

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.

Benefits

- Enable developers to configure their database system for use with Intershop Commerce Management (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

Scope of Delivery

- Downloadable PDF document
- If additional analysis is required, consider either Database Review or Database Optimization instead

WHEN TO CONSIDER A DATABASE CHECKUP

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.

CONDITIONS

- Valid Intershop Support contract
- Database snapshot of the target system