

Common Questions and Answers for Insight for Oracle Database

Q: I cannot download the file from the Insight Web site: who can help me?

A: Call 1-800-426-0222 (US and Canada) or 1-770-835-6690, or e-mail us at eSizings@us.ibm.com and supply us with an e-mail id that can take file attachments up to 3MB and we will e-mail the tool to you.

Q: Can I obtain the analysis tool in addition to downloading the Insight collector?

A: At present there are no plans for delivering Insight analysis tools to other organizations within or outside of IBM.

Q: For how long should I run Insight?

A: It should run for a maximum of 24 hours. Please insure that the workstation running Insight stays powered up for the entire collection duration. In some cases you will need to disable the power management features on the workstation so that it does not automatically stop Insight.

Q: I am setting up Insight and I have a technical question about setup: what should I do?

A: We strongly recommend that you read the readme file(s) provided with the Insight tool. This documentation is also accessible from within Insight by clicking on the "Help" option.

Make sure that you are aware of the prerequisites for Insight. If you are not skilled in Oracle yourself, please seek help from a Oracle technical consultant on your technical infrastructure team to help setup Insight.

If you are still having problems please send us an e-mail at eSizings@us.ibm.com and mention "Oracle Insight Technical Question" in the subject line.

Q: During the monitoring period, do I need to start and stop Insight multiple times?

A: No. We would prefer if you did not start and stop Insight. All you have to do is start Insight and let it run continuously for the number of hours you want to run it. Starting and stopping Insight causes fragmented data and you will only get the output back for a single period instead of all the periods due to this fragmentation. The Insight reporting process is extremely sensitive to unexpected server operations interruption and down time during the data collection process. We assume that the DB server was up and running during the time in which Insight data was collected. Otherwise we cannot guarantee an accurate Insight analysis.

Q: During Insight setup I am prompted for my system's hardware information, (machine model, number of CPUs, memory). Can I leave all or some of these entries blank?

A: We strongly recommend that you take the time to find out this information and enter it correctly. Incomplete or incorrect information may cause incorrect reporting for your system.

Q: Can I run Insight remotely?

A: On Windows NT® hardware - We strongly recommend that the workstation running Insight should be LAN attached to your production system.

On UNIX® hardware - The tool must be installed on the DB server.

Q: We have a production system, three development systems, two test systems, and a training system. Can IBM provide Insight analysis reports for all of these systems?

A: Only production systems are eligible for Insight analyses. Non-production systems are excluded from the IBM Insight for Oracle Database program.

Q: If I send the Insight data to IBM, how long will it take for IBM to get the results back to me?

A: Once the data is received by IBM, it is checked for data integrity. If there are no issues then it can take a minimum of 5 working days for you to receive your results. No exceptions are made. Insight is not a reactive process. We expect you to plan all activities well in advance and IBM will do its best to have the data delivered back to you in a reasonable time frame. If a backlog exists, it may take longer than 5 days for you to get the results back.

Q: I know that Insight is a free value-add from IBM. How often can I request an Insight analysis report for my Oracle production system?

A: At this point in time IBM is limiting one SID (System ID) report per quarter. Based on your needs and IBM's workload, additional reports may be requested. Please communicate with us through eSizings@us.ibm.com to get your request approved before sending in new data.

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