

# Technical FAQ

Oracle Health Dashboard v1.0.0 — Common questions on compatibility, security, licensing, and functionality.

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## Q01 Does Oracle Health Dashboard require Oracle Enterprise Edition?

No. The dashboard works with any Oracle edition — Standard Edition, Standard Edition 2, Express Edition (XE), and Enterprise Edition. It only requires a read-only user with `CREATE SESSION` and `SELECT_CATALOG_ROLE`.

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## Q02 Which Oracle versions are supported?

Oracle 12c (12.1, 12.2), 18c, 19c, 21c, 23ai and XE/Free editions are supported. **Certified** (tested) on 18c, 19c (incl. SE2), 21c and 23ai. 19c is recommended. Thin mode requires Oracle 12.1+ (earlier versions are not supported).

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## Q03 Does it work with Oracle Autonomous Database (ATP/ADW)?

Yes, with limitations. Connection is possible in Thin mode using the wallet-based connection string. Some V\$ views may have restricted access in Autonomous environments. RMAN monitoring is not available on Autonomous DB.

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## Q04 Does it support CDB/PDB (Multitenant) architecture?

Yes. You can connect to the CDB root or to individual PDBs using the appropriate service name. When connected to the CDB root, V\$SESSION shows sessions from all PDBs.

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## Q05 Does it work with Oracle RAC?

Yes. Connect via the SCAN listener and a service name that spans all RAC nodes. The dashboard shows instance-level metrics from the node you connect to. GV\$ global views are not currently used.

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**Q06 Does the software write anything to the Oracle database?**

No. The software executes exclusively SELECT statements against Oracle's data dictionary views. It creates no objects, modifies no data, and requires no write privileges of any kind. The only database operation is opening a read-only session.

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**Q07 What is the performance impact on the monitored database?**

Minimal. The dashboard executes approximately 13 SELECT queries per refresh cycle, all against dictionary views (V\$ and DBA\_). Average cycle time is under 2 seconds. Only 1 session is opened at any time.

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**Q08 Does it require internet access?**

No. The core monitoring functionality works entirely offline. Internet access is only needed if you enable email (SMTP) or Telegram alerts. License validation is also fully offline using Ed25519 hardware-bound signatures.

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**Q09 Is the dashboard accessible from other machines on the network?**

No. By default, the web server listens on `127.0.0.1:8050` (localhost only). The dashboard is not exposed to the network and does not require any firewall inbound rule changes.

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**Q10 Can I run multiple instances to monitor different databases simultaneously?**

Yes. The fleet view monitors multiple Oracle databases **simultaneously** in real time. The number of databases depends on your edition: Desktop up to 3, Server up to 25, Enterprise unlimited.

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**Q11 How does the license system work?**

It's an **annual subscription**, activated offline. Keys are signed with **Ed25519** and bound to your machine's hardware ID; validation contacts no server. A free 15-day trial is included. You get renewal reminders before expiry, and after expiry there is a **14-day grace period** before monitoring pauses. Your configuration and history are never deleted.

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**Q12 What happens when I change computers?**

Contact [support@rarexa.com](mailto:support@rarexa.com) with your new machine's hardware ID (shown in the About screen). A new license key for the new machine will be issued at no additional cost.

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**Q13 Is the source code available?**

No. Oracle Health Dashboard is proprietary closed-source software. The Windows version is distributed as a compiled .exe. The Python version source is provided for Linux/macOS deployment but is licensed, not open source.

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**Q14 Can I customize the alert thresholds?**

Yes. All warning and critical thresholds are fully configurable from the Settings panel (⚙ icon). Thresholds are saved to a local `thresholds.json` file and applied immediately on the next refresh cycle.

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**Q15 Does it support email alerts with 2-Step Verification (Gmail)?**

Yes. For Gmail accounts with 2-Step Verification enabled, you must create an App Password in your Google Account settings (Security → App Passwords). Regular passwords will not work with external SMTP when 2FA is active.

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**Q16 What languages does the interface support?**

The dashboard is fully bilingual — English and Spanish. All labels, column headers, status messages, and alerts are available in both languages. Language switching is instant and requires no restart.

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**Q17 Can additional languages be added?**

Yes, with a customization agreement. Contact [support@rarexa.com](mailto:support@rarexa.com) to discuss adding support for additional languages for enterprise deployments.

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**Q18 Is there a refund policy?**

Due to the nature of software licenses and the availability of a free 15-day trial, refunds are not provided after license activation. We strongly recommend evaluating the product during the trial period before purchasing.

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Can't find what you're looking for? Contact us at [support@rarexa.com](mailto:support@rarexa.com) — we typically respond within 24 business hours.