



*LightSpeed PM*  
A QUEST PREFERRED PARTNER

## SharePlex Health Check

### Description

A SharePlex for Oracle Health Check focuses on ensuring that your current configurations and replication performance are within optimal range for your environment by validating the amount of data being replicated, how well it is being processed on the target host(s), and whether there is any need for improvement.

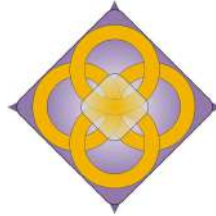
### Duration

- Up to 20 hours of total Consulting effort
- Up to 4 hours of Project Coordination

### Overview

Scripts will be provided to retrieve relevant data from up to 10 instances of SharePlex in your existing environment for offline review. After performance data has been collected, the Consultant will review and document the environment in its current state, as well evaluating the following aspects of your configuration:

- Determine quantity of ports configured
- Identify any Custom parameters currently in effect for all ports
- Identify any unresolved errors or issues logged by SharePlex
- Provide guidance on Best Practice parameter settings for current and future SharePlex instances to achieve the highest possible throughput on replication
- Validate that maintenance tasks are archiving and compare event logs for all ports
- Provide recommendations for running proactive comparison scripts that start SharePlex compare/repair jobs
- Check for any orphaned processes accumulating on the servers
- Document any unresolved performance issues that are identified during the performance of above listed services, and provide to Customer for review and follow up
- Recommend version updates or upgrades as appropriate
- Diagram the SharePlex configuration and data flow



*LightSpeed PM*  
A QUEST PREFERRED PARTNER

Tuning recommendations may include increasing hardware capacity, ports, queues, network throughput, or other external factors, dependent upon results of discovery and monitoring. Upon completion of the collection of data and document creation, the Consultant will meet with the customer to present the findings and recommendations. Customer may choose to implement any changes without the assistance of our resources within the maximum number of hours provided through this agreement. However, additional services may be contracted under a separate agreement to assist with implementation of some or all the recommendations provided during this engagement.

**SKU: LSPM-QUST-SPXHC-PP**

---

DISCLAIMER: THIS IS A REMOTE ENGAGEMENT (ONLY) AND WILL BE PURCHASED IN FULL PRIOR TO EXECUTION OF SERVICES. ALL SERVICES ARE DELIVERED EITHER VIA ZOOM OR OTHER REMOTE PRESENTATION TOOLS. CUSTOMERS WILL BE REQUIRED TO DEDICATE A RESOURCE FROM THEIR TEAM WITH ADEQUATE PERMISSIONS AND KNOWLEDGE OF THE CUSTOMER'S ENVIRONMENT IN ORDER TO RESPOND TO INQUIRIES FROM THE CONSULTANT. HEALTH CHECK SESSIONS ARE DISALLOWED FROM RECORDING, DUE TO THE USE OF PROPRIETARY CUSTOM TOOLS AND PROCESSES. THIS OFFERING HAS BEEN SIZED FOR AN AVERAGE, SMALL IMPLEMENTATION WITH A SINGLE POINT-TO-POINT REPLICATION INSTANCE. SCOPING MAY BE REQUIRED AND ADDITIONAL HOURS NECESSARY FOR SAME SERVICES TO BE PERFORMED FOR LARGER ENVIRONMENTS, ONE-TO-MANY REPLICATION OR OTHER COMPLEX SCENARIOS WITH LARGE DATA AND/OR LIMITED BANDWIDTH. LIGHTSPEED PM CANNOT BE RESPONSIBLE FOR PRODUCT PERFORMANCE IMPROVEMENTS WHERE CUSTOMER ENVIRONMENTS CANNOT OR WILL NOT MAKE RECOMMENDED CHANGES. RECOMMENDATIONS MAY REQUIRE INCREMENTAL ITERATION, WITH MORE THAN ONE ATTEMPT AND SUCCESSIVE CHANGES TO RESOLVE ISSUES IN ENVIRONMENTS PLAGUED WITH MULTIPLE CONFIGURATION ISSUES OR BY UNCHECKED EXTERNAL INFLUENCES. PERFORMANCE IMPROVEMENTS ARE NOT GUARANTEED AS A RESULT OF THESE SERVICES BUT CAN BE REASONABLY EXPECTED BASED ON BEST PRACTICES AND OUR YEARS OF EXPERIENCE IN HELPING QUEST SOFTWARE CUSTOMERS ACHIEVE SUCCESS WITH REPLICATION USING SHAREPLEX. THIS PACKAGE IS NOT FIXED FEE DELIVERABLE AND MAY REQUIRE PURCHASE OF ADDITIONAL HOURS IN THE EVENT THAT A CUSTOMER HAS AN EXCESSIVE NUMBER OF INCORRECT CONFIGURATIONS OR IMPLEMENTATIONS THAT REQUIRE DIFFERENT HARDWARE OR LICENSES IN ORDER TO OBTAIN OPTIMAL PERFORMANCE.