

**BigFix Update
Middleware Applications - User's Guide**



Special notice

Before using this information and the product it supports, read the information in [Notices \(on page xxx\)](#).

Edition notice

This edition applies to BigFix version 10 and to all subsequent releases and modifications until otherwise indicated in new editions.

Contents

Special notice.....	ii
Edition notice.....	iii
Chapter 1. Updates for Linux applications - middleware.....	5
Supported applications.....	5
Site Subscription - Enabling updates for Linux middleware applications.....	5
Gathering updates for Linux middleware applications.....	6
Viewing updates for Linux middleware applications.....	7
Updates for Linux middleware applications in the WebUI.....	8
Chapter 2. Updates for Windows applications - middleware.....	11
Supported applications.....	11
Site Subscription - Enabling updates for Windows middleware applications.....	11
Gathering updates for Windows middleware applications.....	12
Viewing updates for Windows middleware applications.....	13
Updates for Windows middleware applications in the WebUI.....	14
Chapter 3. Manual caching.....	17
Chapter 4. Oracle Weblogic.....	18
Chapter 5. Oracle Database.....	19
Configuring Oracle DB patching for your deployment.....	19
Preparing Oracle DB patch downloads.....	22
Check servers for Oracle DB patch readiness by using the precheck Fixlets.....	25
Patch Oracle databases.....	26
Rolling back an Oracle DB patch.....	27
Troubleshooting.....	27
Appendix A. Support.....	29
Notices.....	xxx

Chapter 1. Updates for Linux applications - middleware

With Updates for Linux applications - middleware content site, customer can deploy updates to a vast number of third-party middleware applications.

Supported applications

You can update supported Linux middleware applications.

The following Linux middleware application products are supported for updates:

- MariaDB
- MongoDB
- MySQL
- Oracle Database
- Postgresql
- Apache Tomcat
- Oracle WebLogic
- IBM MQ
- IBM WebSphere
- RedHat JBoss

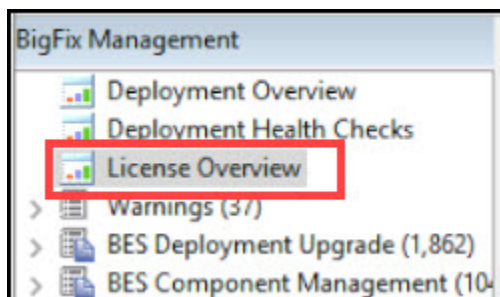
For an updated list of supported applications and current versions, see [BigFix-provided content for Operating Systems and Applications](#) or [Updates-for-linux-applications-middleware](#).

Site Subscription - Enabling updates for Linux middleware applications

You can enable updates for Linux middleware applications from BigFix console.

Complete the following steps to enable Updates for Linux applications from the BigFix console licence overview dashboard:

1. Click **Licence Overview** on the BigFix Management navigation tree.



2. Click **Compliance** or **Lifecycle** tab on the Licence Overview dashboard.



3. Navigate the site list and click **Enable**.

ENABLE	ciscoamp
ENABLE	paloaltonetworks
ENABLE	updateslinuxappsmiddleware ←
ENABLE	updateswindowsappsmiddleware
ENABLE	webui-ivr



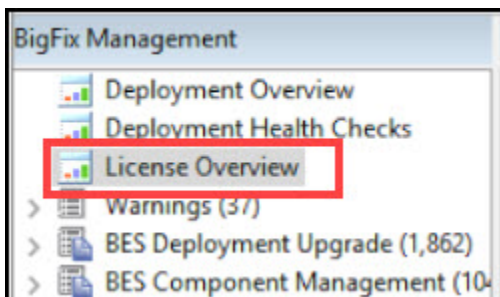
Note: The site name is *updateslinuxappsmiddleware* or *Updates for Linux Applications Middleware*.

Gathering updates for Linux middleware applications

Use updates from the **Linux middleware applications** content site to submit a gather request to the BigFix server.

Complete the following steps to gather Updates for Linux applications:

1. Click **Licence Overview** on the BigFix Management navigation tree.



2. On the Licence Overview dashboard, click **Compliance** or **Lifecycle** domain.

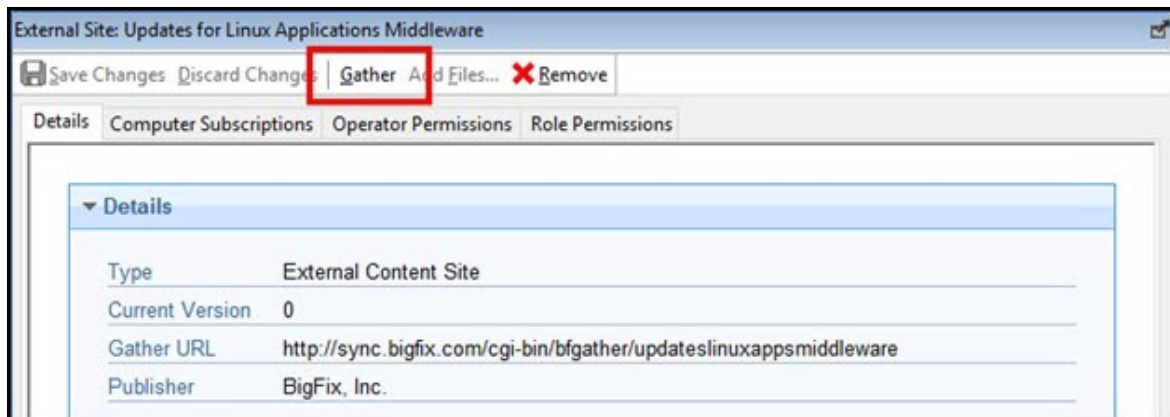


A list of enabled sites is displayed.

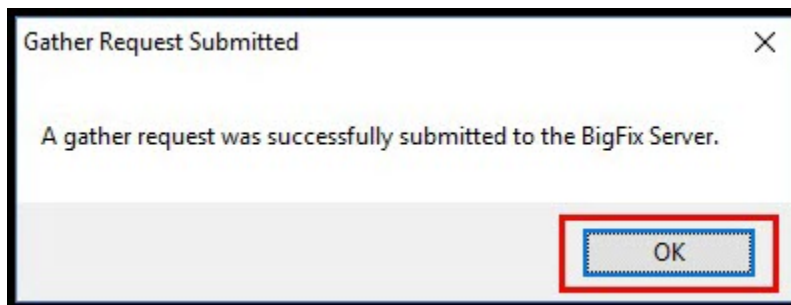
3. Navigate the site list and click **Updates for Linux Applications Middleware**.



4. On the site details pane, click **Gather**.



5. In the **Gather Request Submitted** dialog box, click **OK**.



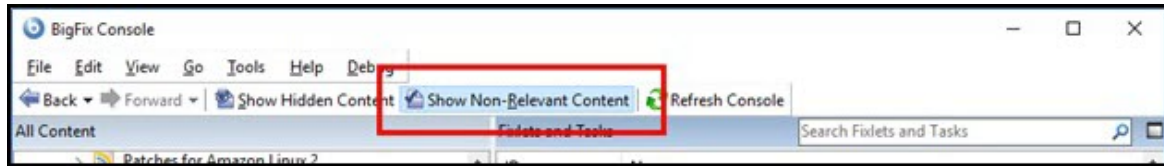
Viewing updates for Linux middleware applications

You can view all the contents of the site after the site gathers the required information. Use **Show Non-Relevant Content** to view all available contents. The contents includes both the relevant and non-relevant items.

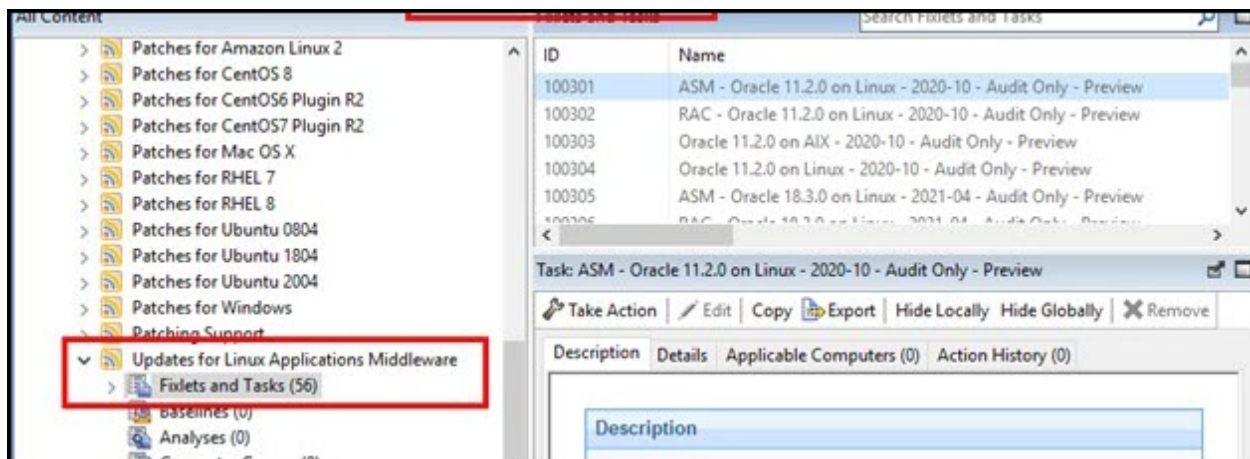
To view the Fixlets and tasks, click **Sites > External Sites > Updates for Linux Applications Middleware** in the **All content** tab.



Note: Use **Show Non-Relevant Content** to view all available contents. The contents includes both the relevant and non-relevant content.



Click **Fixlets and Tasks**.



Note: You can expand the **Fixlets and Tasks** from the navigation tree to view the Fixlets and tasks that you can act on.

Updates for Linux middleware applications in the WebUI

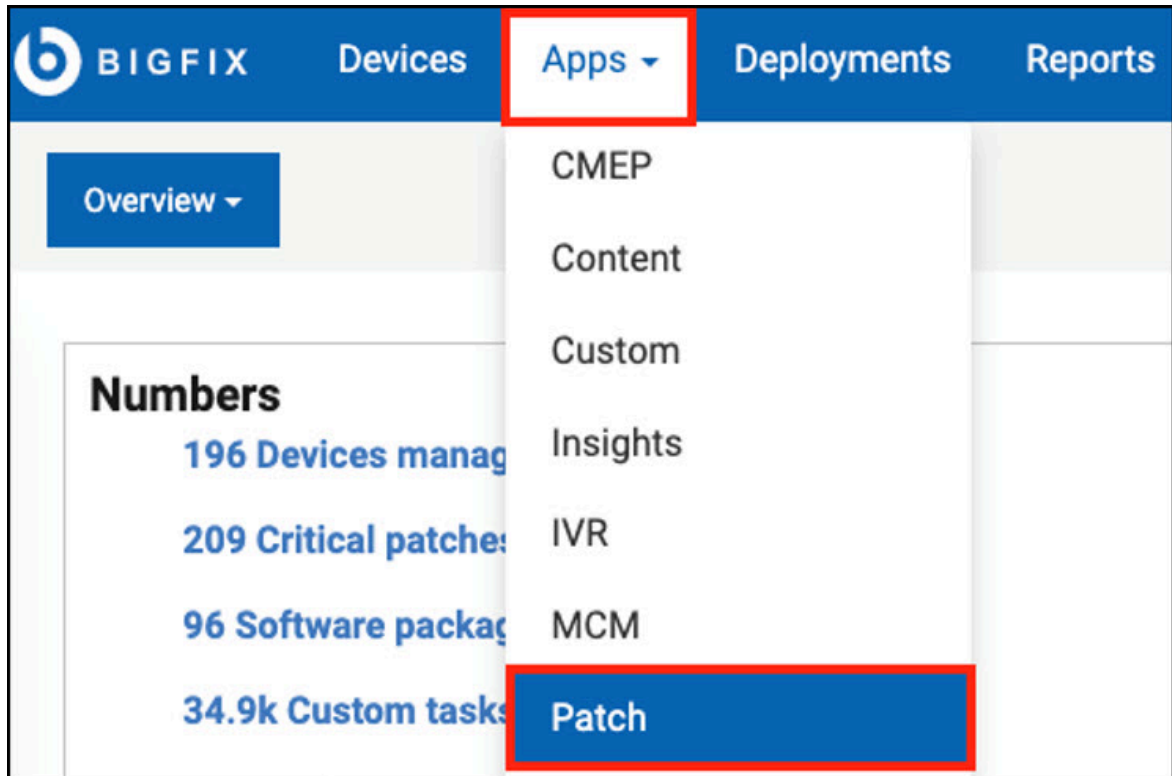
You can view content about updates for Linux middleware applications in the WebUI.

1. Log in to the WebUI.



Note: Use the same credentials that you use for BigFix console.

2. From the **Apps** menu, select **Patch**.



3. Use the filter in **Site Name** and select **Updates for Linux Applications Middleware**.

Site Name	Severity	Soft
<input type="text"/>	<input type="text"/>	Type
<div> <input type="checkbox"/> Patches for Ubuntu 1804 </div> <div> <input type="checkbox"/> Patches for Ubuntu 2004 </div> <div> <input type="checkbox"/> Patches for Windows </div> <div> <input type="checkbox"/> Updates for Mac Applications </div> <div> <input type="checkbox"/> Updates for Linux Applications Middleware </div> <div> <input type="checkbox"/> Updates for Windows Applications </div> <div> <input type="checkbox"/> Updates for Windows Applications Extended </div> <div> <input type="checkbox"/> Updates for Windows Applications Middleware </div>		

You applied a filter to view only content that applies to Updates for Linux middleware applications.

Chapter 2. Updates for Windows applications - middleware

With Updates for Windows applications - middleware content site, customer can deploy updates to a vast number of third-party middleware applications.

Supported applications

Find a list of supported applications for Windows middleware applications.

The following are supported applications by Windows middleware:

- Apache Tomcat
- MongoDB
- Oracle WebLogic
- Oracle Database
- IBM MQ
- IBM WebSphere
- RedHat JBoss

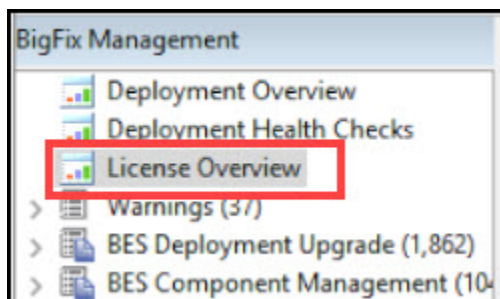
For an updated list of supported applications and current versions, see [BigFix-provided content for Operating Systems and Applications](#) or [Updates-for-windows-applications-middleware](#).

Site Subscription - Enabling updates for Windows middleware applications

You can enable updates for Windows middleware applications from BigFix console.

Complete the following steps to enable Updates for Windows applications from the BigFix console licence overview dashboard:

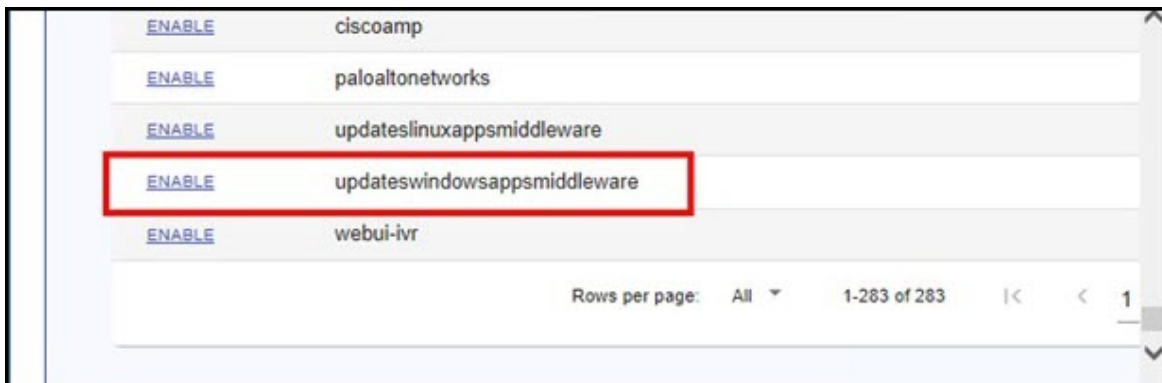
1. Click **Licence Overview** on the BigFix Management navigation tree.



2. On the Licence Overview dashboard, click the **Compliance** or **Lifecycle** tab.



3. Navigate the site list and click **Enable**.



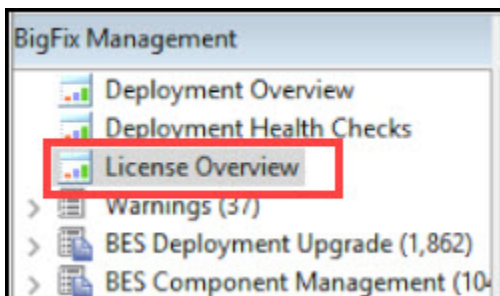
Note: The site name is *updateswindowsappsmiddleware* or *Updates for Windows Applications Middleware*.

Gathering updates for Windows middleware applications

Use updates from the Windows middleware applications content site to submit a gather request to the BigFix server.

Complete the following steps to gather **Updates for Windows applications**:

1. Click **License Overview** on the BigFix Management navigation tree.



2. Click **Compliance** or **Lifecycle** domain on the Licence Overview dashboard.



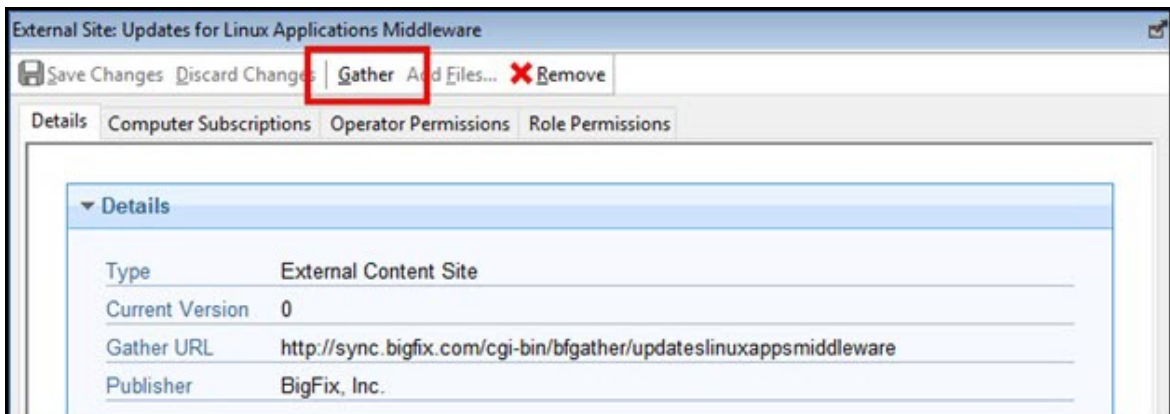
A list of enabled site appears.

3. Navigate the site list and click **Updates for Windows Applications Middleware**.



ENABLED	Patching Support	4
ENABLED	Updates for Linux Applications Middleware	0
ENABLED	Updates for Mac Applications	0
ENABLED	Updates for Windows Applications	2
ENABLED	Updates for Windows Applications Extended	2
ENABLED	Updates for Windows Applications Middleware	0
ENABLED	Vulnerability Reporting	0

4. Click **Gather** on the site details pane.



External Site: Updates for Linux Applications Middleware

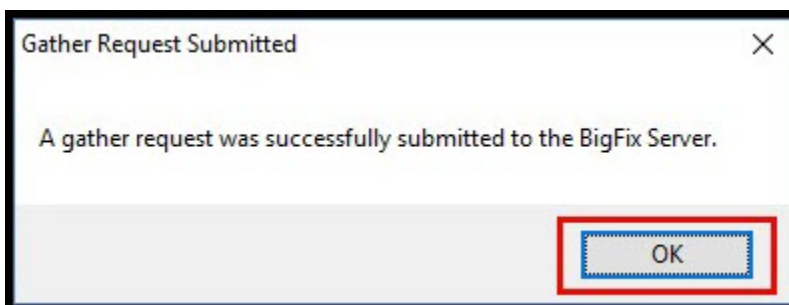
Save Changes Discard Changes **Gather** Add Files... Remove

Details Computer Subscriptions Operator Permissions Role Permissions

▼ Details

Type	External Content Site
Current Version	0
Gather URL	http://sync.bigfix.com/cgi-bin/bfgather/updateslinuxappsmiddleware
Publisher	BigFix, Inc.

5. Click **OK** on the Gather Request Submitted dialog box.



Gather Request Submitted

A gather request was successfully submitted to the BigFix Server.

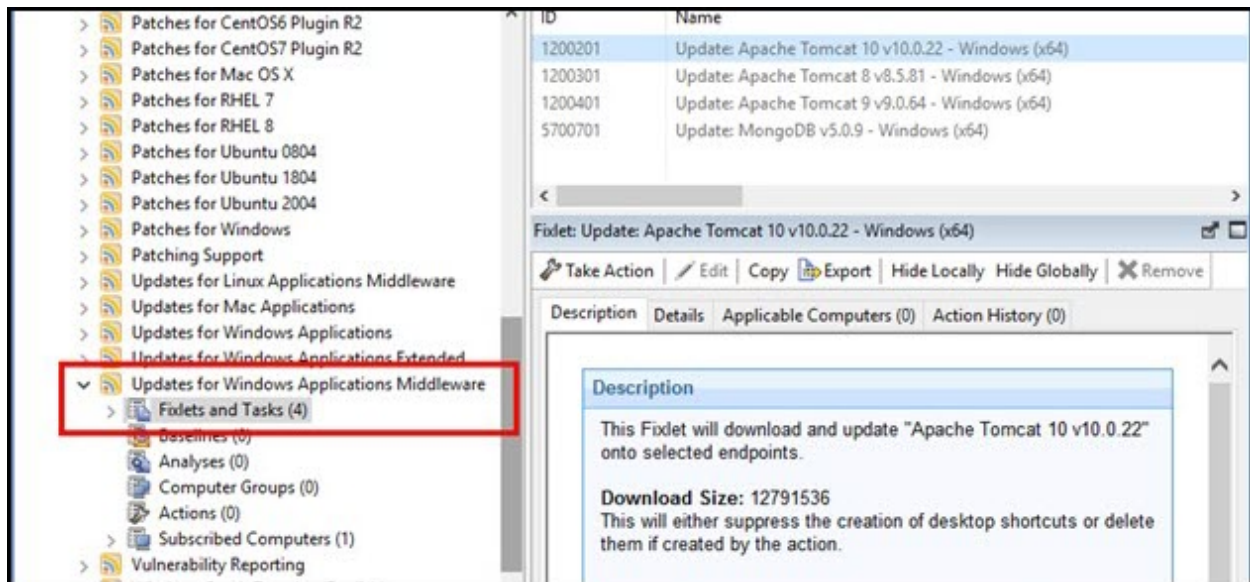
OK

Viewing updates for Windows middleware applications

You can view all the content on the site after the site is gathered. Use **Show Non-Relevant Content** to view all available content. The display shows both relevant and non-relevant content.

To view Fixlets and tasks, in the **All content** tab, click **Sites > External Sites > Updates for Windows Applications Middleware**.

Click **Fixlets and Tasks**.



Note: You can expand the **Fixlets and Tasks** node on the navigation tree to view the Fixlets and tasks that you can act on.

Finding updates for Windows middleware applications in the WebUI

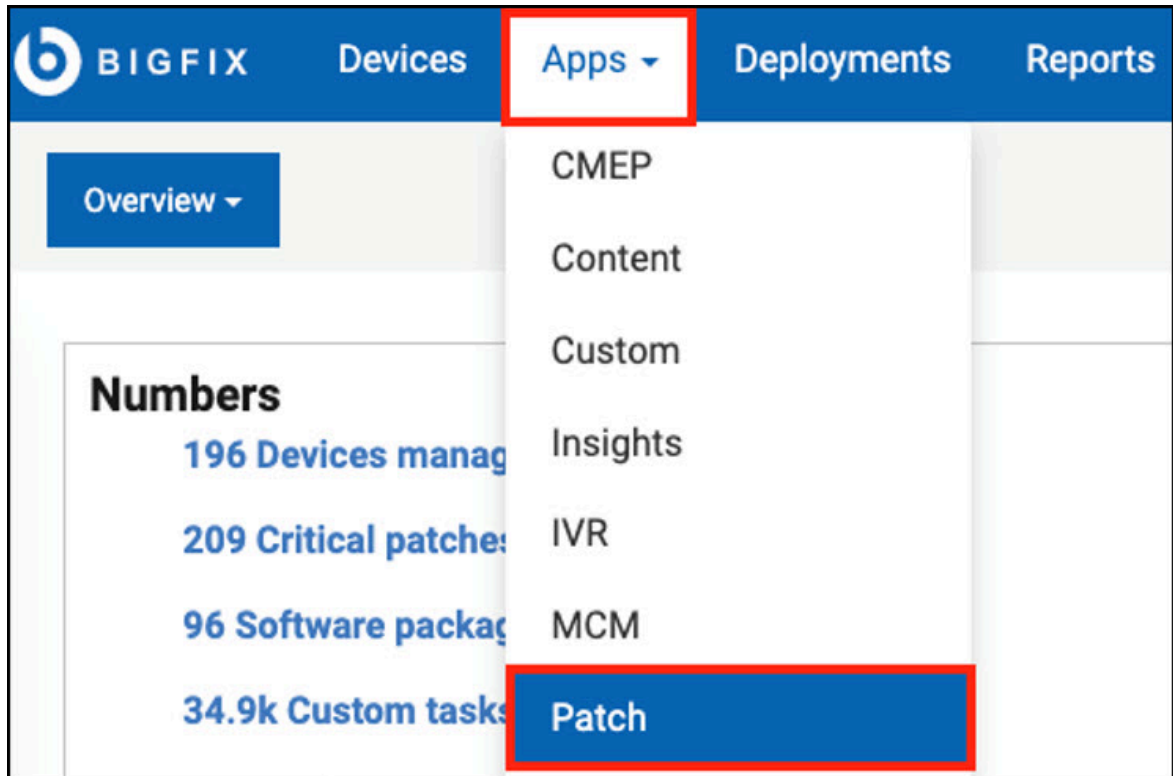
You can view content on the **Updates for Windows Application - middleware** WebUI.

1. Log in to the WebUI.



Note: Use the same credentials that you use for BigFix console.

2. From the **Apps** menu, select **Patch**.



3. Use the filter in **Site Name** and select **Updates for Windows Applications Middleware**.

Site Name	Severity	Soft
<input type="text"/>	<input type="text"/>	Type
<div> <input type="checkbox"/> Patches for Ubuntu 1804 </div> <div> <input type="checkbox"/> Patches for Ubuntu 2004 </div> <div> <input type="checkbox"/> Patches for Windows </div> <div> <input type="checkbox"/> Updates for Mac Applications </div> <div> <input type="checkbox"/> Updates for Linux Applications Middleware </div> <div> <input type="checkbox"/> Updates for Windows Applications </div> <div> <input type="checkbox"/> Updates for Windows Applications Extended </div> <div> <input type="checkbox"/> Updates for Windows Applications Middleware </div>		

You applied a filter to view only content that relates to updates for Windows middleware applications.

Chapter 3. Manual caching

Manual caching refers to manually storing and managing data in a cache. Users can put patch files into a folder structure or just manually cache the files.

Chapter 4. Oracle WebLogic

Oracle WebLogic Server is a unified and extensible platform for developing, deploying, and running enterprise applications. Oracle WebLogic Server is a software application that runs on a middleware tier, between back-end databases and related applications and browser-based thin clients.



Note: Follow the similar methods for IBM MQ, IBM WebSphere, and RedHat JBoss which also require manual caching.

By completing this procedure, you prepare for downloading Oracle Weblogic Server patches.

1. Navigate to the support.oracle.com page.
2. Log in to your account.
3. Click the **Patches & Updates** tab.
4. Search for the applicable version of Oracle WebLogic Server.
5. Download the newest cumulative update that matches the Fixlet deploy. For example, download the `WLS STACK PATCH BUNDLE` patch.
6. Click **Download**.
7. Save the files to your computer.
8. After you download the files, copy them to the `BigFix Root Server` folder. There are two ways to download the files to the `BigFix Root Server` folder.
 - a. You can use the `BigFix REST API` to upload the file.
 - b. Rename the file to its SHA1 value and place it in the `www` folder.
9. Deploy the required Fixlets to update Oracle WebLogic Server by using the manually cached files as mentioned in the following link.

To manually cache a file on the BigFix server, refer to https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0023289.

Chapter 5. Oracle Database

An Oracle Database (DB) is a collection of data treated as a unit. A database stores and retrieves related information. Oracle Database is widely used and known for its reliability, scalability, and extensive features.

Patching an Oracle Database with BigFix involves three basic steps:

Deploying an "Update" Fixlet as a Policy Action

This action captures information about all databases in the oratab file (or Oracle services on Windows) along with their respective patch levels.

Deploying a "Precheck" Fixlet

This steps includes updating the Oracle opatch utility to the version required by the patch, and to verify the prerequisites (disk space, patch conflicts, etc) for installing the patch.

Deploying a "Patch" Fixlet

The final step is to deploy a "Patch" Fixlet that installs both the binary and database patches.



Note: On non-Windows systems, the Update Fixlet can only capture information about databases that are in the oratab file. If a database is not in the oratab file, the patch Fixlet will not include it in the patching process.



Note: The Precheck and Patch Fixlets are specific to OS, Oracle version, and specific patch level such as "OracleDB 19c on Linux - 2023-10 Patch". (There are also Fixlet variants specific to ASM and RAC.) When a Precheck or Patch Fixlet is deployed to a database server, it performs prechecks or patches on all the targeted databases on that server. For example, "OracleDB 19c on Linux - 2023-10 Patch" will patch all 19c databases on the server to 2023-10, that are listed in the oratab file.



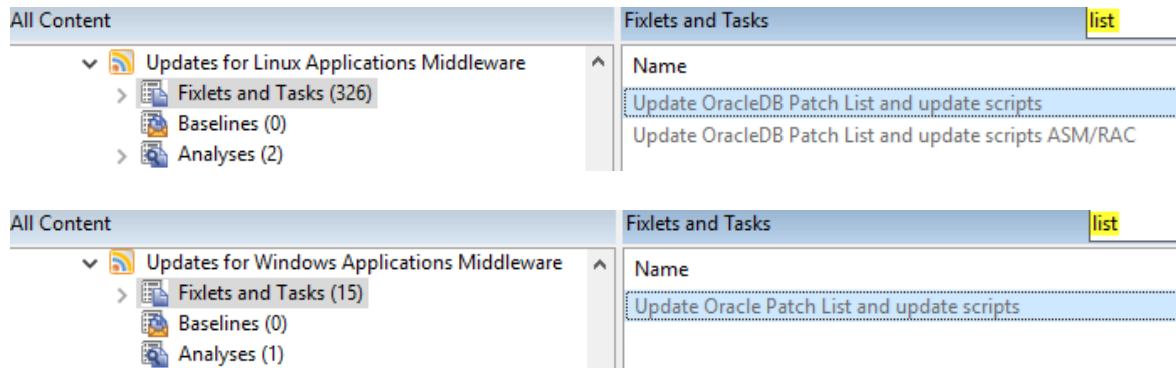
Note: The Precheck Fixlet is designed to be run multiple times as needed prior to patching. Running the Precheck Fixlet allows you to verify that all the prerequisites are met before deploying the corresponding Patch Fixlet.

Configuring Oracle DB patching for your deployment

You can configure Oracle DB patching for your deployment from BigFix console.

Complete the following steps to configure Oracle DB patching for your deployment from the BigFix console licence overview dashboard:

1. In the BigFix console, click the **Updates for Linux Applications Middleware site** or the **Updates for Windows Applications Middleware site** to open the required sites.



2. Click **Fixlets and Tasks** and choose the appropriate **Update Oracle DB Patch List and update scripts** Fixlet from your Oracle DB installation.



Note: If you are using Oracle ASM or Oracle RAC, select the ASM/RAC Fixlet version.



Note: If you are running a standalone Oracle DB, choose the plain Fixlet version.

3. Click a **Update Oracle DB Patch List and update scripts** Fixlet and select **Take Action**.

Take Action

Name: Create in domain:

Preset: ☐ Show only personal presets

Target Execution Users Messages Offer Post-Action Applicability Success Criteria Action Script

Constraints

☐ Starts on at

☒ Ends on at

☐ Run between and

☐ Run only on

☐ Run only when matches

Behavior

☐ On failure, retry times

☐ Wait between attempts

☐ Wait until computer has rebooted

☒ Reapply this action

☐ whenever it becomes relevant again

☒ while relevant, waiting between reapplications

☐ Limit to reapplications

☐ Start client downloads before constraints are satisfied

☐ Stagger action start times over minutes to reduce network load

- Set the input fields in the **Execution** tab of the **Take Action** window.

End Date

Leave the end date field empty or unspecified.

Reapply Action

Click **While Relevant** to enable this option to ensure the action is reapplied whenever it becomes relevant.

Reapply Interval

Set the reapply interval to **1 day** to wait one day between reapplications.

Maximum Allowed Reapplications

Choose **Unlimited** to accept unlimited reapplications.

Action Name

Update the action's name to clearly indicate that it is a policy action.

- By configuring the action on the **Execution** tab as described, you create a policy action that runs daily.

- When you finish editing, click **OK** to deploy the action.
- After the policy action runs on the database servers, Oracle DB patch actions can become relevant.



Note: The Fixlet detects only databases that are configured in `/etc/oratab` (or `/var/opt/oracle/oratab` on Solaris).

Preparing Oracle DB patch downloads

Complete these steps to prepare for downloading Oracle DB patches.

- In the BigFix console, click **Updates for Linux Applications Middleware site** or **Updates for Windows Applications Middleware site** to view the updates for **Fixlets and Tasks**.
- To view the **Fixlets and Tasks**, click **Sites > External Sites > Updates for Linux Applications Middleware** or **Updates for Windows Applications Middleware site** in the **All content** pane.
- From the **Fixlets and Tasks** list, select the **Precheck** or **Patch Fixlet** item associated with the required patch level to deploy. Then, click the **Description** tab.
- The Fixlet description displays the patch ID that the Fixlet will download.

The screenshot shows the BigFix console interface. On the left is the 'All Content' pane with a tree view. The 'Sites (25)' folder is expanded, showing 'External Sites (10)'. Under 'External Sites', 'Updates for Linux Applications Middleware' is expanded, and 'Fixlets and Tasks (326)' is selected. The main pane shows a table of 'Fixlets and Tasks' for the selected site. The table has columns: Name, Source Severity, and Site. The selected item is 'Oracle 19c on Linux - 2023-07 Patch' with a 'Critical' severity. Below the table, the 'Task: Oracle 19c on Linux - 2023-07 Patch' is displayed. The 'Description' tab is active, showing the fixlet's purpose and a list of operations it performs.

Name	Source Severity	Site
Oracle 19c on AIX - 2023-07 Patch	Critical	Updates for Linu...
Oracle 19c on AIX - 2023-07 Precheck	Unspecified	Updates for Linu...
Oracle 19c on AIX - 2023-07 Rollback	Unspecified	Updates for Linu...
Oracle 19c on Linux - 2023-07 Patch	Critical	Updates for Linu...
Oracle 19c on Linux - 2023-07 Precheck	Unspecified	Updates for Linu...
Oracle 19c on Linux - 2023-07 Rollback	Unspecified	Updates for Linu...
Oracle 19c on Solaris-SPARC - 2023-07 Patch	Critical	Updates for Linu...
Oracle 19c on Solaris-SPARC - 2023-07 Precheck	Unspecified	Updates for Linu...
Oracle 19c on Solaris-SPARC - 2023-07 Rollback	Unspecified	Updates for Linu...

Task: Oracle 19c on Linux - 2023-07 Patch

Description

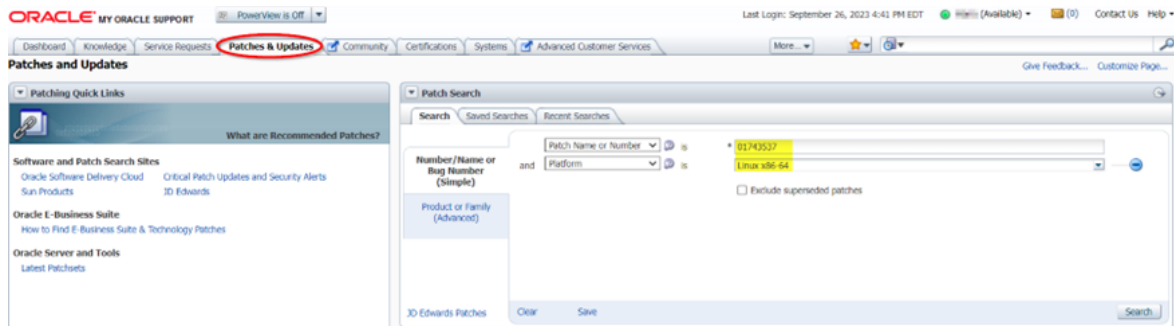
Oracle standalone DB 19c Patch for 2023-07

This fixlet performs the following operations (if any of the operations fail, patching will stop to let you fix the problem and re-run the fixlet):

- Downloads the 35370174 combo patch and the OPatch 12.2.0.1.39 update, unless they have already been downloaded.
- Runs the same prechecks as the Oracle 19c Precheck 2023-07 task, which includes updating OPatch to the current version 12.2.0.1.39.
- Stops the Oracle 19c listeners and databases.
- Applies the 35320081 PSU binary patch and database patch.
- Applies the 35354406 JVM binary patch and database patch.
- Restarts the databases and listeners.
- Performs some basic consistency postchecks.

THE 'UPDATE ORACLE PATCH LIST' TASK MUST BE DEPLOYED PRIOR TO DEPLOYING THIS FIXLET.

- Navigate to support.oracle.com, log in to your account, and then click **Patches & Updates**. In the **Search** tab, enter the required information in the **Patch Name or Number** and **Platform** fields. Then, click **search** to find the patch ID from the Fixlet description and download it.



- The latest OPatch update contains only the patch ID 6880880. Search for this patch ID and make sure it's for the same platform as the main patch ID.
- Confirm that the OPatch version in the file listing matches the OPatch version stated in the Fixlet description before you download the OPatch update for Version 19.0.0.0.

Patch Name	Description	Release	Platform (Language)	Recommended	Classification	Product	Updated	Size
6880880	OPatch 11.2.0.3.43 for DB 11.2.0.0.0 (Jul 2023) (Patch)	11.2.0.0.0	Linux x86-64 (American English)		General	Oracle Universal Installer	2+ months ago	120.0 MB
6880880	OPatch 12.2.0.1.39 for DB 12.1.0.1.0 (Jul 2023) (Patch)	12.1.0.1.0	Linux x86-64 (American English)		General	Oracle Universal Installer	2+ months ago	119.4 MB
6880880	OPatch 12.2.0.1.39 for DB 12.2.0.1.0 (Jul 2023) (Patch)	12.2.0.1.0	Linux x86-64 (American English)		General	Oracle Global Lifecycle Management OPatch	2+ months ago	119.4 MB
6880880	OPatch 12.2.0.1.39 for DB 18.0.0.0.0 (Jul 2023) (Patch)	18.0.0.0.0	Linux x86-64 (American English)		General	Oracle Global Lifecycle Management OPatch	2+ months ago	119.4 MB
6880880	OPatch 12.2.0.1.39 for DB 19.0.0.0.0 (Jul 2023) (Patch)	19.0.0.0.0	Linux x86-64 (American English)		General	Oracle Global Lifecycle Management OPatch	2+ months ago	119.4 MB
6880880	OPatch 12.2.0.1.39 for DB 20.0.0.0.0 (Jul 2023) (Patch)	20.0.0.0.0	Linux x86-64 (American English)		General	Oracle Global Lifecycle Management OPatch	2+ months ago	119.4 MB
6880880	OPatch 12.2.0.1.39 for DB 21.0.0.0.0 (Jul 2023) (Patch)	21.0.0.0.0	Linux x86-64 (American English)		General	Oracle Global Lifecycle Management OPatch	2+ months ago	119.4 MB

- If you find that the downloaded OPatch version doesn't match the OPatch ID mentioned in the Fixlet description, then you proceed as follows:
 - Create a custom copy of the patch Fixlet.
 - Change the **OSIZE** parameter to match the size of the p680880 patch file size in bytes.
 - Change the **OSHA1** parameter to match the SHA1 hash of the p680880 patch file.
 - Save this customized copy and use it in place of the original Fixlet.
- If you use Windows Oracle DB patch Fixlets, you must download an extra patch. The Fixlet description contains IDs for both the PSU and the OJVM patches.



Important: You must download both patches because the patching process requires both.

Name	Source Severity	Site
OracleDB 19c on Windows - 2023-01 Patch	Critical	Updates for Win
OracleDB 19c on Windows - 2023-01 Precheck	Unspecified	Updates for Win
OracleDB 19c on Windows - 2023-01 Rollback	Unspecified	Updates for Win

Task: OracleDB 19c on Windows - 2023-01 Patch

Take Action | Edit | Copy | Export | Hide Locally | Hide Globally | Remove

Description | Details | Applicable Computers (0) | Action History (0)

Description

Oracle standalone DB 19c Patch for 2023-01

This fixlet performs the following operations (if any of the operations fail, patching will stop to let you fix the problem and re-run the fixlet):

1. Downloads the 34750795 combo patch and the OPatch 12.2.0.1.37 update, unless they have already been downloaded.
2. Runs the same prechecks as the Oracle 19c Precheck 2023-01 task, which includes updating OPatch to the current version 12.2.0.1.37.
3. Stops the Oracle 19c listeners and databases.
4. Applies the 34750795 PSU binary patch and database patch.
5. Applies the 34786990 QJVM binary patch and database patch.
6. Restarts the databases and listeners.
7. Performs some basic consistency postchecks.

THE 'UPDATE ORACLE PATCH LIST' TASK MUST BE DEPLOYED PRIOR TO DEPLOYING THIS FIXLET.

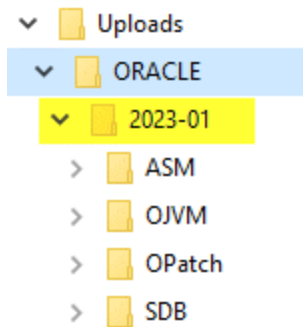
10. After you download all the required files, create the required folder structure in the **BigFix Enterprise** `\BES Server\wwwrootbes\Uploads` directory. To create the folder structure:
- a. Create an **ORACLE** folder in the **Uploads** folder.
 - b. In the **ORACLE** folder, create a folder with the patch level, for example, **2023-01**.
 - c. In the patch-level folder, create the following subfolders and copy the patch files into them:

OPatch: Copy all the p680880 zip files for each OS into this folder.

SDB: Copy the combo patch zip files for each OS into this folder.

ASM: Copy the combo grid patch zip files for each OS into this folder if you are patching ASM or RAC.

OJVM: Copy the OJVM patch zip files for each OS into this folder if you are patching Oracle on Windows.



Check servers for Oracle DB patch readiness by using the precheck Fixlets

For each Oracle DB patch Fixlet a corresponding precheck Fixlet is available. The precheck Fixlets check that your Oracle DB servers are ready to accept the the specified Oracle patch level.

Each precheck Fixlet performs the following activities:

1. Downloads the PSU and OJVM combination patch file and the current OPatch file from the BigFix server.
2. Verifies dependencies, such as (Perl is installed, Oracle home permissions permit patching, and so on).
3. Verifies at least one listener is running.
4. Verifies all databases that are defined in the `/etc/oratab` (or `/var/opt/oracle/oratab` on Solaris) folder are running.
5. Verifies all databases are online if you are patching grid/ASM/RAC.
6. Verifies that each Oracle home has enough space to install the patches.
7. Verifies there are no invalid `dba_objects` or `dba_registry` rows. (The `ORACLE_ALLOW_INVALIDS` client setting disables this check.)
8. Indicates whether the PSU binary patch or the OJVM binary patch or both patches are required.
9. Indicates whether the PSU database patch or the OJVM database patch or both patches are required.
10. Installs a current OPatch if the version installed doesn't meet the minimum required for the patches.
11. Verifies that no installed interim patches conflict with the installation of PSU or OJVM patches. The `ORACLE_ALLOW_CONFLICTS` client setting disables this check.
12. Removes inactive patches to minimize the time required for actual patching. Inactive patches are patches that have already been superseded by another patch installed on the system, as identified by the Oracle opatch tool.

A successful precheck action reports a `Completed` status. If any of the preceding activities fails, the precheck action reports a `Failed` status. If the Oracle patching results analysis is activated, the `Oracle Prechecks Failed` property reports a summary of the checks that failed.

The `/var/opt/BESClient/ORACLE` folder contains files that can help you troubleshoot an failed precheck, including `PRECHECK-<OracleVersion>.log` (e.g. `PRECHECK-19.0.0.0.log`), which is a detailed log of the latest precheck action.

Patch files are downloaded to the `ORACLE_HOME/PATCHING` folder. With the `ORACLE_PATCH_FOLDER` client setting you can override this placement by specifying a different folder for the downloads.



Important: The patch downloads are not removed at the end of the precheck action. A subsequent precheck and patch actions re-use the downloaded files. The downloads are removed after a successful patch action.

You can run a precheck Fixlet as many times as required to prepare to run a patch action.

Patch Oracle databases

Oracle Database Patch Fixlets are specific to OS, Oracle version, and specific patch level such as "OracleDB 19c on Linux - 2023-10 Patch". (There are also Patch Fixlet variants specific to ASM and RAC.) When a Patch Fixlet is deployed to a database server, it attempts to patch all the targeted databases on that server; for example, "OracleDB 19c on Linux - 2023-10 Patch" will patch all 19c databases listed in the server's `oratab` file to 2023-10.

Each patch Fixlet performs the following activities:

1. Downloads the PSU and OJVM combination patch file and the current OPatch file from the BigFix server, if you haven't downloaded them already during a precheck action or a previous failed patch action.
2. Reruns all the same prechecks as the corresponding precheck Fixlet.
3. Applies the PSU and OJVM binary patches and verifies that they were successfully applied.
4. Applies the PSU and OJVM database patches and verifies that they were successfully applied for grid/ASM/RAC patches. This action runs during the binary patch phase by the Oracle autopatch tool.
5. Runs some basic post-patch database consistency checks, such as verifying that the run didn't result in invalid `dba_objects` or `dba_registry` rows.
6. Removes the patch downloads if the patch was successful.

A successful patch action reports a `Completed` status. If any of the preceding activities fails, the patch action reports a `Failed` status. If you activated the Oracle patching results analysis, the `Oracle Patching Failed` property reports a summary of the patching activities that failed.

The `/var/opt/BESClient/ORACLE` folder contains files that can help you troubleshoot an unsuccessful patch, including the `PATCH-<OracleVersion>.log` (e.g. `PATCH-19.0.0.0.log`) file, which is a detailed log of the latest patch action.

The corresponding rollback Fixlet becomes applicable after the patch Fixlet deployment.



Important: The patch Fixlets will only patch the databases that they know about. They only know about the databases listed in the `oratab` file. Only the databases explicitly mentioned in the `oratab` file will be patched.

Rolling back an Oracle DB patch

You can roll back most Oracle DB patches with Fixlets that HCL provides. However, rollbacks are not officially supported.

Patch rollback Fixlets remove the Fixlets that the corresponding patch Fixlet applied. For example, if an Oracle DB server is initially at the 2023-01 patch level, and the patch Fixlet for 2023-07 is applied, then the rollback Fixlet for 2023-07 removes the 2023-07 patches. After the Fixlet removes the 2023-07 patches, the DB server returns to the 2023-01 patch level.



Important: Patch rollback Fixlets do not roll back the OPatch version upgrades that a precheck patch Fixlet installed.

The corresponding precheck and patch Fixlets become applicable again after a rollback Fixlet deployment.

Troubleshooting

Troubleshooting in Oracle DB involves diagnosing and resolving issues that might arise while you work with the database server, applications, or related components.

The following files found in the `/var/opt/BESClient/ORACLE` folder are useful for troubleshooting issues:

1. The `SIDlist.txt` file contains the database information from `/etc/oratab` or `/var/opt/oracle/oratab` (Solaris) folders. The file also contains useful information that the `update` policy action added: PSU patch level, OJVM patch level, the current OPatch version, and the Oracle user. These are the databases that the precheck, patch, and rollback Fixlets recognize, so Fixlets act on these databases.



Important: If a database is not in the `/etc/oratab` or `/var/opt/oracle/oratab` (Solaris) then it is not included in the `SIDlist.txt` file, which means that Fixlets do not patch that database. Likewise, if the `+ASM` or `+ASMn` databases are not in the `oratab` file then they are not included in the `SIDLIST.txt` file, which means the server is not identified as RAC or ASM. Servers with no `+ASM*` database in the `oratab` folder are assumed to be standalone database servers. If a database looks like it's not getting prechecked or patched, verify that it's in the `oratab` file.

2. The `PRECHECK-OracleVersion.log` file, for example, `PRECHECK-19.0.0.0.log`, is a detailed log of the latest precheck action.
3. The `PATCH-OracleVersion.log` file, for example, `PATCH-19.0.0.0.log`, is a detailed log of the latest patch action.

4. The `ROLLBACK-OracleVersion.log` file, for example, `ROLLBACK-19.0.0.0.log`, is a detailed log of the latest rollback action.
5. The logs folder contains a 6-month history of precheck, patch, and rollback logs.

Appendix A. Support

For more information about this product, see the following resources:

- [BigFix Support Portal](#)
- [BigFix Developer](#)
- [BigFix Playlist on YouTube](#)
- [BigFix Tech Advisors channel on YouTube](#)
- [BigFix Forum](#)

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