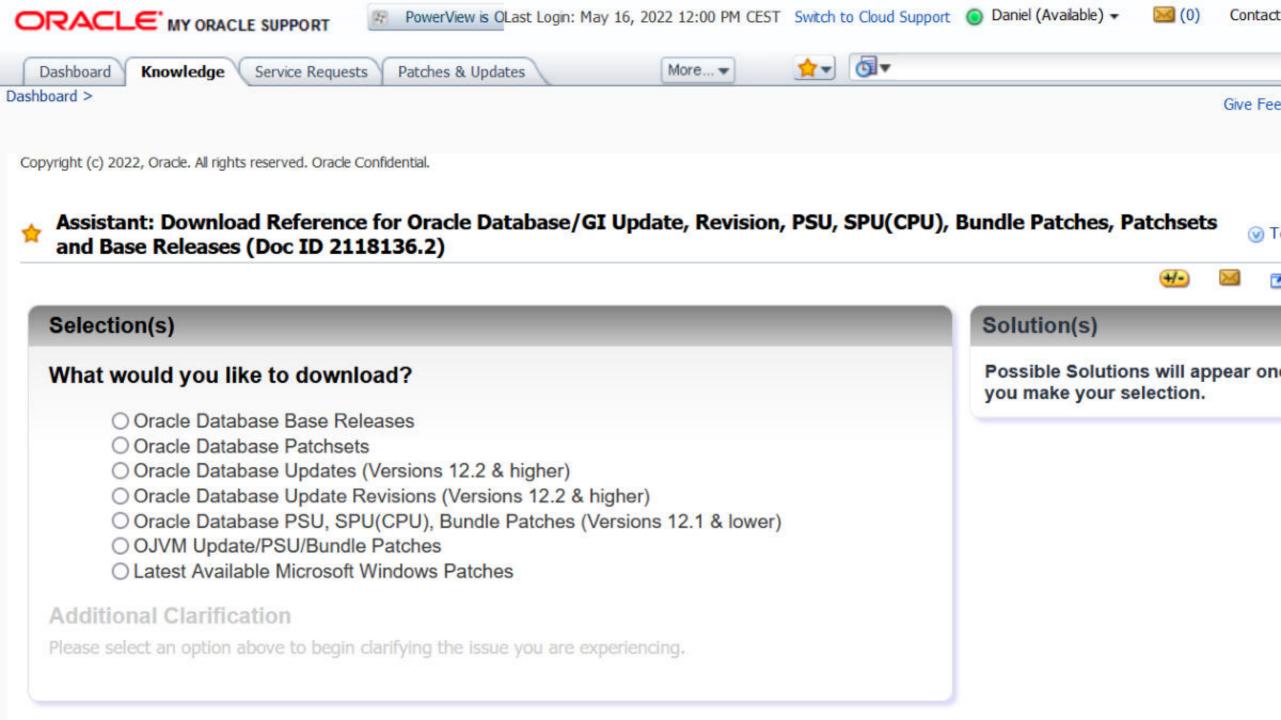
- Quarterly, usually with delay
- RAC Rolling and Standby-First
- Cumulative



A Windows Bundle Patch and a Release Update from the same quarter, e.g., October 2022, does **not** contain the same patches



Where do I find the bundle patches for Windows?



Basic Facts | Patch Availability

• MOS Note: 2118136.2 - Assistant: Download Reference for DB and GI Patch Bundles





Basic Facts | Patch Availability

MOS Note: 2844795.1 - Apr 2022 Patch Availability Document (DB-only)



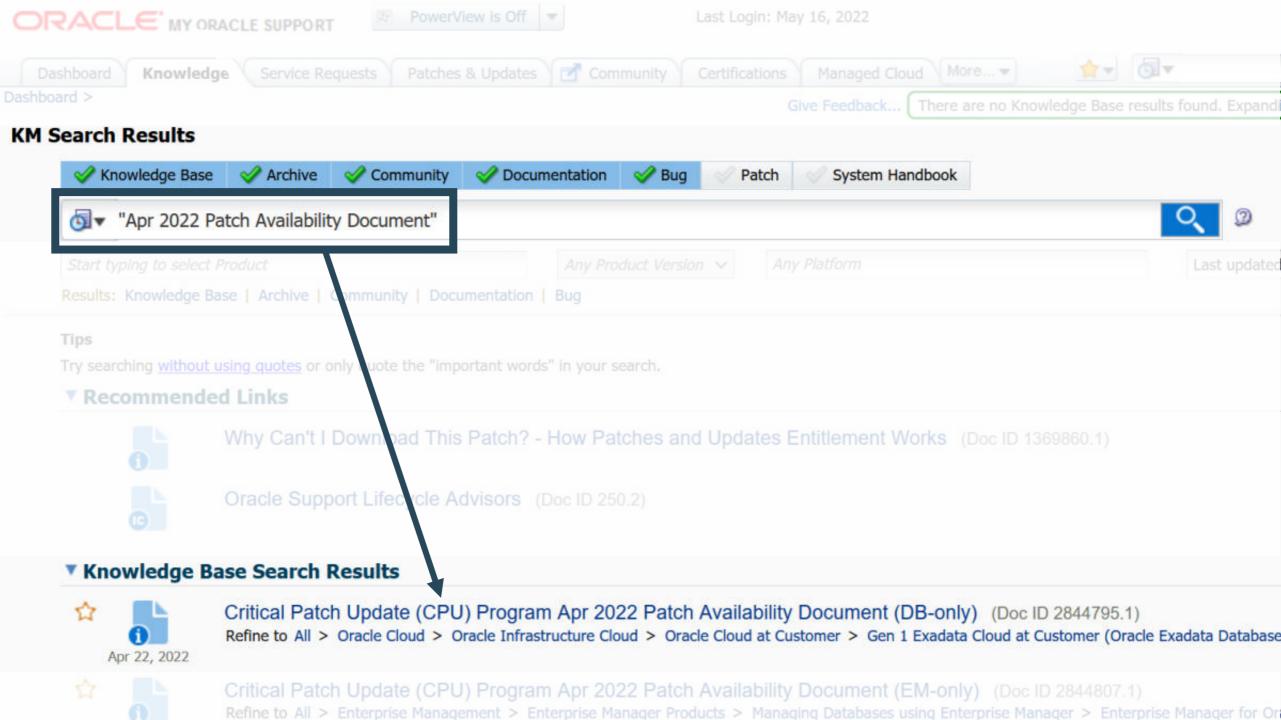


How do I find the Patch Availability Document?



Search for:

"Apr 2022 Patch Availability Document (PAD)"



Oracle Linux

Our development platform



Porting



Oracle Linux x86-64

Porting

- Microsoft Windows
- SPARC Solaris
- IBM AIX
- IBM zLinux •
- HP UX Itanium •
- BS2000

Some of the platforms from our bug tracking system

Blast from the past



Blast from the Past | Platforms

Microsoft Windows Phone
Oracle JRockit Virtual Edition x86

SunOS

Monta Vista x86

Acme Packet 1100

iTron

Embedded Linux on cnMIPS

Embedded Linux SH4

HP NonStop Itanium (OSS)

QNX Unix

Acme Packet 6100

Linux MIPS 64-bit

Fujitsu BS2000/OSD (SQ series)

Mediatek MTZ

HP NonStop (Guardian) on x86

Fujitsu BS2000

HP Tru64 UNIX

Tekelec

Oualcomm Brew MP

Netra Server X5-2 for Communications

HP NonStop S-series (Guardian)

HP OpenVMS Itanium

Monta Vista x86-64

OpenSolaris

SCO Unix

Net-Net 9200

Symbian EPOC

Linux ARM 32-bit VFP HardFP ABI

SGI Irix

ia64

Linux SPARC

Oracle Solaris on SPARC (32-bit)

HP NonStop Itanium (Guardian)

RIM BlackBerry

Netra X3-2 for Acme Packet

Oracle Solaris on SPARC (64-bit)

IBM S/390 Based Linux (31-bit)

Acme Packet 3900

SPARC

Fujitsu MSP-EX

Trusted Solaris

Net-Net 4250

HP OpenVMS VAX

HP-UX PA-RISC (32-bit)

Acme Packet 6300

Microsoft Windows CE

IBM z/OS on System z

StorageTek Hardware

Oracle Solaris on x86 (32-bit)

Fujitsu BS2000/OSD (SX series)

Linux ARM 64-bit

Novell NetWare

Linux on IBM Z

Data General

Pyramid

Talari

Palm Computing

HP NonStop (OSS) on x86

Unisys OS 2200

HP OpenVMS Alpha

Acme Packet 3820

FreeBSDx86

Oracle Solaris Express

VxWorks

Microsoft Windows (32-bit)

Sequent

Windows NT

nCube

Visit our

DEMO BOOTH

DB-18

Oracle CloudWorld Hub

Tuesday 13-19 Wednesday 08-18 Thursday 08-14



No Slide Zone - Database Patching Insights

HOL4093 Thursday 09:00 Bellini 2001A, The Venetian, Level 2 Thursday 11:00 HOL4093 Bellini 2001A, The Venetian, Level 2

Oracle Data Pump Deep Dive with Development

LRN3501 Murano 3202, The Venetian, Level 3 Thursday 11:30

AutoUpgrade 2.0: Internals and New Features

LRN3500 Thursday 13:15 Murano 3202, The Venetian, Level 3

Cloud Premigration Advisor Tool - Your Cloud Premigration Advisor

LIT4104 Thursday 13:40 Ascend Lounge, CloudWorld Hub, The Venetian

ORACLE Cloud World

Thank you

Daniel Overby Hansen

Senior Principal Product Manager

Mike Dietrich

Senior Director Product Management

