Symantec™ Data Loss Prevention Oracle 12c Enterprise Edition Implementation Guide

Version 14.0
Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

For information about Symantec’s support offerings, you can visit our website at the following URL:

www.symantec.com/business/support/

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

www.symantec.com/business/support/

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
  - Error messages and log files
  - Troubleshooting that was performed before contacting Symantec
  - Recent software configuration changes and network changes

**Licensing and registration**

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

www.symantec.com/business/support/

**Customer service**

Customer service information is available at the following URL:

www.symantec.com/business/support/

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs, DVDs, or manuals
Support agreement resources

If you want to contact Symantec regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Asia-Pacific and Japan  customercare_apac@symantec.com
Europe, Middle-East, and Africa  semble@symantec.com
North America and Latin America  supportsolutions@symantec.com
Configuring Oracle 12c Enterprise for use with Symantec Data Loss Prevention

This document includes the following topics:

- Using Oracle 12c Enterprise with Symantec Data Loss Prevention
- Recommended database parameters
- Minimum database requirements
- Tablespace information
- Required user privileges
- Upgrading from Oracle 11g Enterprise and Symantec Data Loss Prevention 12.5.x

Using Oracle 12c Enterprise with Symantec Data Loss Prevention

You can use Oracle 12c Enterprise with Symantec Data Loss Prevention 14.0 for new installations as well as upgrades from Symantec Data Loss Prevention 12.5.

If you plan to use Oracle 12c Enterprise, you must install and configure it manually, including setting up and configuring the TNS Listener, which is a required service.
The following sections list the recommended and required Oracle 12c Enterprise system parameters, tablespace information, and required user permissions you use to optimize the database for use with Symantec Data Loss Prevention. In addition, steps are provided for upgrading Symantec Data Loss Prevention and Oracle for use in a Symantec Data Loss Prevention 14 and Oracle 12c Enterprise environment.

Recommended database parameters

Symantec recommends that you use the following system parameters when creating the Oracle database:

- `db_block_size`: 8192
- `db_cache_size`: 0
- `db_file_multiblock_read_count`: 68
- `nls_length_semantics`: Byte
- `open_cursors`: 1000
- `optimizer_index_caching`: 0
- `optimizer_index_cost_adj`: 100
- `pga_aggregate_target`: 0
- `sga_max_size`: 0
- `sga_target`: 0
- `shared_pool_size`: 0
- `sort_area_size`: 0
- `java_pool_size`: 0
- `large_pool_size`: 0

Minimum database requirements

The Oracle database must meet the following minimum requirements:

- `memory_max_size`: 3072
- `memory_target`: 3072
- `Processes`: 1000
Tablespace information

The default tablespace for the DLP user (protect) is USERS. Refer to the Symantec Data Loss Prevention System Requirements and Compatibility Guide version 14.0 (http://www.symantec.com/docs/DOC8236) for the database sizing information. Typically, the USERS tablespace size should be 15% of the database size.

The lob_tablespacetablespace: the name is not configurable. Refer to the Symantec Data Loss Prevention System Requirements and Compatibility Guide version 14.0 for database sizing information. Typically, the lob_tablespacetablespace size should be 80% of the database size.

Required user privileges

The following section lists privileges required by the Oracle database. The Oracle administrator must grant the privileges to the Oracle user intended to be used for Symantec Data Loss Prevention.

The Oracle administrator uses the “grant” command for the Oracle Symantec Data Loss Prevention database user for the following privileges:

- Create session
- Alter session
- Create synonym
- Create view
- Create table
- Create cluster
- Create sequence
- Create trigger
- Create procedure
- Create type
- Create indextype
- Create operator
- Create materialized view
- Unlimited tablespace
- Select on dba_tablespaces
- Select on dba_data_files
Upgrading from Oracle 11g Enterprise and Symantec Data Loss Prevention 12.5.x

You can upgrade from a Symantec Data Loss Prevention 12.5.x system using Oracle 11g Enterprise to Symantec Data Loss Prevention 14 using Oracle 12c Enterprise using the following procedure.

Note: The procedure described here provides high-level details. Before you begin the upgrade process, ensure that you have available the Oracle upgrade documentation and the Symantec Data Loss Prevention 14 Upgrade Guide appropriate for your operating system. The Symantec Data Loss Prevention 14 Upgrade Guide is available at http://www.symantec.com/docs/DOC8732.
Upgrading to Oracle 12c and Symantec Data Loss Prevention 14

1 On your Symantec Data Loss Prevention 12.5.x Enforce Server, stop all Symantec Data Loss Prevention services except the Vontu Update Service. For information on stopping Symantec Data Loss Prevention services, see chapter 5 in the Symantec Data Loss Prevention 14 Upgrade Guide.

2 Follow the procedures in your documentation from Oracle to upgrade Oracle from 11g Enterprise to 12c Enterprise.

3 Configure Oracle 12c with the system parameters, tablespace guidelines, and user privileges specified previously in this guide.

4 On your Symantec Data Loss Prevention 12.5.x system, confirm that the Vontu Update Service is running.

5 Following the procedures in the Symantec Data Loss Prevention 14 Upgrade Guide, upgrade your Symantec Data Loss Prevention 12.5.x system to Symantec Data Loss Prevention 14.0.
   - Begin with the procedure titled "Manually uploading the JAR file to the Enforce Server" in chapter 6 of the Symantec Data Loss Prevention 14 Upgrade Guide.
   - Next, follow the procedure titled "Manually starting the Upgrade Wizard" in chapter 6 of the Symantec Data Loss Prevention 14 Upgrade Guide.
   - After you have manually started the Upgrade Wizard, follow the upgrade procedure "Performing an upgrade with the Upgrade Wizard" in chapter 2 of the Symantec Data Loss Prevention 14 Upgrade Guide.

6 Start your Enforce Server.

7 Perform any necessary post-upgrade tasks. See chapter 4 of the Symantec Data Loss Prevention 14 Upgrade Guide.