

## Database Checkup

A **DATABASE CHECKUP** aims to provide solutions for configuration and maintenance issues commonly found in Oracle database systems used by our customers. After uploading a database snapshot of the target system to our Customer Support Portal website, a fully automated process delivers a downloadable document (PDF) containing suggestions, recommendations and guided solutions for any issues found during analysis.

This service is available free of charge to all customers having a valid support contract.

### When to Consider a Database Checkup

The primary goal of this service is to enable customers to configure their database system for use with *Intershop Commerce Management* software (ICM). It can be thought of as implementing a baseline configuration of the database and instance, which meets all functional requirements imposed by ICM. Potential performance inhibiting factors are identified and, where possible, mitigated or eliminated entirely.

Regular database checkups may also help to detect various issues early enough to prevent them from becoming a serious problem.

Generally, a *Database Checkup* is recommended in any of the following scenarios:

- ▶ Initial database setup (e.g., during the startup phase of a new project)
- ▶ Configuration of (future) production or development systems
- ▶ Migration to new major releases (Oracle and/or ICM)
- ▶ Regular system check

### When to Consider Other Options

- ▶ Complex Performance Issues

A lot of complex performance issues require additional information sources and tools to find a solution to them. These could be SQL traces, STATSPACK/AWR reports, an in-depth analysis of execution plans, building models to reproduce a problem, looking at data distributions and a lot of other things. All these are not available in the context of a *Database Checkup*, so it's not going to be useful for solving this kind of issues. A *Database Optimization* (see below) may be an alternative option in these cases.

▲ No on-site database (administration) knowledge

We strongly recommend to implement any of the proposed changes only after careful review by your own database administrators. If you do not have on-site DBA knowledge available, consider *Database Optimization* (see below) instead, where one of our own database experts will do the review and implementation for you.

Target Audience

While the document containing the results of the automated analysis attempts to be generally understandable, it primarily addresses database administrators or developers with basic/advanced knowledge in Oracle and, ideally, Intershop Commerce Management software. Ideally, they also have a basic understanding of how ICM interacts with the database.

Results

Analysis results are provided in form of a downloadable PDF document. Intershop Customer Support will not provide further comments or explanations, unless required to clarify matters discussed therein. If additional analysis is required, consider either *Database Review* or *Database Optimization* instead (see below for a comparison of the available services).

**Comparison With Other Services**

| Content  | Included in Database ... |        |              |
|--|--------------------------|--------|--------------|
|  | Checkup                  | Review | Optimization |
| Basic instance configuration (e.g., initialization parameters, SGA/PGA)                                    | ✓                        | ✓      | ✓            |
| Advanced instance configuration (e.g., block management, advisories)                                       |                          | ✓      | ✓            |
| Basic database configuration   | ✓                        | ✓      | ✓            |
| Advanced database configuration (e.g., table fragmentation, segment space management)                      |                          | ✓      | ✓            |
| Validation of maintenance procedures   | ✓                        | ✓      | ✓            |
| Generic SQL optimization/tuning suggestions  |                          | ✓      | ✓            |
| High level performance tuning suggestions  |                          | ✓      | ✓            |
| Patches & patch set recommendations  |                          |        | ✓            |
| Implementation of analysis results   |                          |        | ✓            |
| Advanced analysis of snapshot data by a database expert, providing additional insights and recommendations |                          | ✓      | ✓            |
| Performance tuning (specific issues)   |                          |        | ✓            |
| Analysis of additional information sources (SQL traces, alert log, etc.), if needed                        |                          |        | ✓            |