

Oracle® Cloud

Managing and Monitoring Oracle Cloud



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Preface

Managing and Monitoring Oracle Cloud describes how you can manage and monitor your subscriptions. In addition, this document describes how to update or terminate your subscriptions, and manage user accounts, contacts and notifications.

Topics:

- [Topic Overview](#)
- [Audience](#)
- [Related Documents](#)
- [Conventions](#)

Topic Overview

This document contains the following sections:

| Title | Description |
|---|--|
| Overview of Managing Oracle Cloud Accounts and Services | Provides an overview of the Cloud Portal applications that you use to manage your subscriptions and users. |
| My Account Administration | Describes how to use the My Account application to monitor performance and usage of Oracle Cloud services. |
| Performing Service-Specific Tasks | Describes how to use the Infrastructure Classic Console or Applications Console to operate and monitor performance and usage of Oracle Cloud services. |
| Upgrading Subscriptions | Describes how to update your subscriptions, extend your trial subscription and terminate your subscription. |
| Managing Users, User Accounts, and Roles | Describes how to add and manage users and their privileges. |

Audience

This document is primarily for administrators who are responsible for monitoring service usage and performance, for updating subscriptions to Oracle Cloud services, for managing other administrators, for managing services and service instances, for exporting data and for managing user roles.

Related Documents

For additional documentation related to your Oracle Cloud service, visit the Oracle Cloud website at:

<http://oracle.com>

On the navigation pane, under **Product Help**, click **Documentation** to access the Oracle Cloud Documentation home page. Search or browse the library for documentation specific to your application, infrastructure, or platform cloud service.

Conventions

The following text conventions are used in this document:

| Convention | Meaning |
|-----------------|--|
| boldface | Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary. |
| <i>italic</i> | Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values. |
| monospace | Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter. |

1

Overview of Managing Oracle Cloud Accounts and Services

This chapter gives you an overview of how you can manage and monitor Oracle Cloud Account.

Oracle Cloud provides three distinct consoles you can use to manage the services and features of your Oracle Cloud Account. You'll be directed to a console depending on the Oracle Cloud services that you have signed up for.

- You'll be directed to **Infrastructure Console** or **Infrastructure Classic Console** if you've subscribed to Oracle Cloud Infrastructure and Platform services. If you've signed up for free Oracle Cloud Promotion or for a paid Oracle Cloud Account (either through Oracle Sales or on your own) that supports Universal Credits, or if you're an existing user, then you can manage all aspects of your Cloud Account and services from the Infrastructure Console.

Only if you see Infrastructure Classic at the top of the page, then you are using the Infrastructure Classic Console, otherwise you are using the Infrastructure Console. If you see Infrastructure Classic at the top of the page, it also indicates that your subscription doesn't support access to the Infrastructure Console.

- You'll be directed to **Applications Console** if you've subscribed to Oracle Cloud Applications.

Additionally, if you're an existing user of Oracle Cloud's nonmetered services or government subscriptions, then you'll have access to the My Account application. You can use the My Account application to manage your Traditional Cloud Accounts and orders. You can also access the Oracle Store from My Account. (Not available on Oracle Cloud at Customer)

Topics:

- [Overview of Cloud Account Administration Tasks](#)
- [Overview of Service Administration Tasks](#)
- [Overview of Entitlement Administrator Tasks](#)
- [Overview of Business Administration Tasks](#)

Overview of Cloud Account Administration Tasks

This section describes the Cloud Account administration tasks that you can perform in Infrastructure Classic Console or Applications Console.

Use the following table as a guide to the monitoring and operating tasks that you can perform.

| Task | Perform in Infrastructure Classic Console or Applications Console |
|--|---|
| View and monitor service details | See Viewing Service Details and Monitoring Service Usage . |
| Manage your accounts and subscriptions | See Managing Your Accounts, Promotions, and Subscriptions . |

| Task | Perform in Infrastructure Classic Console or Applications Console |
|---|---|
| Add and manage users | See Managing Users, User Accounts, and Roles . |
| Upgrade or terminate subscriptions | See Upgrading Subscriptions . |
| Perform service-specific maintenance and administration tasks | See Performing Service-Specific Tasks . |

Overview of Service Administration Tasks

New Oracle Cloud customers can use the Infrastructure Classic Console or Applications Console to manage all aspects of their Oracle Cloud Account and the services they use.

Infrastructure Classic Console or Applications Console provides functionality for monitoring and operating your Oracle Cloud services. For each service type, detail and service metrics have unique, specific features; all pages and features aren't visible for every service. For example, application archiving is an operation that a system administrator can perform only on a database service. Developer tasks, such as starting applications, are also accessed through Infrastructure Classic Console or Applications Console, but are described in the services-level documentation.

Use the following table as a guide to the monitoring and operating tasks you are able to perform in Infrastructure Classic Console or Applications Console.

| Task | Perform in Infrastructure Classic Console or Applications Console |
|----------------------------------|--|
| View and monitor service details | See Viewing Service Details and Monitoring Service Usage . |
| Monitor service notifications | See Monitoring Notifications . |
| Add and manage users | See Managing Users, User Accounts, and Roles . |
| Create and manage instances | See Creating a Service Instance in <i>Getting Started with Oracle Cloud</i> and Managing Service Instances . |
| Perform service-specific tasks | See the service-specific documentation for details about the operating and monitoring tasks specific to a particular service type. |

Overview of Entitlement Administrator Tasks

Entitlement administrators and bucket entitlement administrators can create and manage instances, view details of individual service instances, monitor the status and health of service instances, view and export instance metrics data.

Use the following table as a guide to the monitoring and operating tasks you are able to perform in Infrastructure Classic Console or Applications Console.

| Task | Perform in Infrastructure Classic Console or Applications Console |
|--------------------------|---|
| Create service instances | See Creating a Service Instance in <i>Getting Started with Oracle Cloud</i> . |
| Manage service instances | See Managing Service Instances . |
| View service details | See Viewing Service Details . |

| Task | Perform in Infrastructure Classic Console or Applications Console |
|---|--|
| Monitor status and uptime of a service instance | See Monitoring Status and Availability Percentage for a Service Instance . |
| Export metric data for a service instance | See Exporting Metrics Data . |
| Service-specific tasks | See the service-specific documentation for details about the operating and monitoring tasks specific to a particular service type. |

Overview of Business Administration Tasks

A person with the business administrator role (but no other administrative roles) can access Infrastructure Classic Console or Applications Console in read-only mode. They can view service details, monitor the account usage, and download reports, but can't perform other operations such as creating users or instances.

In addition, Business Administrators can't access service consoles from the Service Details page, Identity Console from the User Management page, or the service links from the navigation pane.

Use the following table as a guide to the monitoring and operating tasks that a business administrator has access to.

| Task | Perform in Infrastructure Classic Console or Applications Console |
|--|--|
| View and monitor service details | See Viewing Service Details . |
| View account usage and provide reports | See Check Your Account Balance and Usage Summary . |
| Change your password | See Change and Manage Your Passwords in <i>Getting Started with Oracle Cloud</i> . |

Exploring the Infrastructure Classic Console or Applications Console

Use the Infrastructure Classic Console or Applications Console page to check the overall status of your purchased services and manage your accounts or subscriptions.

 **Note**

Based on the data center location of the subscribed services, the information displayed in Infrastructure Classic Console or Applications Console may vary.

The **Identity Domain** list displays the logged-in Cloud Account or identity domain name. If entitled, you can also select other cloud accounts, extended accounts, or identity domains from the **Identity Domain** list. Identity domains (traditional cloud accounts) in the list are indicated by the term *(traditional)*. If your subscription is extended to another region, the cloud account name is suffixed with the region name. For example, `cloudcm23-APAC`.

You can switch between your accounts by selecting an account from the **Identity Domain** list. For example, you can switch between a traditional cloud account (identity domain) and a cloud account with Identity Cloud Service. The table below summarizes the differences in the dashboard view and service access when you switch accounts.

| Cloud Account with Identity Cloud Service | Traditional Cloud Account (Identity Domain) |
|--|--|
| View all services in this account and the traditional account. | View services in this account only, not the ones in the Cloud Account with Identity Cloud Service. |
| Limited access to the services in the traditional account. You must switch to traditional account to create service instances. | No access to services in Cloud Account with Identity Cloud Service. |

The dashboard is divided into the following sections:

- [The Dashboard](#)
- [The Active Services Section](#)

Navigating the Infrastructure Classic Console or Applications Console

The Infrastructure Classic Console or Applications Console contains main sections such as Dashboard and Active Services that enable an administrator to monitor services, manage users, and manage account.

You can navigate to different pages of Infrastructure Classic Console or Applications Console by:

- Using the navigation icons on the top-right corner of the application.

- Using the quick navigation menu on the top-left corner of the application.

Using Navigation Icons

Use the navigation icons in Infrastructure Classic Console or Applications Console to view different pages of the application.

- Notifications:** Click the  bell icon to open the All Notifications page for monitoring ongoing service outages and planned service outages that Oracle schedules for service maintenance.
- Help:** Click the  at any time to view documentation or tutorials or to contact Oracle Support.
- Preferences:** Click  to open the Preferences dialog box to change the preferences for language, time zone, service announcements, and notifications.
- Users:** Click  to view your user name and the cloud account or identity domain name. This also provides access to the pages, such as Change Password, My Home, My Admin Accounts, and My Profile.

Using the Quick Navigation Menu

You can also navigate to different pages of Infrastructure Classic Console or Applications Console by using the quick navigation menu icon located at the top-left corner of the page header. Clicking the quick navigation menu displays a drop-down window with links to the following sections:

- Dashboards:** The dashboards or consoles that are available for you depends your subscriptions to Oracle Cloud services.

If your Oracle Cloud account has only Oracle Cloud Applications subscriptions, then you'll have access to Applications Console to create service instances and manage your services.

If your Oracle Cloud account has both Oracle Cloud infrastructure services and Oracle Cloud Applications services subscriptions, then you'll have access to Infrastructure Classic Console or Infrastructure Console as well as the Applications Console.

If your Oracle Cloud account has Oracle Cloud infrastructure or platform services subscriptions, then you'll have access to either Infrastructure Console or Infrastructure Classic Console to create your service instances and to manage aspects of your overall Oracle Cloud Account.

- Services:** Displays a list of subscribed services and service instances with links to service consoles. If there are multiple service instances for a specific service type, then they are prefixed with the data region name that they are located in. Numerical suffix is displayed whenever there's more than one link for a service type. For example, North America-Analytics, EMEA-Analytics 2, APAC-Analytics 3.
- Account Management:** Use this page to monitor your service usage, view notifications, manage users, and manage your account.
 - Users:** If there's more than one data region for a cloud account, then the corresponding user management links are displayed here. For example, if your cloud account includes North America and EMEA data regions, then the corresponding user management links are displayed in this section. When you click these links, you'll be taken to the user management pages of those regions specifically. For example, if you click EMEA, you can view all the users of that region from the Users page.

The Dashboard

The Dashboard enables you to get started with activities that you would typically perform upon logging in to Infrastructure Classic Console or Applications Console.

The following table describes the tiles in the Dashboard.

| Tile | Description |
|---------------------|--|
| Create Instance | <p>Click this tile to create service instances.</p> <p>Note: This tile is displayed only if the logged-in account or domain contains metered services or entitlements.</p> <p>The Create Instance dialog box displays 2 tabs, namely, QuickStart Services and All Services. The QuickStart Services tab displays most popular or most used services such as Compute, Storage, Java, Database, Application Developer, Business Integration, Integration, or Mobile for which you can create instances.</p> <p>Note: This tab is active only if your logged-in domain contains these services and if you are the administrator for these services. If not, this tab is disabled.</p> <p>The All Services tab displays all the other services. Click Create to create an instance for the selected service. You can also search for a service in the Create Instance dialog box. See <i>Creating a Service Instance</i> in <i>Getting Started with Oracle Cloud</i>.</p> |
| Manage Account | <p>Click this tile to view and manage your subscriptions and account usage. You can also assign an account and activate your services. See Managing Your Accounts, Promotions, and Subscriptions.</p> |
| View Notifications | <p>Click this tile or click the bell icon to open the All Notifications page for monitoring ongoing service outages and planned service outages that Oracle schedules for service maintenance.</p> |
| Customize Dashboard | <p> Click  to customize your dashboard display. From the Customize Dashboard dialog box, you can control the tiles to be displayed on the dashboard by selecting one of the following:</p> <ul style="list-style-type: none"> Show: Select this button to display the service tile on the dashboard. Purged and terminated services will not be displayed in the list. Services which are not yet active or still in progress won't be displayed on the dashboard. Only a maximum of 16 services can be displayed on the dashboard. Hide: Click this button to hide the tile from the dashboard. Or, hover over the tile and click X. Automatic: This button is displayed only if enabled for the selected service type. If you do not select Show or Hide specifically, the system automatically displays or hides a tile based on the service instance count. Service tiles are displayed if instance count is greater than zero and if there are less than 16 tiles on the dashboard. <p>Services within the Customize Dashboard dialog box are grouped into Platform Services, Applications, and Metered Services Categories and Service Entitlements. A service entitlement is displayed in 2 rows, the first row indicates the name of the entitlement; the second row displays the number of instances and a link to the entitlement detail page.</p> |

The Active Services Section

Use the **Active Services** section in the dashboard to view your services within a specific account or identity domain by selecting a value from the **Identity Domain** list.

The following table describes the key elements shown on the Active Services section of the Infrastructure Classic Console or Applications Console.

| Element | Description |
|----------------------|---|
| Cloud Services strip | <p>This strip displays your account summary. When there are more than 5 items in the summary, you can scroll horizontally to view them by clicking the dots at the bottom of the account summary strip.</p> <p>Account summary includes the following depending on the account or service type:</p> <ul style="list-style-type: none">• Free Oracle Cloud Promotions: Credit promotion is indicated by a flag. Hover over the credit amount to view your promotion details. Remaining amount/credits and days left in your promotion are also displayed. Click on the amount to view the Usage page. Click the Upgrade to Paid link to upgrade your promotion to a paid account.• Universal Credits: Indicated by the label, IaaS/PaaS. Displays the remaining credits/balance and the subscription period.• Service Entitlements: Displays overage charges to date, if any, for service entitlements. Click the value to open the Usage page. <p>Resource usage is also shown for service entitlements. Only purchased resources with less than 50% of the remaining balance are displayed in this section. Click the value to open the Resource Quotas page.</p> <ul style="list-style-type: none">• Oracle Cloud Platform for Oracle SaaS: The number of users or employees you purchased is displayed here. For example, 1000 users.• Prepaid Metered Services: For prepaid metered services, credit balances per service category are displayed. Click the value to open the Usage page.• Government Subscriptions: For government service entitlements, as some resources are metered hourly, the credit balance is defined for each month and the current active period is displayed here.• Nonmetered Services: Displays each purchased resource and its remaining balance. Click the value to open the Resource Quotas page. <p>If the amount displayed exceeds the space available, it is displayed as an ellipsis. Hover over it to see the full value.</p> <p>Note that the expired purchase amounts are excluded from the displayed values.</p> |

| Element | Description |
|---|--|
| Service tiles | <p>Display the service name and instance counts for up to 3 instance status categories. For some services, a short display name of the service type is displayed. Services within the same entitlement have the same subscription ID and are displayed on the tile along with the description, if any. To change this description, click on the subscription ID and enter your text.</p> <p>You can also change the order of the tiles displayed on the dashboard. Hover over the tile, click the dots at the top of the tile, and drag the tile to the desired location on the dashboard. The display order of the tiles is remembered by the system, but, only for the services selected for display in the Customize Dashboard dialog box.</p> <p>Use the + or – icons to expand or collapse the tiles.</p> <p>A status icon indicates the state of the service. For example, a tick mark (in green) indicates that the service is in active state.</p> <p>Instance status is indicated by color:</p> <ul style="list-style-type: none">• Active, ready, running, or soft-terminated instances (Green)• Instances that are new or not active. For example, Initialized, disabled, failed, or termination-in-progress (Yellow)• Canceled, terminated, suspended, corrupted, or unreachable instances (Red). <p>If the count is zero for any instance status category, then its category is not displayed on the tile.</p> <p>Hover over specific instance status category count to see the breakdown of status values.</p> <p>For nonmetered services, an instance count of 1 is always displayed, and in appropriate color, based on the service status.</p> <p>Services that are reclaimed or pending reclaim are also displayed on the dashboard but you can't view their corresponding service detail pages.</p> |
|  | <p>Click the Action icon on the service tile to select options for:</p> <ul style="list-style-type: none">• Viewing Service Details• Accessing Service-Specific Consoles Select this link to open a service instance console for applications or an administration console for all other service types. This action is disabled if the selected service is locked.• Check Your Account Balance and Usage Summary This page displays overage costs. This button is disabled for trial services. <p>Only actions that you can perform as a service administrator are available from the menu.</p> |

| Element | Description |
|---|--|
|  | <p>Click this icon to open the Select Content dialog box and select the metrics to be displayed on the tile. Metrics are organized into collapsible sections such as Billing Metrics, Business Metrics, or Monitoring Metrics (if available). Expand the sections as required to select specific metrics. Instances that do not have any recent usage data are not displayed when you select monitoring metrics.</p> <p>Typically, you can select up to 4 metrics. For some services, you can only select up to 2 to 3 metrics, or up to the maximum number defined for them.</p> <p>Metric data is displayed according to the time zone set in the Preferences dialog box. If a time zone isn't specified, metrics are displayed according to the browser's time zone.</p> <p>Note: If a service has fewer than 2 metrics, then this icon is disabled. For test instances, a test flag is displayed.</p> <p>To view metrics within the service tile, expand the tile. Click the name of the metric graph to view historical usage details. You can't view the details of purged or deleted services or entitlements.</p> |

Monitoring Notifications

Message summaries and important notifications, if any, are displayed at the top of the page.

These messages include notifications or alerts such as security alerts, ongoing quota breaches, ongoing or planned outages, alerts related to order management (pending approvals or activation), promotions, or upcoming scheduled maintenance requests.

Maintenance reservation alerts are also displayed for services such as Compute, Cloud Infrastructure Container Service Classic, Database Cloud as a Service, Database Backup Cloud Service, Golden Gate Cloud Service, MYSQL Cloud Service, Java Cloud as a Service, Application Platform as a Service, SOA, and Identity Cloud Service.

To view all the notifications:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Do one of the following:

- Click **View Notifications** on the Dashboard.
- Click the bell icon  to view all notifications for the selected domain or account.
- Open the navigation menu, under Account Management, click **Notifications**.

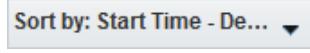
The **All Notifications** page appears.

Use the **All Notifications** page to monitor ongoing service outages and planned service outages that Oracle schedules for service maintenance. You can filter and sort the list of notifications.

- Service administrators see notifications only for their services located in the current data center and identity domain.
- Identity domain administrators see notifications for all services in the current identity domain and data center.

Tasks that you can perform in All Notifications Page

The following table highlights the tasks that you can perform in the All Notifications page in Infrastructure Classic Console or Applications Console.

| Element | Description |
|---|--|
| Navigation menu on the left | <p>Click the appropriate option to change your view:</p> <ul style="list-style-type: none"> • All: Displays all notifications for your services • Applications: Displays only the notifications for your Oracle Software as a Service (Oracle SaaS) applications • Platform Services: Displays only the notifications for your Oracle Platform as a Service (Oracle PaaS) services • Notification Preferences: Allows you to set your preferences on how you receive different types of notifications • Topic Messages • Topic Preferences |
| From and To Dates | <p>Use this option to filter your notifications based on a specific time period. Note that you can't select a date if you select any of the Ongoing & Planned options from the Show menu.</p> |
|  | <p>Use the options on the Show menu to display all notifications or notifications based on categories, such as Platform Services, Public Cloud Services, or Communication Categories.</p> |
|  | <p>Use the options on the Sort by menu to sort the list of notifications by:</p> <ul style="list-style-type: none"> • Creation Time- Descending: Sort from newest to oldest. Creation time refers to the time when the notification was created. • Creation Time- Ascending: Sort from oldest to newest • Start Time - Descending: Sort from newest to oldest. Start time refers to the time when the outage or planned maintenance started. • Start Time - Ascending: Sort from oldest to newest |

| Element | Description |
|---|---|
|  Completed - Planned Outage Service Request: SR-10142 Subject Title: auto_Upcoming_CESI_notif_2018.03.28.04:06:37_10142 Service: Oracle Cloud Infras... | Click the notification link to display the notification details page. Click the service name link to open the details page for the selected service. |

What You See on the All Notifications Page

The following illustration shows a sample notification.



The following table describes the information displayed for each notification on the All Notifications page.

| Icon or Field | Description |
|---|---|
|  | Notification icon lets you see at a glance the current status of the service outage:  Indicates that the outage is happening now  Indicates that the outage is planned  Indicates that the outage is completed |
| Notification status and details | Status of the outage, followed by a brief explanation for the outage. Statuses include: <ul style="list-style-type: none"> • Ongoing-Service Outage • Upcoming-Service Outage • Completed-Service Outage Some possible reasons for the outage include: <ul style="list-style-type: none"> • Database configuration change • Application server bounce • Database emergency • Application emergency |
|  Completed - Planned Outage Service Request: SR-10142 Subject Title: auto_Upcoming_CESI_notif_2018.03.28.04:06:37_10142 Service: Oracle Cloud Infras... | Unique name assigned to the affected service. Click the service name link to open the details page for the selected service. If a service has multiple instances, this link opens the Instances list page. |
| Start Time | Date and time that the outage starts. |
| End Time | Date and time that the outage ends. |

Note

If the list of notifications spans multiple pages, then use the **Next** and **Previous** buttons to navigate across pages.

What You See on the Notifications Details Page

Clicking the notification status link on the All Notifications page displays the notifications details page.

The following table describes the information displayed on a specific notifications details page.

| Icon or Field | Description |
|--------------------------------|---|
| Subject Title | Specifies the details of the outage such as Application Emergency or Database Emergency. |
| Data Center | If applicable, this field displays the name of the Oracle data center where all the affected service is located. |
| Identity Domain | Name of the identity domain to which the affected service belong. |
| Instance Type | Type of instance: Test or Production. |
| Category | Service category such as Oracle IaaS and PaaS Cloud Services |
| Description | Description of the outage, such as blackout or immediate blackout. |
| Start Time | Date and time that the outage starts. |
| End Time | Date and time that the outage ends. |
| Type | Describes the type of notification. |
| Communication Messages section | Displays a list of email communication sent to the service users informing them about the outage. Click the right arrow (expand) icon adjacent to a communication entry to display the actual email (in HTML format) sent to the service user. |

Setting Notification Preferences

Users with service administrator privileges specify their service notification preferences by using Infrastructure Classic Console or Applications Console. They can specify whether to receive email notification on service incidents and also when to receive these notifications.

To set notification preferences:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Click  which is located at the top-right corner of the Dashboard.

This displays the Preferences page. Use the settings under the Notifications section to specify your notification preferences.

3. From the **Default Notifications** list, select one of the following:

- **SMS, Email and Notifications Tab:** Select this option if you want to view service notifications in your email, SMS, and notifications tab. SMS notification is (Not available on Oracle Cloud at Customer)
- **Email and Notifications Tab:** Select this option to receive email notifications. The notifications will also appear in the **Notifications** page of the Infrastructure Classic Console or Applications Console.
- **Notifications Tab Only:** Select this option if you want to view service notifications only in the **Notifications** page of Infrastructure Classic Console or Applications Console. This is the default option.
- **Country/Region Calling Code:** Select the country or region from the list if you selected the Email and SMS option.
- **Mobile Number:** Enter your mobile number to receive SMS notifications.
- Click **Advanced** to set preferences for individual notification categories. When you click this link, the system prompts you to confirm and save the changes you made in the Preferences page before continuing to the Notifications page.

4. **Permission Settings:** In some cases, you may be prompted to grant permissions. Use this option to grant permissions for service administrators to access Oracle Cloud Marketplace with their Oracle Accounts. This is required for installing or downloading additional applications on their Oracle Cloud services.
5. Click **Save** to save the changes.

Setting Preferences for Notification Categories

Service administrators can also control how they receive notifications for each of the notification categories such as planned outage, unplanned outage, security, or product from the **Notification Preferences** page in Infrastructure Classic Console or Applications Console. The preferences you set here override the preferences set in the **Preferences** dialog box.

To set preferences for each notification category, do the following:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Open the All Notifications page in one of the following ways:

- Click **View Notifications** on the Dashboard.
- Click the bell icon  to view all notifications for the selected domain or account.
- Open the navigation menu, under Account Management, click **Notifications**.

3. Click **Notification Preferences**.

4. In the Service Announcement section, specify the following:

- **Default Notifications: SMS, Email and Notifications Tab, Email and Notifications Tab, or Notifications Tab Only.** If you don't select a notification category below, then notifications will be sent to the option you selected here, by default.
- **Country Calling Code:** Select the country from the list if you selected the Email and SMS option.

- **Mobile Number:** Enter your mobile number to receive SMS notifications. Note that you can't clear the value in this field if you have selected the **SMS, Email and Notifications Tab** option either in the General or in the Category preferences.

5. In the Categories section, select a notification type. You can select one or more.
6. Select how you want to receive each notification, whether in **SMS, Email and Notifications Tab, Email and Notifications Tab**, or in the **Notifications Tab Only**. This list is enabled only after you select a notification type. Individual notification category preferences take precedence over other notification settings.
7. Click **Save**.

Managing Your Accounts, Promotions, and Subscriptions

You can view up-to-date usage summary of your services, view your subscription details or invoices, access other cloud accounts, or activate your services from the **Manage Account** tile on Infrastructure Classic Console or Applications Console.

- Invoice: [Viewing Your Subscription Invoice](#)
- Account management: [Viewing and Managing Subscriptions](#)
- Extend subscription: [Extending Your Subscription to Another Data Region](#)
- My Admin accounts: [Viewing Your Administrative Account Details](#)
- Activate: [Activating Orders from Infrastructure Classic Console or Applications Console](#)
- Quota breaches (if any): [Quota Breach Details](#)
- My Home setting: [Configure My Home Display](#)
- Usage: [Monitor Your Billing Data](#)

Viewing Your Subscription Invoice

Cloud Account Administrators or Service Administrators can view and download invoices pertaining to their subscription.

To view and download your invoice:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.
2. Navigate to your service listing and click the service name to open the service details page. The **Overview** tab is in focus.
3. Click the **Documents** tab. The **Documents** tab is enabled only when reports are available for the selected service.
4. Click the **For Service Category** tab.
5. From the **Document Type** drop-down list, select **INVOICE**.
6. (Optional). Select a date range from the calendar to view invoices within a specific date range.
7. Click **Download** to download the selected invoice.
8. When prompted, click **Save**.

Viewing and Managing Subscriptions

If you're a cloud account administrator to any of the subscriptions in your account, then you can view details of your subscriptions.

Click the **Manage Account** tile in the Infrastructure Classic Console or Applications Console, and then select the **Account Management** tab to view your subscription details.

Details of your subscriptions are categorized into sections such as Cloud Promotions, or List Price Services. Each section displays subscription ID of the category, Order number, billing method used for the purchase, start date and end date (where applicable). If payment information isn't available for a subscription, the Billing Method column shows **Not Available**.

Expand the service category in the relevant sections to see the subscription details such as the following:

- A list of services or entitlements within the selected subscription category. For example, selecting IaaS displays all the entitlements within it such as Compute Classic and Storage Classic.
- Buyer information.
- Data region that the service is enabled in. For example, North America, EMEA.

Extending Your Subscription to Another Data Region

Oracle Infrastructure and Platform Cloud Services (Oracle IaaS/PaaS) are enabled in different data centers. These data centers are grouped into data regions based on their geographic locations.

When you purchase these services or sign up for a free promotion, you typically choose the data region closest to your location to access them. This becomes your primary data region. However, if required, you can extend your subscription to other geographical regions (within the same cloud account) and use the services there.

For example, if you selected North America as your primary data region during your purchase, you can extend your subscription to EMEA (Europe, Middle East, and Africa) data region. By doing so, you'll enable your users to use services available in the EMEA data centers.

Note

Not all services are available in every data region or data center. See [Data Regions for Platform and Infrastructure Services](#) for details. For example, Oracle Autonomous Cloud Services are available only in North America or EMEA data regions.

For information on using additional data regions in Oracle Cloud Infrastructure, see [Managing Regions in Oracle Cloud Infrastructure](#).

You can extend your subscription to another data region only if you're a Cloud Account Administrator.

To extend your subscription to another data region, do the following:

1. Sign in to Infrastructure Classic Console.

If you are using Infrastructure Console, complete the following steps to access Infrastructure Classic Console.

- a. Open the navigation menu in Infrastructure Console. Under **Governance and Administration**, open the **Administration** menu, and then click **Tenancy Details**.
- b. From the **Tenancy Information** tab, note down the value provided for the **Name** field.
- c. Use the following syntax to construct the URL to access Infrastructure Classic Console.

`https://myservices-mytenancyname.console.oraclecloud.com/mycloud/cloudportal/dashboard`

Where, `mytenancyname` is the name that you have noted down in the previous step.

2. On the dashboard, click the **Manage Account** tile, and then select the **Account Management** tab to view your subscription details.
A list of services or entitlements in your account is displayed.
3. Locate the IaaS/PaaS service category.
4. From the  **Action** menu, click **Manage Data Regions**.
5. Select the additional data region that you want.
6. Click **OK** to proceed.

You'll receive another welcome email with sign-in credentials to the selected data region after the services are provisioned in the new region and the process is complete. After you receive the credentials, you can log in to the new account and create users and service instances as required.

When you extend your subscription to another data region, Oracle Cloud automatically appends the selected data region name to your existing cloud account. This is your cloud account identity for the new data region. For example, if your primary data region is EMEA, your cloud account name is ABCComp1, and you extend your services to APAC (Asia Pacific) data region, then your new cloud account name for that region will be ABCComp1-APAC.

You can see this new name in the **Identity Domain** drop-down list on the dashboard, when you log in. You can also switch between your cloud accounts. See [Switching Between Accounts](#) for details.

When you sign in or switch to the identity domain for that region, you can access the services available there. Expand the IaaS/PaaS service category in the Account Management page to see what services are available in the new region.

Viewing Your Administrative Account Details

You can view details of all your accounts (cloud account, traditional cloud account, or Corente) in the **My Admin Accounts** tab of Account Usage page.

Click **Account Management** in Infrastructure Classic Console or Applications Console to view the account details. Select the **My Admin Accounts** tab. All accounts associated with your user name are displayed.

If your cloud account contains Oracle Compute, Corente account is also displayed.

Expand the user name to see the following:

- Service entitlements for which you are a service administrator.

- Service categories. Services in Oracle Platform as a Service (Oracle PaaS) category are grouped into sub-categories such as Application Development or Integration, similar to what is displayed on the main Oracle Cloud website.

Activating Orders from Infrastructure Classic Console or Applications Console

You can activate your orders and set up your accounts in Infrastructure Classic Console or Applications Console from the Account Management page.

To activate your service orders, do the following:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. From the dashboard, click the **Manage Account** tile.
3. Click the **Activate** tab.
4. Scroll down the page to find the order that has the services you want to activate.

You can also select **Pending Activation** from the Show menu to display only those orders that have one or more services that need to be activated.

- Click **Activate** if your order contains nonmetered services
- Click **Cloud Services Account Setup** if your order contains metered services or entitlements

The Account Activation wizard opens, which steps you through activating your services. The information you provide depends on the type of service you're activating. Not all services require the same information. When activating a nonmetered service, you must specify an identity domain; When setting up a Cloud Services Account, you must specify an account name.

5. Click **Activate** or **Assign Account** depending on the service you are activating.
6. Review the information on the **Review Summary** page.
 - Verify that your request to activate the service was submitted successfully.
 - Note the details about your service.
 - Check out the other options, such as activating another service or viewing all the services in your account.
7. Click **Close**.

Quota Breach Details

The **Quota Breaches** tab is displayed when resource usage has exceeded the defined limits and the service is in a suspended state. This page displays the details of the resource quota breach.

You can set any amount as your limit to monitor your resource usage. If this limit is exceeded, then it results in a quota breach. When there is a quota breach, your service is suspended and you can't create new instances. However, your existing instances will continue to run.

The limits are defined in the Alert Rules page. The resource limit shown is based on any hard limits set for the service. For example, if you've purchased \$200 credits and set a hard limit of 40%, (if using percentage) then the limit is shown as 80, which is 40% of 200. If using an absolute value for a hard limit of 40, then the limit is shown as 40. If this limit is exceeded, then this results in a quota breach.

See [Set an Alert for Your Account Balance](#) and [Set an Alert for Your Resource Usage](#).

Configure My Home Display

My Home typically displays all the service consoles available within the account for users with non-administrative roles. However, if you're a cloud account administrator or an identity domain administrator, you can control the display of service consoles in My Home by using the settings in Account Management page in Infrastructure Classic Console or Applications Console.

To control the display of service consoles in My Home:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Click the **Manage Account** tile, and then click the **Account Management** tab.
3. From the **My Home Console Display Setting** drop-down list, select:
 - **Enabled:** (Default) Users can view all the service consoles available within the account.
 - **Disabled:** Users (non administrators) won't see any service listing in My Home.

Viewing Service Details and Monitoring Service Usage

This section describes how to use the Infrastructure Classic Console or Applications Console to monitor status, uptime, and utilization for your Oracle Cloud Account.

For information about using Infrastructure Classic Console or Applications Console to set up user accounts, see [Managing Users, User Accounts, and Roles](#).

Topics

- [Viewing Service Details](#)
- [Managing Service Instances](#)
- [Monitoring Service Status and Utilization](#)
- [Editing Service Descriptions](#)

Viewing Service Details

This section describes the elements on the service details page. The number of tabs displayed and the information provided on each tab varies from service to service.

In Infrastructure Classic Console or Applications Console, the details page for a service:

- Displays status, uptime, and utilization data
- Lets you complete administration tasks, such as locking a service or associating services
- Let you view metrics and monitor service usage
- Provides links to the service console and the service instance

To view the details for a service:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. From the dashboard, select a service tile and click the service name to open the details page for that service.
3. Click each tab to view more information about the selected service. By default, the Overview tab is in focus.

Information displayed in the service details pages (including the tabs) varies based on the type of service or entitlement you select.

| Tab | Description |
|--------------------------------------|--|
| Overview | <ul style="list-style-type: none"> Displays account information (either Traditional Cloud Account or Cloud Account with Identity Cloud Service) including free cloud promotion details, if any. For some nonmetered services such as Developer Cloud Service or HRM, displays the service status calendar to show the historical status or uptime of this service (Month View or Year View). See Monitoring Utilization and Business Metrics. Service uptime for Universal Credits is displayed in the Status tab. Displays additional information about the service such as service plan, service dates, buyer email, subscription ID, or SFTP accounts (if applicable). For services under promotion, displays the promotion start and end dates and the remaining balance. Lists service instances that you created in Infrastructure Classic Console or Applications Console. Use the Show filter to display active, inactive, or all instances. You can also create additional instances from this page. See Creating a Service Instance. <p>Icons at the top right of the Overview page indicate your user role. Hover over them to find out your user role. For example, you may be an account administrator, a service administrator, or both, for the selected service.</p> |
| Business Metrics/ Billing Metrics | <p>Displays the usage data collected for this service. The data collected depends on the type of service. You can also create alert rules to monitor the resource usage from this page.</p> <p>See Monitoring Utilization and Business Metrics.</p> <p>See Viewing Billing Metrics.</p> |
| Monitoring Metrics | <p>This tab is displayed only for services such as Oracle Cloud Infrastructure Compute Classic (Compute Classic), Oracle Java as a Service (Oracle JaaS), Oracle Cloud Infrastructure Object Storage Classic, Oracle Load Balancer as a Service (Oracle LBaaS), or Oracle Database as a Service (Oracle DBaaS). Helps you monitor real-time usage data across services in the form of graphs.</p> <p>Note: This tab is visible only for the current logged-in user. If you switch accounts, this tab is disabled.</p> |
| Resource Quotas | <p>This tab is visible only when resources have been purchased.</p> <p>Displays information about the purchased resources, including purchased amounts, remaining balances, and start and end dates for purchase. Use the Show menu to filter the resources:</p> <ul style="list-style-type: none"> All: (Default). Displays both active and expired resource purchases for the selected service entitlement. Active: Displays resource purchases that are active (not yet expired) for the selected entitlement. Expired: Displays resource purchases that have expired for the selected entitlement. <p>You can also configure alert rules to monitor the resource usage. See Set an Alert for Your Resource Usage.</p> |
| Documents | <p>This tab is visible only when documents such as metric reports are available to view or download.</p> <p>See Downloading Reports.</p> |
| Status | <p>Service status of each active instance can be viewed here. See Monitoring Status and Availability Percentage for a Service Instance.</p> |
| Associations | <p>Lets you associate services. See Managing the Associations Between Services.</p> |
| Administration | <p>This tab is visible only when the service supports lock, unlock, or application archiving. Lets you complete the following service-specific administration tasks:</p> <ul style="list-style-type: none"> Prevent developers and users from accessing a service. See Locking and Unlocking Associated Services. Configure automatic backups. Available for Oracle Database Cloud Service only. See Application Archiving in Using Oracle Database Cloud-Database Schema Service. |

| Tab | Description |
|---|--|
| Exports | <p>Displays information about data that has been exported and the related static files. You can also export data, submit data import scripts for processing, and deploy static files.</p> <p>Available for Oracle Database Cloud Service only.</p> <p>See Importing Data, Managing Data, and Exporting Your Database Schema in <i>Using Oracle Database Cloud-Database Schema Service</i>.</p> |
| Enable Privacy Flag option on the Action menu | <p>Allows you to enable privacy so that data and files associated with My Oracle Support service requests can be kept private. Select this option from the  Action menu to enable privacy. See Setting the Privacy Flag for Oracle Cloud Service Requests.</p> |
| Firewall | <p>This tab is displayed only if it's configured for the service type. Allows you to manage firewall rules for providing access. See Managing Internet Protocol Allowlist and Blocklist Rules.</p> |

Accessing Service-Specific Consoles

In Infrastructure Classic Console or Applications Console, the details page for a service provides service-specific tools such as service consoles, administration interfaces, and developer interfaces.

| Menu Option, Button, or Link | Location in Infrastructure Classic Console or Applications Console | Description |
|--|--|---|
| Service Console The display value for this link on the dashboard depends on the settings configured for each service type. | <ul style="list-style-type: none">  Action menu in the service listing on the Dashboard page Button on the details page for a service Link within the service record | <p>Opens the appropriate interface for the selected Oracle Cloud service.</p> <p>For example, for an Oracle Database Cloud Service, Oracle Application Express (that is, the application developer interface) opens. See Developing Applications for Oracle Database Cloud – Database Schema Service in <i>Using Oracle Database Cloud - Database Schema Service</i>.</p> |
| Java Console | Button on the details page for an Oracle Java Cloud Service. | <p>Opens the Oracle Java Cloud Services Control. Displays for Java services only.</p> <p>See Using Oracle Java Cloud Service-SaaS Extension.</p> |
| Oracle Cloud Services Console | <ul style="list-style-type: none"> Link on the Dashboard page for the service Button on the details page for the service | <p>If an Oracle Cloud Service has a console, corresponding links and buttons are present on the Infrastructure Classic Console or Applications Console and the service details page respectively.</p> <p>Opens the appropriate console interface for the selected service.</p> |
| Service Instance URL | Link in the Additional Information section on the details page for a service. You can configure this link to be hidden from the service details page for a specific service type, if required. | Starts the selected Oracle Cloud service. |

Setting the Privacy Flag for Oracle Cloud Service Requests

Oracle Cloud provides you with the ability to flag specific Oracle Cloud service subscriptions that contain the personal information of residents of the European Economic Area (“European Personal Information”). By setting this flag, service request attachments that the Cloud Operations team files in MOS are subject to additional handling requirements, including shorter retention periods and enhanced logging of access.

To set the privacy flag for a specific Oracle Cloud service subscription:

1. From the Infrastructure Classic Console or Applications Console, select the service you want to modify to display the Service Details page.
2. From the Action menu , select **Enable Privacy Flag**.

To disable this flag, select **Disable Privacy Flag** from the Action menu.

Managing Service Instances

You can manage service instances that you created in Infrastructure Classic Console or Applications Console from the service details page. You can also create additional instances by using the **Create Instance** button from the service details page if you have the appropriate role.

Only identity domain administrators, service administrators, entitlement administrators, or bucket entitlement administrators can create or manage (cancel, lock, delete, copy, or modify) instances that they have created or have access to, if supported by the service type.

When you create service instances using Infrastructure Classic Console or Applications Console, they appear in the Service Details page, Overview tab. For instances you create using the service-specific console, use the console for viewing and managing your instances. For example, if you create Storage Classic instances using the Storage Classic Service console, then use the console to view and manage your instances.

To manage your service instances, do the following:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Navigate to your entitlement.
3. Click the service name to open the details page for that service. The Overview page is in focus, which lists all the available instances.
4. To filter the list, select from the following type of instances:
 - **Active:** (Default) Lists all active and available instances including soft-terminated instances.
 - **Inactive:** Lists all instances that are not active. For example, initialized, initialization-in-progress, canceled, disabled, blackout, terminated, or termination-in-progress.
 - **All:** Lists all instances.
5. Select an instance from the list.
6. Click  **Action**.
7. To lock an instance, select **Lock** from the **Action** list.
8. To modify an instance, select **Modify** from the **Action** list. You can modify the custom or service-specific attributes, as required, based on your plan and the product you selected during instance creation. For a resource that has reached its hard limit, the field is read-only. The **Modify** button is enabled only when there are custom attributes. This button is disabled if a service is in a suspended state (for example, suspended due to a quota breach) but enabled if downgrade is supported for the suspended service. In such cases, the system allows you to downgrade your resource (if supported by the service type), by specifying a minimum amount of resources during instance modification. For example, if

you've reached your resource quota of 40, then you can downgrade the number of resources to 10 (for example), by entering -30 ($40-30=10$) in the required field. However, you can't go below the minimum number required for the resource that can be downgraded.

When you want to specify additional resources for a custom attribute during instance modification, you can't exceed the maximum value defined per instance for that attribute. For example, if the maximum value is 10 for a custom attribute, and you have already specified 6 during instance creation, then, you can only enter 4 (or less) for that attribute during instance modification ($10-6=4$ is the available number of additional resources).

Note

You can only modify instances that you create. For example, you can't modify some instances like Social Network that get created automatically when you create a Documents instance.

Note that the **Modify** button is disabled if the selected instance modification is still in pending status.

9. To copy an instance, select **Create Like**. This creates a new instance quickly by using the specified values from the original instance, excluding the password details and details of association, if any.
10. To delete an instance, select **Delete**. You can delete an instance only if supported by the service type.
11. To cancel an instance creation, select **Cancel**. You can cancel instance creation request only if supported by the service type and if the instance is still in the initialized state.

Monitoring Service Status and Utilization

As a service administrator, you can monitor the status of your services from the service details page.

Topics:

- [Monitoring Utilization and Business Metrics](#)
- [Viewing Billing Metrics](#)
- [Monitoring Status and Availability Percentage for a Service](#)
- [View Resource Usage for a Service Subscription](#)
- [Exporting Metrics Data](#)
- [Downloading Reports](#)

Monitoring Utilization and Business Metrics

You can monitor the utilization data to help you determine whether the service resource allocations are underutilized or overutilized.

- If a service is under utilized, then you may want to evaluate and consider deployment of additional applications, additional users, additional customers, and so on (depending on the type of service).

- If a service is over utilized, then you may want to consider changing your subscription level, adding additional services instances, or clustering to improve load management.

You can view the monthly and yearly utilization of services and service instances.

In all cases, the metrics collected and displayed are specific to each service type. For example, for Oracle Database Cloud Service, the metrics collected include the latest, maximum, and average storage used; and latest and average object count including tables, procedures, and views.

To view current and historical usage metrics for a service:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Navigate to the appropriate page and find the service for which you want more information.
3. Click the service name to open the details page for the service.

The Overview page is in focus.

- The Overview page uses the Service Status calendar to show the historical status of this service (**Month View**), and historical availability (**Year View**).

 **Note**

For some Application services, such as Oracle Service Cloud, the Service Status section lets you select the service availability charts that you want to display.

- For some Application services, such as Oracle Service Cloud, the Overview page displays a Current Status calendar where each column of the calendar indicates the status per component of the service.
- The Business Metrics tab indicates when the metrics were updated and shows the most recent value for 1 key metric, if available.

4. Click the **Business Metrics** tab to review usage data for the selected service.

The report provides usage metrics for the following time periods:

- **Historical Usage:** Displays the usage data in the form of a graph. The data is collected per day for the current service for the past 7 days (by default).

In the Historical Usage section you select the metrics that you want to graph and specify the date range for which you want to view the data. If you specify a date range of less than 7 days, then the number of columns displayed within the metrics table will be reduced to match number of days that you selected. If you specify a date range of more than 6 days, then the metrics table displays columns for the last 7 days within the date range. Note that you can obtain metric data for the last 6 years if available.

Note

Graphs are displayed only if data exists for the selected metric and the date range.

The system calculates and displays usage data based on Coordinated Universal Time (UTC).

You can select additional graphs to be displayed in this section by clicking the **Add Graph** button. This button is disabled when there are no metrics to select. This is useful when you want to plot and compare data with the same metric units. You can add up to 3 graphs for the display. To remove the graph from the display, click the **Remove Graph** button. However, you can't remove the default graph.

For some Application services, such as Oracle Service Cloud and Oracle Taleo Cloud, a service administrator can select which component-level usage data should appear in the graph in the Historical Usage section. For example, a service administrator can select component, metrics, and context (to view historical usage at subscription, site, or interface level) from the respective lists.

- If you've subscribed to an entitlement to create instances of an Oracle Cloud Service, then you can view the metrics pertaining to each service instance from the Service Details page. Select an instance from the instance list below the graph to view individual metrics.
- Click the **Add Metric** button to display additional metrics on the graph and the Metrics table. Click the **X** button to delete a metric from the graph and the Metrics table.

The Metrics table following the graph displays usage data for selected metrics. If metrics are available for different data centers, then the metric tables are grouped based on the data centers.

- **Latest Usage:** Displays a snapshot of the last set of metrics collected and when those metrics were collected. The latest usage data is available only in Infrastructure Classic Console or Applications Console.
- **Latest Metrics:** Displays the most recent usage data of the service instance. Select an instance to view the current usage data.
- To export usage data to a comma-separated values (CSV) file, click **Export**. See [Exporting Metrics Data](#).

If data isn't displayed for a time period, then that the data wasn't available, either because the service hasn't been activated yet, or the data wasn't collected.

If you observe issues with services, such as a service being down when there is no corresponding service blackout notification on this page, contact us for assistance. See [Contacting Oracle Support](#).

View Entitlement-level Metrics

Service entitlement-level metrics, if enabled, are displayed in Infrastructure Classic Console or Applications Console for some services.

These are historical metrics and are displayed at the entitlement or service level, not at the instance level.

To view entitlement-level metrics for a service:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Click the service name from the dashboard to open the details page for the service. The Overview page is in focus.
3. Click the **Business Metrics** tab to review usage data for the selected service.
4. Select a date range from the calendar.
5. Select a metric to chart. Graphs are displayed only if data exists for the selected metric and the date range.

Entitlement-level usage data is displayed as a graph and the historical metrics are detailed in the table below the graph. The data is collected per day for the current service for the past 7 days (by default).

You can select additional graphs (if data available) to be displayed in this section by clicking the **Add Graph** button. This button is disabled when there are no metrics to select. To remove the graph from the display, click the **Remove Graph** button. However, you can't remove the default graph.

If you observe issues with services, such as a service being down when there is no corresponding service blackout notification on this page, contact us for assistance. See [Contacting Oracle Support](#).

Monitoring Status and Availability Percentage for a Service

This section explains how you can monitor usage data for a service.

To monitor the historical status and availability percentage for a service:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Navigate to the service listing.
3. Click the service name to open the details page for the service. The Overview page is in focus.

The Overview page contains the Overview tile displaying the current month and year, the percentage of time the service was up during the month, and the number of unplanned service outages that occurred (excludes planned outages or maintenance). If there are no unplanned outages in a month, only the availability percentage is displayed in the tile.

For some Application services, such as Oracle Service Cloud, the Overview page displays a Current Status chart where each column of the calendar indicates the current status per component, which is rolled up to the site or interface levels. Clicking and expanding the site row displays the contained interfaces. When a service type has more than 10 components, then the right and left controls are displayed. You can click these controls to view the current status for additional components.

The Overview page uses the Service Status calendar to show the historical status of this service. For cells that indicate planned outages or service incidents, date and time in the hover text is displayed according to the time zone preferences you had set during login. If

you didn't set a time zone preference, then the date and time is displayed according to the data center's time zone. Date labels below the service status chart, however, are displayed according to the data center's time zone.

4. If you've subscribed to service entitlements, then you can view the historical usage and the status of each instance from the **Status** tile in the Service Details page. See [Monitoring Status and Availability Percentage for a Service Instance](#).
5. Use the following controls of the Service Status calendar to change your view of the status and availability information for the service:
 - Click **Month View** (default) to show the service status -- before activation, service up, or service incident -- for each day in the current month.
Use the left and right arrows to navigate to the previous and next months.
Position the cursor in a cell to view the availability percentage for a single day.
 - Click **Year View** to show the percentage of time the service was up during each month of the current year. Use the left and right arrows to navigate to the previous or next year.

 **Note**

For some Application services, such as Oracle Service Cloud, the Service Status section lets you select the service availability charts that you want to display. For example, you can view the service availability charts at the site or the interface levels.

If data isn't displayed for a time period, then the data was not available, either because the service has not been activated yet, or the data was not collected.

The system calculates the availability percentage as the number of hours that the service has been up divided by 24 hours. Therefore, the availability percentage is expected to be less than 100% on the following 2 days:

- The day on which the service was created
- The current day

On these 2 days, the number of hours that the service is up will be less than 24 hours. Therefore, even if the service has always been up, the availability percentage for these 2 days will be less than 100%. For these 2 days when the availability is less than 100%, you should not interpret it as the service had or is having downtime.

Monitoring Status and Availability Percentage for a Service Instance

If you've subscribed to an entitlement to create instances of an Oracle Cloud Service, then you can view the historical usage and the status of each instance from the **Status** tile in the Service Details page.

To monitor the historical status and availability percentage for a service instance:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Navigate to the entitlement.
3. Click the service name to open the details page for the service. The Overview page is in focus.
4. Click the **Status** tile.
5. Select one or more instances from the instance list to display the service status chart. Only active instances are displayed in the list.
6. The availability percentage is displayed above the calendar for the current month only. Use the following controls of the Service Status calendar to change your view of the status and availability information for the service:
 - Click **Month View** (default) to show the service status -- before activation, service up, or service incident -- for each day in the current month.
Use the left and right arrows to navigate to the previous and next months.
Position the cursor in a cell to view the uptime percentage for a single day.
 - Click **Year View** to show the percentage of time the service was up during each month of the current year. Use the left and right arrows to navigate to the previous or next year.

Viewing Billing Metrics

The Billing Metrics page displays a time-range-based graph containing the metrics relevant to the selected service.

The graph is displayed based on the metering parameters that you select and displays both usage and overage charges for the selected service and resource.

To view the billing metrics for the selected service:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Select the required service from the dashboard and open the service details page.
3. Click the **Billing Metrics** tab.
4. Select a date range from the calendar and click **Apply**.

By default, the date range is set from 1st of the current month to the current date. For Monthly Flex subscriptions, the date range is the current active period, that is, from the monthly start date to the current date. Typically, the graph displays daily usage data for the selected period.

5. Select the **Scope** for which you want to see the usage data. By default, it is set to the data region you logged in to. To view aggregated usage details across data regions, select **Cloud Account** from the **Scope** menu.
6. From the **Show** menu, select either **Daily Usage** or **Hourly Usage** to view the corresponding usage data. Note that you can view hourly usage data by selecting a specific date from the calendar.
7. To filter metric data by tags, select one or more predefined tags from the **Filter by Tags** list. For example, select `OCIcompartment=Compartment1` to view billing information pertaining to Compartment 1 of Oracle Cloud Infrastructure.

8. In the **Resource Summary** section, select one or more resources to view their daily usage data for the selected date range. A graph is displayed for each resource you select. Your graph selections are saved by your browser and are displayed automatically when you view the billing metrics data next time for the same service.

 **Note**

Some resources are disabled for graph selection as their daily usage data isn't available.

The **Resource Summary** section displays the resource names, SKUs with the aggregated total of usage quantity, and usage and overage charges for the selected date range. In case of Oracle PaaS for SaaS, charges and overage are not applicable. Only consumption of services is shown if available.

Downloading the Metrics

You can save the metrics data to analyze the usage of each service or resource. Click the **Download as CSV** button to download the usage data to a comma-separated values (CSV) file. The CSV file contains detailed usage data for the selected date range.

Set an Alert to Monitor Your Account Balance

You can also configure rules to generate alerts when account balances for metered services reach a certain amount. See [Set an Alert for Your Account Balance](#).

Exporting Metrics Data

From the Metrics page, you can export usage data displayed on the graph (for metered services, non-metered services, and entitlements) to a comma-separated values (CSV) file.

To export usage data:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.
2. Navigate to your service listing and click the service name to open the Service Details page. The Overview tile is in focus.
3. Click one of the following tiles:
 - **Business Metrics Tile:** For nonmetered services or entitlements
 - **Billing Metrics Tile:** For metered services
4. If you've selected a nonmetered service, then select the data to be exported from the **Historical Usage** list. You can select one or more. By default, data shown on the graph is exported.
5. Select the **From** and **To** dates for the export.
6. (Optional). Click **Add Graph** to add additional graphs for display and comparison of metrics. A maximum of 3 graphs can be selected for display.
7. (Optional). Click **Add Metric** to display and export additional metrics.

8. If you've subscribed to an entitlement to create instances of an Oracle Cloud Service, then select an instance to view data pertaining to that instance. Only active instances are displayed in the list.
9. Click **Export**.

 **Note**

The **Export** button is disabled when there is no usage data on the graph for the selected metrics and date range.

The data is exported to a CSV file. For dates on which usage data is not available, the CSV file contains blank cells.

Downloading Reports

From the Documents page in Infrastructure Classic Console or Applications Console, you can download reports pertaining to your subscriptions. Different categories of reports, such as usage metrics, invoices, or incidents can be downloaded if they are available. You can download daily, weekly, monthly, or yearly reports as required. Reports are available in PDF, MS Word, or Open XML.

To download the report:

1. Sign in to Applications Console or Infrastructure Classic Console.
Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.
2. Navigate to your service listing and click the service to open the service details page. The **Overview** tile is in focus.
3. Click the **Documents** tab. Reports (up to 14) are displayed per page in descending order. The **Documents** tab is enabled only when reports are available for the selected service.
4. In case of service entitlements, select the sub-tabs as applicable:
 - **For Service Category:** Select this tab to download reports pertaining to a metered services category. For example, IaaSMB or JavaMB.
 - **For Service:** Select this tab to download reports pertaining to service entitlements. For example, Database Cloud Service or Integration Cloud Service.
 - **For Service Instances:** Select this tab to download reports pertaining to a specific instance. For example, *instance1* of Integration Cloud Service. Select an instance from the list to view and download the reports.
5. (Optional). You can also filter the documents by categories such as metrics, incidents, monthly invoices, or grants. Select a category from the **Document Type** list.
6. Select the date range for your report from the calendar.
7. Click the **Download** link to download the selected report.
8. When prompted, click **Save**.

The selected report is downloaded to your system.

Editing Service Descriptions

You can add and edit service descriptions to help you identify the services listed in Infrastructure Classic Console or Applications Console.

To add or edit a service description:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Select a service tile and click the service name to open the details page for the service.
3. In the Overview page, click the **Description** field at the top of the page.

The system displays an input box.

4. Enter or edit the description for this service.
5. Click anywhere outside the input box to save your changes.

Monitor Your Billing Data

You can view your account balance and resource usage, and set alerts to monitor them in Infrastructure Classic Console or Applications Console.

If you're using the Infrastructure Console, then you can view your service usage costs from the **Account Management** page. See [Checking Your Balance and Usage](#) in *Oracle Cloud Infrastructure* documentation.

Topics

- [Monitor Your Usage and Costs in a Universal Credits Account](#)
- [Monitor Your Cloud Service Performance](#)
- [Monitor Account Usage in Nonmetered and Prepaid Metered Accounts](#)

Monitor Your Usage and Costs in a Universal Credits Account

If you've purchased Oracle Cloud Infrastructure and Platform Services (Oracle IaaS/PaaS) with Universal Credits, then you can view your account balance and usage summary, and also configure alerts to monitor your account usage.

If you're using the Infrastructure Console, then you can view your service usage costs from the **Account Management** page. See [Checking Your Balance and Usage](#) in *Oracle Cloud Infrastructure* documentation.

Topics:

- [Check Your Account Balance and Usage Summary](#)
- [Set an Alert for Your Account Balance](#)
- [Using the REST API to Check Your Account Balance](#)
- [Viewing Usage Summary for Compartments](#)

Check Your Account Balance and Usage Summary

You can view the up-to-date, estimated account balance details of your services or subscriptions in the Infrastructure Classic Console.

To view your account balance details, click the **Manage Account** tile on the Infrastructure Classic Console, and then click the **Usage** tab.

The **Usage** tab displays the aggregated usage charges for individual services along with resource utilization and overages, if any. Select the category you want to view from the account type (Promotion, Monthly Flex) drop-down list. You'll see the following sections:

- **Usage Period:** Select a date range from the calendar to view usage details for that period. Date and time are displayed based on your time zone preferences. Usage charges and the currency are displayed for the selected date range. Overages, credit balance, expiry are also displayed if applicable.

For monthly flex, this section displays the monthly recurring prepaid subscription details along with the monthly usage and overage charges (if any). The active monthly billing period is displayed by default.

Use the **Scope** filter to view billing details pertaining to your Cloud Account, your primary data region, or extended data regions.

- Select **Cloud Account** to view aggregated billing details of services across all data regions within the Cloud Account.
- Select the *primary data region* to view billing details of all services in that region. This is your logged-in data region.
- Select an *extended data region* to view the account details of that region from your logged-in primary region. For example, you can view details of your extended region APAC from your primary region North America.
- **Usage Summary:** This section provides details of all the resources in the service category, their usage quantity, charges and overages if any. Expand the service category to see the details. For cloud promotions, this section displays credits used and the remaining balance for the services in your promotion.

Note that you can filter the usage summary by using tags. These tags are shown in key=value pairs. For example, OCIService=Database. Click the **Filter by tags** text box to select one or more tags as required. Usage summary is filtered based on all the tags you select. .

Note: The estimated usage shown on the Account Management page is updated periodically and may not include all of your actual usage. Be sure to view your monthly invoice for your actual monthly payment amounts. See [Viewing Your Subscription Invoice](#)..

Download Your Account Balance and Usage Summary

After you view your account usage summary in the Account Usage page, you can save and export the usage details to a comma-separated values (CSV) file.

To download the usage summary:

1. Sign in to Infrastructure Classic Console.
2. Click the **Manage Account** tile, and then click the **Usage** tab.
3. In the Usage page, select the date range to view your usage summary and use tags if required to show usage of specific services or resources in your cloud account.
4. Click the **Download as CSV** button.

The usage details are downloaded to a CSV file. You can then use this file to determine your account usage and take necessary action, if required.

Set an Alert for Your Account Balance

You can monitor your account balance in your cloud account by generating alerts. This helps you determine whether to increase your account balance or continue with your purchased amount. The account balance is monitored vis-a-vis a defined usage limit (amount value).

You can configure rules to generate alerts when the account balance of metered services category reaches or exceeds the specified usage limit. If a soft limit is set, users are allowed to exceed the amount up to a system-defined value. If a hard limit is set, then a quota breach occurs when the specified limit is reached. When a quota breach occurs, you must increase your account balance to continue to use the services.

To create alert rules, do the following:

1. Sign in to Infrastructure Classic Console.
2. Select a service and click the service name to open the details page for the service.
The Overview page is in focus.
3. Click the **Billing Alerts** tab. Alert rules, if any, are listed in the Alert Rules section. The **Billing Alerts** tab is displayed based on the account type and user role. You can set alerts only for services that support it and only if you're a Cloud Account Administrator or a Service Administrator.
4. In the Alert Rules section, click **Create**.
5. In the Create Alert Rule dialog box, specify the following:
 - a. **Channel:** Email. This is selected by default and is read-only.
 - b. **Service Category Name:** Displays the subscription category (for example, Oracle IaaS and PaaS Cloud Services) that this service belongs to and is read-only. Note that you can only set an alert at the category level, not at the service level.
 - c. **Limit Type:** Specify one of the following:
 - **Soft Limit:** You'll get an alert when the usage limit is reached, but you can still continue to use the resources.
 - **Hard Limit:** You'll get an alert when the usage limit is reached and a quota breach occurs. You can't create new instances as the service becomes suspended, however, you can still continue to use existing services or instances. You can specify only one hard limit alert rule for the purchased amount.
 - d. **Value Type:** Select either **Absolute** or **Percentage**. You can't specify **Percentage** for Pay-As-You-Go subscriptions.
 - e. **Usage Limit:** Specify the usage limit. Limit value can't be more than what is allowed by the system depending on whether it's an absolute value or a percentage. You'll get an alert when the resource usage reaches this value. The limit must be greater than or equal to 1. For Universal Credit subscriptions, the overage value is the cumulated amount of all services in the order from the date of purchase, and is displayed below this field.
 - f. Click **Done**.

Example 5-1 Configuring an Alert Rule to Monitor Account Balance

- Your purchased amount =100 USD
- Limit Type = Soft Limit
- Usage Limit = 50 USD , limit value can't exceed more than 2 times the purchased amount per system configuration

Then, an alert is generated when you have used 50 USD, but you are still allowed to create instances up to 200 USD (2 times the purchased amount), because you specified a soft limit. If you specify a hard limit of 200 USD, then a quota breach occurs and you aren't allowed to create any more instances until you increase your account balance.

Managing Your Alert Rules

The alert rules that you create are listed in the Alert Rules section of the **Billing Alerts** tab in Infrastructure Classic Console or Applications Console. You can modify or delete alert rules from this section.

1. Sign in to Infrastructure Classic Console.
2. Select a service and click the service name to open the details page for the service.
The Overview page is in focus.
3. Click the **Billing Alerts** tab. Alert rules, if any, are listed in the Alert Rules section. The **Billing Alerts** tab is displayed based on the account type and user role. You can set and modify alerts only for services that support it and only if you're a Cloud Account Administrator or a Service Administrator.
4. To modify a rule, click **Modify** from the  Action menu and make the necessary changes to the limits.
When modifying an alert rule, you can't change the limit types (either hard or soft) or the resource.
5. To delete a rule, click **Delete** from the  Action menu.
You can't delete system-created alert rules.

Using the REST API to Check Your Account Balance

Another method of tracking metrics is to use the Oracle Cloud Metering API to monitor your cloud account and set alert thresholds to monitor the account balance.

To use the API, you must have the following:

- A paid or a promotional subscription to an Oracle Cloud service
- Sign-in credentials to access the Oracle Cloud Metering API
- Required roles to access the service and perform GET requests
- cURL application

For information on how to use the Oracle Cloud Metering API, see [Oracle Cloud Account Metering REST API](#) documentation.

Viewing Usage Summary for Compartments

Compartments in Oracle Cloud Infrastructure (OCI) help you organize and control access to your resources. A compartment is a collection of related resources such as cloud networks, compute instances, or block volumes.

If you're using the Infrastructure Console, then you can view your service usage costs from the **Account Management** page. See [Checking Your Balance and Usage](#) in *Oracle Cloud Infrastructure* documentation.

If you've applied tags for your OCI compartments using the OCI console, then you can view their usage summary in Infrastructure Classic Console. For example, if you have a compartment called Sandbox for your test instances in OCI, then your tag should be: key=OCIcompartment, value=Sandbox. And, you can view its usage summary by selecting the appropriate tag in Infrastructure Classic Console.

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Click **Manage Account** tile on the dashboard.

The Usage page is displayed that shows the aggregated usage charges for individual services along with resource utilization and overages, if any.

3. In the Usage Summary section, Click the **Filter by tags** text box and select the tag for OCI compartments. For example, OCIcompartment=Sandbox. You can select more than 1 tag.

The usage summary is filtered for the compartments you select.

Monitor Your Cloud Service Performance

You can monitor Oracle Cloud services and set alert thresholds for specific metrics in Infrastructure Classic Console.

Topics:

- [Viewing Performance Metrics for an Oracle Cloud Service](#)
- [Setting an Alert for a Performance Metric](#)
- [Monitoring Real-Time Usage Across Services](#)
- [Using the REST API to Monitor Service Performance](#)

Viewing Performance Metrics for an Oracle Cloud Service

For some Oracle Infrastructure and Platform Cloud Services (Oracle IaaS/PaaS), you can monitor real-time service usage data to help you determine whether the resource allocations for a service are underutilized or overutilized. You can also set alerts, and monitor current and historical usage data for service instances. The graphs in this page are rendered in the time zone you set in the Preferences page.

To monitor usage metrics:

1. Sign in to Infrastructure Classic Console.
2. Navigate to the appropriate page and find the service for which you want more information.
3. Click the service name to open the details page for the service.

The Overview page is in focus.

4. Click the **Monitoring Metrics** tab to review usage data for the selected service. This page displays usage data in the form of graphs. The **Graph** tab displays the related graphs, if any. By default, one graph is displayed with the first metric from each available instance (maximum 3) plotted on the graph. However, each graph can display usage data for a maximum of 5 service instances.

In this page, you can monitor and customize the following:

- **Show Thresholds/Alerts:** Click the button to set alert rules to notify service administrators when a metric is either above or below defined thresholds. This button is displayed only when you select the **Graphs** tab. See [Setting an Alert for a Performance Metric](#).
- **Viewport/Timeline graph:** The graph is divided into a viewport graph and a timeline. Viewport graph displays usage for the selected metric based on the time period set in the timeline. Granular usage data is shown when you set the time range to an hour.

Drag the slider in the timeline to select a time period. You can also drag the edges of the slider to increase or decrease the selected time period. Usage data is auto-refreshed every minute, when the slider is positioned at the extreme right in the timeline graph. To hide the timeline graph, click **Hide Overview**.

- **From/To Dates:** You can also select specific dates and time from the calendar for a more precise view of metric usage data. By default, the viewport graph displays usage data for the last 2 hours and the timeline displays data up to 1 year (up to the current time), if available. The system calculates and displays usage data based on Coordinated Universal Time (UTC).
- **Add Graph:** You can select additional graphs to be displayed in this section by clicking the **Add Graph** button. This is useful when you want to plot and compare data with the same metric units. By default, 3 metric graphs are displayed. You can select up to a maximum of 4 metric graphs. To remove a metric from the display, click the X icon.
- **Add Metric:** You can select additional instances and plot additional metrics on the graph by clicking the **Add Metric** button below the graph. You can select up to a maximum of 5 instances. To remove a metric, click the X icon. Deleted instances are also displayed in the list and are denoted by an asterisk. You can select a deleted instance to view its historical usage data, however, you can't select the same within the service tile on the Infrastructure Classic Console.

Your customizations of this page are saved and displayed when you view the Monitoring Metrics page subsequently. However, any customizations to the viewport graph aren't saved.

Setting an Alert for a Performance Metric

For some services such as Oracle Cloud Infrastructure Compute Classic, Oracle Java as a Service (Oracle JaaS) or Oracle Database as a Service (Oracle DBaaS), service administrators can configure rules to generate alerts when metrics exceed or are under specified thresholds for a specific time period. Service administrators will receive the alert notifications.

A single metric is monitored over a specific time period vis-a-vis a defined threshold value. An alert is sent to the service administrators when there is a change in the metric behavior for a sustained period of time that is defined by you. The threshold state can be either `true` (satisfied) or `false` (unsatisfied) depending on the change in the metric behavior.

An alert is sent only when the threshold state changes as follows:

- Metric is not within the defined threshold for a sustained period of time *and* the threshold state changes from either true to false or vice versa.
- Metric is within the defined threshold for a sustained period of time *and* the threshold state changes from either true to false or vice versa.

To create alert rules, do the following:

1. Sign in to Infrastructure Classic Console.
2. Navigate to the appropriate service listing.
3. Click the service name to open the details page for the service.

The Overview page is in focus.

4. Click the **Monitoring Metrics** tab and then click **Show Thresholds/Alerts**.
5. In the Alert Rules page, click **Add**.
6. In the Create Alert Rule dialog box, specify the following:
 - a. **Channel:** Email. This is selected by default and is read-only. You'll receive alert notifications via email.
 - b. **Instance:** Select an instance from the list to monitor.

- c. **Criteria:** Select the metric to monitor. Select the average, the operators ($>$, $<$, \leq , \geq) and then enter an amount in the box. This is the threshold value. The amount must not be less than zero.
- d. **Duration:** Select the time period for which you want to monitor the metric.
- e. **Period Count to Satisfy:** Enter the number of consecutive times that the metric must meet the criteria you specified above to trigger an alert. The count must be greater than or equal to 1.
- f. **Period Count to Unsatisfy:** Enter the number of consecutive times that the metric must be within the threshold limit to trigger an alert. The count must be greater than or equal to 1.
- g. Click **Done**.

Example 5-2 Configuring an Alert Rule to Monitor CPU Usage

- Criteria = CPU Percentage (%) Average ≥ 80
- Duration = 10 minutes
- Period Count to Satisfy = 3
- Period Count to Unsatisfy = 2

Then,

An alert is sent once when the metric:

- Crosses the specified threshold during 3 consecutive 10-minute periods and the threshold state changes from false to true.
- Remains below or is within the threshold limits for 2 consecutive 10-minute periods (after a corrective action is taken) and the threshold state changes again from true to false.

Another alert is *not* sent:

- If a metric remains above the threshold for more than 3 consecutive 10-minute periods and there is no change in the threshold state.
- If a metric remains below or is within the threshold for more than 2 consecutive 10-minute periods and there is no change in the threshold state.

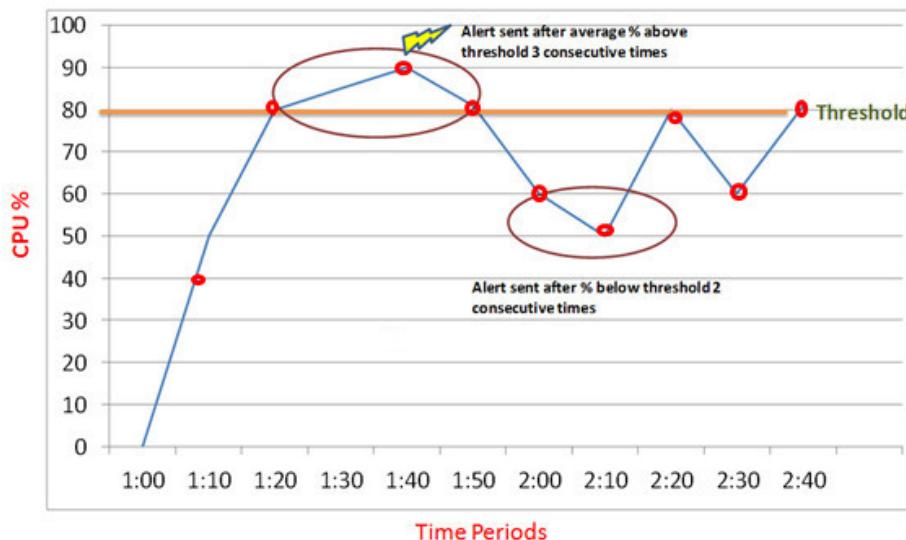
The table below summarizes when an alert is triggered based on the specified criteria.

| Time Period | Metric (CPU Usage % ≥ 80) | Threshold Value (Above/Below/Equal) | Threshold State (True/False) | Alert Sent (Y/N) |
|-------------|------------------------------------|--|---------------------------------|---|
| 1:00 | Threshold Created | 0 | False | N |
| 1:10 | 50 | Below | False | N |
| 1:20 | 80 | Equal | True | N |
| 1:30 | 85 | Above | True | N |
| 1:40 | 90 | Above | True | Y (Avg ≥ 80 for 3 consecutive 10-minute periods) |
| 1:50 | 81 | Above | True | N |
| 2:00 | 60 | Below | False | N |

| Time Period | Metric (CPU Usage % ≥ 80) | Threshold Value (Above/Below/Equal) | Threshold State (True/False) | Alert Sent (Y/N) |
|-------------|------------------------------------|--|---------------------------------|--|
| 2:10 | 50 | Below | False | Y (Avg<80 for 2 consecutive 10-minute periods) |
| 2:20 | 80 | Equal | True | N |
| 2:30 | 60 | Below | False | N |
| 2:40 | 81 | Above | True | N |

Here is an illustration of the above example:

Alert Rule Illustration



The alert rules are listed in the Alert Rules page. To delete a rule, click **Remove** from the  Action menu.

Monitoring Real-Time Usage Across Services

You can select metrics across different service types (Compute, JaaS) for display within the same graph. Select a metric and specify up to 5 service instances across different service types if required, to be displayed within the same graph.

You can also choose to mix and match different metric units to display on the same graph. For example, you can chart metrics from VMs (in CPU percentages), network data (in bytes per second), or any custom metric on the same graph.

1. Sign in to Infrastructure Classic Console.
2. Click the quick navigation menu  on the top-left of the page header.
3. Click **Monitoring**. Note that this option isn't available for traditional cloud accounts with nonmetered services.

The Monitoring Metrics page is displayed. This page displays usage data in the form of graphs. By default, 1 graph with up to 3 metrics (instances) within a graph are displayed. Within this graph, the first metric from each available instance (maximum 3) is plotted on the graph, by default.

In this page, you can monitor and customize the following:

- **Viewport/Timeline graph:** The graph displayed at the top is called the viewport graph and shows usage data of the selected metric for the period specified in the timeline graph. Granular usage data is shown when you set the time range to an hour.

The timeline graph is displayed below the viewport graph and allows you to select a time frame by using a viewport slider. Drag the slider to select a time period. You can also drag the edges of the slider to increase or decrease the selected time period.

Usage data of the metric is displayed in the viewport graph according to your selection in the timeline graph. Usage data is auto-refreshed every minute, when the slider is positioned at the extreme right in the timeline graph. To hide the timeline graph, click **Hide Overview**.

- **Show Date Range:** Click this button to specify a date and time range.
- **Add Graph:** You can select additional graphs to be displayed in this section by clicking the **Add Graph** button. This is useful when you want to plot and compare data for the same metric across different service instances. By default, 3 metric graphs are displayed. You can select up to a maximum of 4 metric graphs. To remove a metric from the display, click the X icon.
- **Add Metric:** You can select additional metrics to be displayed within each graph by clicking the **Add Metric** button below the graphs. By default, up to 3 metrics from 3 instances are displayed. You can select a maximum of 5 metrics to plot on the graph. To remove a metric, click the X icon. Customization of the graph and instance display is saved and the same will be displayed when you view the Monitoring Metrics page the next time. However, any customizations to the viewport graph are not saved. Deleted instances are also displayed in the list and denoted by an asterisk. You can select a deleted instance to view its historical usage data, however, you can't select the same within the service tile on the Infrastructure Classic Console.

Using the REST API to Monitor Service Performance

Another method of tracking performance of Oracle Cloud services is to use the Oracle Cloud Monitoring API to set alert thresholds for monitoring the account balance.

To use the Oracle Cloud Monitoring API, you must have the following:

- A paid or a promotional subscription to an Oracle Cloud service
- Sign-in credentials and identity domain ID to access the API
- *Monitoring_ApiAccess* role to access the API
- cURL application

For information on how to use the Oracle Cloud Monitoring API, see [REST API for Oracle Monitoring Cloud Service](#) documentation.

Managing Users, User Accounts, and Roles

You can use the Users page in Infrastructure Classic Console or Applications Console to manage identity domain administrators, service administrators, users, roles, and passwords.

The features and capabilities available when you are adding users will vary, depending on whether you are using a Traditional Cloud Account or a Cloud Account with Identity Cloud Service (IDCS). See *Types of Oracle Cloud Accounts* in *Getting Started with Oracle Cloud*.

Topics:

- [Managing Users with Traditional Cloud Accounts](#)
- [Managing Users with Identity Cloud Service Accounts](#)

Managing Users with Traditional Cloud Accounts



This topic does not apply to Oracle Cloud at Customer.

Use the **Users** tab on the Users page in Infrastructure Classic Console or Applications Console to manage traditional user accounts (Cloud Accounts), assign roles, and reset passwords.

Note

In the **Users** tab, the full name is displayed according to the user's selected language preference. For example, in English locale, the full name is displayed in the format `givenname familyname`. For example, if English is the selected language, then the full name is displayed in the format `givenname familyname`. However, if an Asian language such as Japanese or Chinese is selected, then the full name is displayed in the format `familyname givenname`.

| Element | Description |
|---|--|
| Add | See Creating a User and Assigning a Role and Importing a Batch of User Accounts in <i>Getting Started with Oracle Cloud</i> . |
| Import | See Importing User Data . |
| Export | See Exporting User Data . |
|  | Use the Search field to find one or more user accounts based on the search criteria you enter. The search finds all user accounts that match the text you entered in the Search box. The search isn't case sensitive. For example, entering <code>jo</code> will find Jo, Joe, Alejo, Jon, Jonathan, <code>bsmith@join.com</code> , and <code>kevin.johnson@yourcompany.com</code> . |
|  | Use the Show filter to display only the users who are assigned the role you select from the list. |

| Element | Description |
|---|---|
| Sort by: First Name ▾ | Use the Sort by filter to list the user accounts by first name, last name, user name, or email address. By default, the list is sorted by email. By default, the Users tab displays the list of users in alphabetic order by first name. |
|  | Click  Action to select options for: <ul style="list-style-type: none"> Modifying a User Account Resetting User Passwords Managing User Roles Removing a User Account |
| John Smith Email: jsmith@mycompany.com User ID: jsmith@mycompany.com | Click the email link to send a message to the user. |
| John Smith  Identity Domain Administrator | Position the cursor over the user name to display the roles assigned to the user. |

 ⓘ Note

If the list of users spans multiple pages, then use the **Next** and **Previous** buttons to navigate across pages.

Only identity domain administrators can manage user accounts, and they are allowed to add, modify, and remove user accounts only in the identity domains that they have been designated to administer.

After a user account has been created, either an identity domain administrator or a service administrator can manage the roles assigned to a user. See [Managing User Roles](#).

Modifying a User Account



This topic does not apply to Oracle Cloud at Customer.

Only identity domain administrators can modify a user account, and only in the identity domains they are assigned to manage.

Note that:

- You can modify a user's first name, last name, and email address.
- You can't modify the user name. The user name is the unique identifier that the user enters to sign in to Oracle Cloud.

To modify a user account:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications.

Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you

sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

2. Open the navigation menu. Under **Account Management**, click **Users**.
The User Management page appears.
3. Click the **Users** tab.
4. Enter all or part of the user's first name, last name, email address, or user name in the **Search** field, and then click the  **Search** button.
5. Click  **Action** next to the user account you want to change and select **Modify**.
6. Make your changes to the user account.
7. Click **Save**.

Removing a User Account



This topic does not apply to Oracle Cloud at Customer.

Only identity domain administrators can remove a user account, and only in the identity domains they are assigned to manage.

Note

You can't remove your own user account. The **Remove** option is grayed out.

To remove a user account:

1. Sign in to Applications Console or Infrastructure Classic Console.
Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.
2. Open the navigation menu. Under **Account Management**, click **Users**.
The User Management page appears.
3. Click the **Users** tab.
4. Enter all or part of the user's first name, last name, user name, or email address in the **Search** field, and then click the  **Search** button.
5. Click  **Action** next to the user account that you want to remove and select **Remove**. The system prompts for confirmation before removing the user account.
6. Click **Remove** to confirm that you want to delete the selected user account.

① Note

You can't delete users who are managers of other users. However, all their roles will be deleted. You can see the list of subordinate users when you try to remove a manager. If a manager has more than 5 subordinate users, you can view them all by downloading a comma-separated values (CSV) file that contains user details.

Exporting User Data



This topic does not apply to Oracle Cloud at Customer.

From the Users page in Infrastructure Classic Console or Applications Console, you can export user data displayed on the page to a comma-separated values (CSV) file. This is useful when you want to import these user accounts into another identity domain.

To export user information, click **Export** and click **OK** to confirm. This may take some time depending on the number of users to be exported.

User data is exported to a CSV file. The file contains the first name, the last name, the email address, and the login details of users. User data in the CSV file is sorted by email address. Role assignments aren't exported.

If errors occur during export, the CSV file will also contain those error messages.

Managing Service-Specific Administrator Accounts



This topic does not apply to Oracle Cloud at Customer.

From Infrastructure Classic Console or Applications Console, identity domain administrators can create and manage service-specific administrator accounts for some services such as Oracle Sales Cloud Service, Oracle HCM Cloud Service, or Oracle ERP Cloud Service in the supported identity domains.

As an identity domain administrator, you can either create an administrator account or change the administrator password for the above-mentioned services.

Ensure that you specify the appropriate identity domain while signing in to Infrastructure Classic Console or Applications Console.

To create an administrator account in a specific domain or change the password for the selected user, do the following:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. Click the **Users** tab.
4. Click  **Action** next to the user account you want to change and select **Manage Administrator Account in ...**
5. In the Manage Administrator Account in CRM, ERP, hcm dialog box, enter the new password. The status of recent requests are also displayed in the box.
6. Click one of the following:
 - **Create Administrator Account:** Creates an administrator account for the selected user with the password you specified.
 - **Change Password:** Changes the password for the selected user.

The account creation or the password change takes some time to finish. You'll be notified when it is complete. You can view the status of your requests by clicking **Manage Administrator Account in ...** again from the  **Action** menu.

Displaying Roles and User Assignments



This topic does not apply to Oracle Cloud at Customer.

Identity domain administrators and service administrators have two options for displaying roles and user assignments.

Topics:

- [Displaying the Roles Assigned to a User](#)
- [Displaying the Users Assigned to a Role](#)

If you're an identity domain administrator, you can view the roles and user assignments only for the users in the identity domains you are assigned to manage. If you're a service administrator, you can view the roles and user assignments only for users of the services you are assigned to manage.

Displaying the Roles Assigned to a User

You can view all the roles assigned to a user in Infrastructure Classic Console or Applications Console.

To display the roles assigned to a user:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. Click the **Users** tab.

Use either of the following methods to view the roles assigned to a user:

- Position the cursor over the user's first and last name.



- Click **Action** and select **Manage Roles**.

Displaying the Users Assigned to a Role

You can view a list of all users assigned a role in Infrastructure Classic Console or Applications Console.

To list all the users who are assigned a particular role:

- Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

- Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

- Click the **Users** tab.

- Click the **Show** filter and then select a role from the list. The system lists only those users who are assigned the role you selected.

Alternatively, from the **Roles** tab or the **Custom Roles** tab, click the name of the role to list the users assigned to the role.

Managing User Roles



This topic does not apply to Oracle Cloud at Customer.

An identity domain administrator or a service administrator can grant or revoke roles.

Topics:

- [Modifying User Roles](#)
- [Managing Custom Roles](#)
- [Understanding the Time Delay for Role Assignments to Take Effect](#)

Modifying User Roles

You can modify user roles from the **Roles** tab in Infrastructure Classic Console or Applications Console.

Note that:

- You can assign multiple roles to a user. See *Creating a User and Assigning a Role in Getting Started with Oracle Cloud*.
- You assign the appropriate service role to individual users according to the *service type* and *service instance* they are allowed to access. For example, for the developer of an Oracle Database Cloud Service named `mydbservice1`, you would assign the `mydbservice1` Database Developer role.
- You must assign either the `Identity Domain Administrator` role or a specific `service administrator` role to any user who needs to use Infrastructure Classic Console or Applications Console to monitor and manage the usage of an Oracle Cloud service.

To modify the roles assigned to a user:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. Click the **Users** tab.

4. Enter all or part of the user's first name, last name, user name, or email address in the **Search** field, and then click the  **Search** button.

5. Click  **Action** next to the user account and select **Manage Roles**.

6. Select one or more roles in a column, and then click the left and right arrows to shuttle the roles back and forth between the Available Roles column and the Selected Roles column.
 - To select a single role, click the role.
 - Use the `Shift` key to select consecutive roles.
 - Use the `Ctrl` key to select non-consecutive roles.

Alternatively, click **>>** to assign all available roles to the user or click **<<** to remove all roles for the user.

7. The **Maintain Identity Domain Credentials** check box appears only for domains configured with Single Sign-On (SSO). This check box is disabled if you're not an identity domain administrator.

If you're an identity domain administrator, you can:

- Select this check box to allow the selected user to log in to Infrastructure Classic Console or Applications Console using their usual Infrastructure Classic Console or Applications Console sign-in credentials.
- Clear this check box to allow the selected user to log into Infrastructure Classic Console or Applications Console using their SSO credentials.

If you're a service administrator, this check box is read-only but indicates the selected user's federated status. If the check box is selected, the user can log in using Infrastructure Classic Console or Applications Console sign-in credentials, else, they can log in using SSO credentials.

8. Click **Save**.

When you make any change to role assignments, the change is not immediate. See [Understanding the Time Delay for Role Assignments to Take Effect](#).

To view the roles assigned to a user, see [Displaying Roles and User Assignments](#).

For information about how to assign one role to many users at once, see [Assigning One Role to Many Users](#) in *Getting Started with Oracle Cloud*.

For more information about roles, see [Oracle Cloud User Roles and Privileges](#) in *Getting Started with Oracle Cloud*.

Managing Custom Roles



This topic does not apply to Oracle Cloud at Customer.

Use the **Custom Roles** tab on the Users page in Infrastructure Classic Console or Applications Console to view, add, and remove roles that you created for customized access to your Oracle Cloud services.

Topics:

- [About Custom Roles](#)
- [Viewing Existing Custom Roles](#)
- [Adding a Custom Role](#)
- [Removing a Custom Role](#)

About Custom Roles

Only identity domain administrators can create and delete custom roles, and only in the identity domains that they have been assigned to administer.

Custom roles are used by application developers to secure applications.

For example, with Java EE applications deployed to an Oracle Java Cloud Service, the application roles specified in application deployment descriptors are mapped to the enterprise roles created in the identity management system. The mapping is based on matching fully qualified role names. See [Securing Applications in Oracle Java Cloud Service - SaaS Extension](#) in *Using Oracle Java Cloud Service-SaaS Extension*.

Viewing Existing Custom Roles

You can view existing custom roles in the selected identity domain from Infrastructure Classic Console or Applications Console.

To view the custom roles already available in the current identity domain:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. Click the **Custom Roles** tab.

For each custom role, the tab displays the following information:

- The display name for the role. You see this name whenever Infrastructure Classic Console or Applications Console displays the name of the role, for example, in the **Show** filter on the **Users** tab, in the Manage Roles dialog box, and on the **Custom Roles** tab.
- **User Assignments:** The number of users who are assigned the role.
- **Role Name:** The internal name for the role.
- **Description:** A brief description of the role. This field includes information only if the user who added the custom role entered details about the role. Including a description is optional.

If the number of custom roles can't be displayed on one page, then use the controls at the bottom of the page to navigate to a page by its number, or to go to the first page, previous page, or next page.

Note that the User Assignments field displays the *number* of users who are assigned the custom role. To view a list of the users who are assigned a particular custom role, click the role. The system automatically:

- Navigates to the **Users** tab
- Sets the **Show** filter to the custom role that you selected
- Lists only those users who are assigned that custom role

You can select other options from the **Show** filter to show users assigned to a different role or to show all users (that is, users assigned to any role).

 **Note**

If the list of custom roles spans multiple pages, then use the **Next** and **Previous** buttons to navigate across pages.

Adding a Custom Role

Application developers use custom roles to secure applications.

To add a custom role for your Oracle Cloud services:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. Click the **Custom Roles** tab.

4. Click **Add**. The Add Custom Role dialog box opens.

5. Complete the Add Custom Role dialog box as follows:
 - **Role Name:** Enter a unique name for this custom role. The role name is the internal name. You can enter up to 188 characters.
 - **Display Name:** Optionally, enter a display name for this custom role. You see this name whenever Infrastructure Classic Console or Applications Console displays the name of the role, for example, in the Show filter on the Users tab, in the Manage Roles dialog box, and on the Custom Roles tab.
If you don't enter a display name, the system uses the same value that you specified for the role name.
 - **Description:** Optionally, enter more information about this custom role.
6. Click **Add**. The system closes the Add Custom Role dialog box and returns to the Custom Roles tab.
You can scroll through the pages to view the role that you just added.

Removing a Custom Role

If you're an identity domain administrator, you can remove custom roles.

The following restrictions apply:

- You can't remove a custom role if users are currently assigned the role. In this case, you must first remove the role from the users.
- You can remove custom roles only. You can't remove any of the predefined roles displayed on the Roles tab.

To remove a custom role:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. Click the **Custom Roles** tab.

4. Locate the custom role that you want to remove.

5. Look at the number in the **User Assignments** field.

- If the number of users assigned to this role is **0** (zero), then skip to the next step.
- If users are currently assigned the custom role, then you must first revoke the role from the users before you can remove the role.
 - a. Click the name of the custom role to view all the users assigned to the role.
 - b. For each user assigned the role, click  **Action** and select **Manage Roles**. Move the custom role from the Assigned Roles column to the Available Roles column. Save your changes.
 - c. Click the **Custom Roles** tab.

- d. Locate the custom role that you want to remove. The number in the **User Assignments** field should now be **0** (zero).
6. Click  **Action** and select **Remove**.
- The system prompts for confirmation before removing the custom role.
7. Click **Remove** to confirm that you want to remove the selected custom role.

Understanding the Time Delay for Role Assignments to Take Effect

When you assign a role to a user or remove a role from a user, the update isn't immediate. It can take up to 5 minutes for the change in role assignment to be effective in the Infrastructure Classic Console or Applications Console.

This 5-minute delay applies to any changes you make to role assignments regardless of the method you use to make the change.

If you assign a user an administrative role and the user signs in to Infrastructure Classic Console or Applications Console *before* the role is in effect, then one of two conditions occurs:

- If the user is already assigned an administrative role for at least one service in the identity domain, then Infrastructure Classic Console or Applications Console opens and displays information about the user's *existing* services. However, the user won't see the *new* services associated with the newly assigned administrative role.
- If the user isn't currently assigned an administrative role for a service in the identity domain, then Infrastructure Classic Console or Applications Console opens and displays only the Identity Self Service page. The user won't see any information about services, other users, or system notifications. The user must sign out of Infrastructure Classic Console or Applications Console, and then sign back in to Infrastructure Classic Console or Applications Console after the role is in effect.

Managing Contacts for Service Notifications



This topic does not apply to Oracle Cloud at Customer.

You can send service and security notification emails about planned maintenance, service outages, confirmed security breaches, and so on. A service administrator can add, modify, or delete contacts and can specify the services for which the contacts will receive the notification.

If contacts for any service instance aren't specified, then by default, all service administrators and identity domain administrators will receive service or confirmed security breach notifications for their service. If contacts are specified, then the notifications are sent to both service administrators and the specified contacts.

Note

If the list of contacts spans multiple pages, then use the **Next** and **Previous** buttons to navigate across pages.

Topics:

- [Adding Contacts](#)
- [Modifying Contacts](#)

- [Deleting Contacts](#)
- [Unsubscribing from Service Notifications](#)

Adding Contacts

Use the Infrastructure Classic Console or Applications Console to add contacts who will receive email notifications about planned maintenance, service outages, confirmed security breaches, and so on.

The **Contacts** subtab in the **Users** tab lets a service administrator add service and security contacts.

To add a contact:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

Your view in Infrastructure Classic Console or Applications Console depends on your role:

- If you're assigned a non-administrative role, then signing in to Infrastructure Classic Console or Applications Console opens the My Home application that automatically displays the Consoles page.

 **Note**

You can't manage contacts if you're not a service administrator.

- If you're assigned an administrative role, then signing in to Infrastructure Classic Console or Applications Console opens the Dashboard page. Click **Users**, and then click the **Contacts** subtab.

2. Select the type of contact that you want to add by selecting the relevant option from the contact type list:
 - To add a service contact who will receive email notifications about planned maintenance, service outages, and so on, select **Notification Contacts** from the contact type list.
 - To add a security contact who will receive email notifications about confirmed security breaches, select **Security and Privacy Contacts** from the contact type list.
3. Click the **Add Notification Contact** or the **Add Security and Privacy Contact** button. This displays the relevant Add Contact dialog box.
4. In the **Email** field, specify the email address of the contact that you want to add.
5. (Optional). Enter the phone number of the contact.
6. From the Services list, select the services or service instances for which the contact will receive notifications.

Select **All** to send notifications for all the services in the identity domain.

7. Click the **Add** button to close the dialog box.

Clicking **Cancel** or **X** discards all the changes that you have made and closes the dialog box.

The contact will now receive service or security breach notifications.

Modifying Contacts

Use the Infrastructure Classic Console or Applications Console to modify the details of an existing contact.

To modify the details of a contact:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

Your view in Infrastructure Classic Console or Applications Console depends on your role:

- If you're assigned a non-administrative role, then signing in to Infrastructure Classic Console or Applications Console opens the My Home application that automatically displays the Consoles page.

 **Note**

You can't manage contacts if you're not a service administrator.

- If you're assigned an administrative role, then signing in to Infrastructure Classic Console or Applications Console opens the Dashboard page. Click **Users**, and then click the **Contacts** subtab.

2. Select the type of contact that you want to modify from the contact type list.

For example, if you want to modify an external contact, then select **Notification Contacts**.

Based on your selection, a list of all the contacts of the selected type is displayed. You can also search for a specific contact by entering the contact's email address or a portion of the email address in the **Search** field.

3. Click  **Action** adjacent to the contact name and select **Modify**.

This displays the Modify Notification Contact dialog box.

4. Make the changes according to your requirement, and click the **Save** button to close the dialog box.

The contact details are updated.

Deleting Contacts

Use the Infrastructure Classic Console or Applications Console to delete an existing contact.

To delete a contact:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

Your view in Infrastructure Classic Console or Applications Console depends on your role:

- If you're assigned a non-administrative role, then signing in to Infrastructure Classic Console or Applications Console opens the My Home application that automatically displays the Consoles page.

 **Note**

You can't manage contacts if you're not a service administrator.

- If you're assigned an administrative role, then signing in to Infrastructure Classic Console or Applications Console opens the Dashboard page. Click **Users**, and then click the **Contacts** subtab.

2. Select the type of contact that you want to delete from the contact type list.

For example, if you want to delete an external contact, then select **Notification Contacts**.

Based on your selection, a list of all the contacts of the selected type is displayed. You can also search for a specific contact by entering the contact's email address or a portion of the email address in the **Search** field.

3. Click  **Action** adjacent to the contact name and select **Remove**.

This displays the Remove Contact dialog box.

4. Click the **Remove** button to close the dialog box.

The contact is removed from the system.

Unsubscribing from Service Notifications

When a service administrator provisions a contact to receive service notifications, Oracle Cloud sends an email informing the contact about the provisioning. Contacts can unsubscribe from service notifications if they want.

To unsubscribe:

1. Open the email that contains details about the service notification provisioning.

The email contains a link to unsubscribe from the notifications.

2. Click the link.

This displays the Verification page.

3. Enter your email address and click **Verify**.

If you enter an incorrect email address, then an error message is displayed.

4. In the Notification Subscriptions section, click the **Unsubscribe** button adjacent to the service name for which you want to opt out of notifications.

Oracle Cloud stops sending notification to the specific email address. On the Contacts list page, Unsubscribed is displayed for any service for which you've opted out of receiving email notifications.

Resetting User Passwords



This topic does not apply to Oracle Cloud at Customer.

All users can use Infrastructure Classic Console or Applications Console to change their own password. Only identity domain administrators can reset the passwords of other users, and only the passwords of users in their designated identity domains.

Note

If you are using a Cloud Account, then see [Resetting Passwords for User Accounts](#) in *Administering Oracle Identity Cloud Service*.

If an identity domain administrator resets your password, the password is temporary. The system prompts you to change your temporary password on your next sign-in.

To reset another user's password:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. Click the **Users** tab.

4. Search for the user whose password you need to reset. You can enter all or part of the user's first name, last name, email address, or user name in the field, and then click the  **Search** button.

5. Click  **Action** and select **Reset Password / Unlock Account**.

The system prompts for confirmation that you want to reset the password for the selected user and unlock the user account if it's locked.

6. Click **Reset**.

If the password reset is successful, then a confirmation message appears at the top of the Users tab.

The system automatically generates a new password and mails this temporary password directly to the user. Users are required to change the temporary password the next time they sign in.

The email also includes the name of the identity domain that the user enters when signing in to the Infrastructure Classic Console or Applications Console or to an Oracle Cloud service in the domain.

Setting Up Secure FTP User Accounts



This topic does not apply to Oracle Cloud at Customer.

You use the secure FTP (SFTP) user accounts to sign in to the SFTP server so that you can perform FTP operations related to your Oracle Cloud service.

Topics:

- [About the Predefined SFTP User Accounts](#)
- [Viewing Details of SFTP User Accounts](#)
- [Configuring Passwords for SFTP User Accounts](#)

About the Predefined SFTP User Accounts

Oracle Cloud automatically creates the necessary SFTP user accounts for you. Each account has a first name, a last name, an email address, and a user name automatically generated by Oracle Cloud. You can't change this information. Some cloud services do not use the Service SFTP account for any operations. For example, Oracle CRM Cloud Service does not use the Service SFTP account because it has a native file import and export process that works over HTTP.

To activate the SFTP user accounts, an identity domain administrator must sign in to Infrastructure Classic Console or Applications Console and configure the password for each SFTP user account.

The following table describes each SFTP user account and when you use it.

| SFTP Account | When Account Is Created | When to Use |
|----------------------|--|---|
| Identity Domain SFTP | For every new identity domain established, Oracle Cloud creates one SFTP account for the domain. | You use the Identity Domain SFTP user account only to retrieve the data that Oracle automatically archives when you terminate a paid subscription to an Oracle Cloud service. |
| Service SFTP | For every instance of a service activated in the identity domain, Oracle Cloud creates an SFTP account for the service. | Use the Service SFTP account to perform data transfer operations for a selected Oracle Cloud service. For example, you use the Service SFTP account to import and export data for Oracle Database Cloud Service. For details about using the Service SFTP account, see the documentation specific to your service. |
| HCM SFTP | For every instance of an Oracle HCM Cloud Service or an Oracle ERP Cloud Service in the identity domain, Oracle Cloud creates an HCM SFTP account. | You use the HCM SFTP account to manage integration transactions. |

Viewing Details of SFTP User Accounts

In both the My Account application and the Infrastructure Classic Console or Applications Console, the service details page displays information about the SFTP user accounts.

The details include the SFTP host address, port number, and user name.

To view details about the SFTP user accounts:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Click a service name to open the details page for that service.
3. Click the **Overview** tile.
4. Scroll down the page to view the Additional Information section.

This section displays the following details for the SFTP user accounts:

- **Domain SFTP Host & Port**
- **Domain SFTP User Name**
- **Service SFTP Host & Port**
- **HCM SFTP User Name** (only for Oracle Fusion ERP Cloud Service and Oracle Fusion HCM Cloud Service)
- **Service SFTP User Name**

5. Hover the cursor over the field to view the entire host address and port number. For example:

auohscl910.oracleoutsourcing.com:22
Service SFTP Host & Port: auohscl910.oracleoutsourci...

6. Note the user name for each account. You'll need this information to set or change the password for this account. See [Configuring Passwords for SFTP User Accounts](#).

In addition, note the SFTP host name and port number. You'll need this information, along with the user name and password, to sign in to the SFTP server.

 **Note**

If the list of SFTP user accounts spans multiple pages, then use the **Next** and **Previous** buttons to navigate across pages.

Configuring Passwords for SFTP User Accounts

Oracle Cloud automatically creates one Identity Domain SFTP user account per identity domain and one Service SFTP user account per service instance activated in the domain.

To activate the SFTP user accounts, an identity domain administrator must configure the password whenever a new identity domain is established or a new service instance is activated.

Only identity domain administrators can configure the password for the SFTP user accounts, and only for the SFTP user accounts in their designated identity domains.

Note

When you configure the password for SFTP user accounts, the password is set. It isn't temporary. The system doesn't prompt the SFTP user to change the password on the next sign-in.

To configure the password for an SFTP user account:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. Click the **SFTP Users** tab.

4. Locate the SFTP user account for which you want to set or change the password. You can browse through the list of accounts or use search to filter the list based on your entered criteria.

5. Click  **Action** and select **Reset Password**.

6. Enter the new password in both the **New Password** field and the **Confirm New Password** field.

Make a note of the password that you assign to this SFTP user account. You must communicate this password to any administrator who will be using the account.

7. Click **Save**.

The system prompts for confirmation that you want to change the password for the selected user.

8. Click **Save** to set the new password.

Be sure to give the new password, along with the other SFTP sign-in information (host, port number, and user name), to the appropriate administrators.

Managing Your Profile



This topic does not apply to Oracle Cloud at Customer.

Use the Infrastructure Classic Console or Applications Console to reset your password and unlock your account. The system automatically locks your user account if there are multiple incorrect sign-in attempts using your user name, password, and identity domain.

See Change and Manage Your Passwords in *Getting Started with Oracle Cloud*.

Managing Users with Identity Cloud Service Accounts

If you are using an Oracle Cloud Account with Identity Cloud Service (IDCS), then you can use Users page on the Infrastructure Classic Console or Applications Console to access the features of Oracle Identity Cloud Service to manage users and roles for your Oracle Cloud services.

If you are using Infrastructure Console, then see [Managing Oracle Identity Cloud Service Users and Groups in the Oracle Cloud Infrastructure Console](#) in the Oracle Cloud Infrastructure Console documentation.

| Element | Description |
|---|--|
| Add users | See Creating a Cloud Account User in <i>Getting Started with Oracle Cloud</i> . |
| Search | You can search for users either by their full name or email address, or part of their name or email address. |
| Manage Profile | View and edit your own profile in the User Management page. See Managing Profile . |
| Change password | See Change and Manage Your Passwords in <i>Getting Started with Oracle Cloud</i> . |
|  | Click  Action to select options for: <ul style="list-style-type: none">• Removing a user account• Editing a user account including modifying roles See Modifying an Account and Removing an Account . |
| Identity Console | Click Identity Console to select advanced user management options such as: <ul style="list-style-type: none">• Resending an invitation• Importing and exporting user accounts• Assigning groups and applications• Modifying user roles• Resetting all user passwords See Managing Oracle Identity Cloud Service Users in <i>Administering Oracle Identity Cloud Service</i> . |

Modifying an Account

Only identity domain administrators and cloud account administrators can modify a Identity Cloud Service user account, and only in the accounts they are assigned to manage.

You can modify user details and assign roles from Infrastructure Classic Console or Applications Console, **Users** tab.

To modify a user account:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

2. Open the navigation menu. Under **Account Management**, click **Users**.
The User Management page appears.
3. Click  **Action** for the user account you want to change and select **Edit**.
The User Details page is displayed.
4. Make your changes to the user account. Note that you can't edit the user name.
5. Click **Save**.
6. To assign or modify roles, click the **Roles** tab.
The user details are updated.

Removing an Account

Only Cloud Account Administrators or Identity Domain Administrators can add or remove a user account, and only in the accounts they are assigned to manage.

To remove a user account:

1. Sign in to Applications Console or Infrastructure Classic Console.
Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.
Be sure to specify the appropriate identity domain.
2. Open the navigation menu. Under **Account Management**, click **Users**.
The User Management page appears.
3. Click  **Action** for the user account that you want to remove and select **Remove**.
The system prompts for confirmation before removing the user account.
4. Click **Remove** to confirm that you want to delete the selected user account.

Note that you can't delete a user that belongs to a group. If you must do so, you must first remove the user from the group using the Identity Console and then delete the user account.

See Adding or Removing a User Account from an Administrator Role in *Administering Oracle Identity Cloud Service*.

Modifying Roles

You can modify user roles from the **Users** tab in Infrastructure Classic Console or Applications Console.

Note that:

- You can assign multiple roles to a user. Predefined Cloud Account roles are available for you to choose from.
- You assign the appropriate role to a user according to the *service entitlement* and *applications* they are allowed to access. For example, for a user performing Compute operations, you would assign the `Compute.Compute_Operations` role.

To modify the roles assigned to a user:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. Click  **Action** for the user account you want to change and select **Edit**.

4. The User Details page is displayed.

5. Click the **Roles** tab.

The default roles assigned to the selected user when the account was created are displayed under the various categories.

6. Click the text boxes under the service entitlements or applications to select additional roles for the user. If available, the additional available roles are displayed when you click the text boxes.

7. Select the role you wish to assign.

8. To remove a role for the user, click the **x** icon. You can't remove a role assigned to user in a group. Such roles are read-only.

 **Note**

If a user is assigned a Cloud Account Administrator role, then you can't remove the entitlement roles for the user. However, you can remove the Cloud Account Administrator role for the user without removing other entitlement roles.

9. Go back to the User Details page and save the changes.

The role assignments are saved and updated immediately.

For a more complex role management including assigning other administrative privileges, see Adding or Removing a User Account from an Administrator Role in *Administering Oracle Identity Cloud Service*.

Resetting Passwords

All users can use Infrastructure Classic Console or Applications Console to change their own password. Only identity domain administrators can reset the passwords of other users, and only the passwords of users in their designated Cloud Accounts.

If an identity domain administrator resets your password, the password is temporary. The system prompts you to change your temporary password on your next sign-in.

To reset another user's password:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications.

Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you

sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. Click **Identity Console**.

This displays the Oracle Identity Cloud Service user management page.

4. Click  **Action** menu for the selected user and then select **Reset Password**.

The system prompts you for confirmation.

5. Click **Reset Password**.

If the password reset is successful, then a confirmation message appears at the top of the Users tab.

The system automatically generates a new password and mails this temporary password directly to the user. Users are required to change the temporary password the next time they sign in.

6. To reset passwords for all users, click the **More** menu and then select **Reset All Passwords**.

- a. The system displays a warning and prompts you for confirmation.

- b. Click **Reset All Passwords** to confirm the reset.

This will reset passwords for all users including administrators in the system.

See [Resetting Passwords for User Accounts](#) in *Administering Oracle Identity Cloud Service*.

Managing Profile

You can view and edit your profile details, and change your password for Cloud Account with Identity Cloud Service, in Infrastructure Classic Console or Applications Console.

To view and edit your profile:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

Be sure to specify the appropriate identity domain.

2. Open the navigation menu. Under **Account Management**, click **Users**.

The User Management page appears.

3. Click **My Profile**.

The **Details** tab is in focus.

4. Make your changes and click **Save**.

5. To change your sign in password, click the **Change Password** tab.

Your profile is updated.

Performing Service-Specific Tasks

This section describes how to use the Infrastructure Classic Console or Applications Console to monitor status, uptime, and utilization for your Oracle Cloud Account.

Topics:

- [Scheduling Service Maintenance for Environment Refresh](#)
- [Viewing and Editing Service Maintenance Requests](#)
- [Locking and Unlocking Associated Services](#)
- [Managing Internet Protocol Allowlist and Blocklist Rules](#)
- [Exporting Data](#)
- [Granting Access to Oracle Cloud Services in Other Domains](#)
- [Break Glass for Oracle Applications](#)
- [Managing the Associations Between Services](#)
- [Setting Up Application Archiving](#)
- [Testing Network Throughput](#)

Scheduling Maintenance and Service Requests

This section describes how you can request us to schedule the maintenance of your environments or to perform penetration testing.

Topics:

- [Scheduling Service Maintenance for Environment Refresh](#)
- [Oracle Cloud Testing](#)
- [Modifying the Frequency of Service Maintenance](#)

Scheduling Service Maintenance for Environment Refresh



This topic does not apply to Oracle Cloud at Customer.

Oracle has deprecated being able to schedule environment refreshes from the console.

Instead, you should raise a service request with Oracle support. See [Contact Oracle Support](#)

Oracle Cloud Testing

Oracle Software Security Assurance is Oracle's methodology for building security into the design, build, testing, and maintenance of its products, whether they are used on-premises by customers, or delivered through Oracle Cloud. For information about the security testing activities (for example, penetration testing, vulnerability scanning) that can be performed by

Oracle customers against their Oracle On-Premises Products and Oracle Cloud Services (“Security Tests” or “Security Testing”), see [Oracle Customer Security Testing Policy](#).

Modifying the Frequency of Service Maintenance

Quarterly updates are delivered by default. If needed, you can change this frequency to monthly, but only if monthly updates are supported by the service.

Note

Only Enterprise Fusion Cloud customers can request Monthly updates or set up Concurrent Maintenance.

To view or change the frequency on the Service Maintenance page:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. From the service tile in the dashboard, click **View Details** to open the service details page.
3. Select **Maintenance Profile** from the  Action menu on the service tile.

The Maintenance Profile dialog box appears. Your assigned Quarterly Schedule will be displayed here.

The dialog box provides two sections: Update Schedule Settings and Concurrent Update Settings.

Modifying Your Update Schedule Settings

Use the Update Schedule Settings section of the Maintenance Profile dialog box to select quarterly or monthly updates.

Note

Only Enterprise Fusion Cloud customers can request Monthly updates or set up Concurrent Maintenance.

1. In the Update Schedule Settings section of the page, select the frequency (Monthly or Quarterly) from the **Update Frequency** list.
2. The **Update Schedule** field displays your assigned quarterly schedule, which could be February/May/August/November, January/April/July/October, or March/June/September/December.
3. If you select the Monthly frequency, then select the **Start** and **End** month.

Any request to move to monthly maintenance must be received 14 days prior to the first Friday of the month you want monthly updates to begin. You can schedule the maintenance only for the next available month.

4. Review the terms and conditions, and select the check box to accept them.

A request is created. You can see the pending update requests in the Maintenance Profile page. Your request will be processed within 24 hours, Monday through Friday. Your request for monthly maintenance from Infrastructure Classic Console or Applications Console is automatically applied to all the environments for your subscription. A request that you submit for your production environment is automatically applied to your non-production environments. Similarly, a request that you submit for one of your non-production environments is automatically applied to your other non-production and production environments. You can verify this in the Maintenance Profile page for each environment in the Infrastructure Classic Console or Applications Console.

Modifying Your Concurrent Update Settings

Use the Concurrent Update Settings section of the Maintenance Profile dialog box to set up a concurrent maintenance schedule.

Note

Only Enterprise Fusion Cloud customers can request Monthly updates or set up Concurrent Maintenance.

1. Select the **Environment is Live** check box if you are using a live version of any Oracle Fusion Cloud Product on Production.

This includes Oracle CRM Cloud Service, Oracle HCM Cloud Service, Oracle ERP Cloud Service, or Oracle Sales Cloud Service.

2. Provide a go-live date if you are not live on any Oracle Fusion Cloud product.
3. Set the start and end months in which you want to receive monthly updates.

Any request to move to concurrent maintenance must be received 14 days prior to the first Friday of the month you want concurrent maintenance to begin.

4. Review the terms and conditions, and select the check box to accept them.

A maintenance profile change request is created and you can see it in the Service Details page. You can also see the pending update requests in the Maintenance Profile page. Your request will be processed within the next 24 hours, Monday through Friday.

Viewing and Editing Service Maintenance Requests

Service administrators or users with the appropriate privileges can view, edit, or cancel scheduled service maintenance requests in Infrastructure Classic Console or Applications Console. Note that environment refresh requests can't be edited or canceled.

To view or modify service maintenance requests, do the following:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Navigate to your service listing in the dashboard.
3. Click **Maintenance and Service Requests** from the  Action menu. For instances that are still in initialized state, this option is disabled.

The Service Request Details page is displayed, which displays the maintenance requests calendar.

4. Select the desired request to view and modify its details. You can only change the time slots and contact details.
5. In the Service Request Details page, click **Edit My Request**.
 - To cancel your request, click **Cancel** and click **Ok** to confirm your cancellation. Note that you can only cancel requests that are pending approval or under review. To cancel approved requests, contact Oracle Support with the service request number.
6. Accept the terms and conditions and click **Next**.
7. Select a new time slot from the calendar. To retain the previous time slot, click **Keep Original Date**.
8. Provide the contact details and click **Submit Changes**.

Changes are visible only after service maintenance requests are approved.

Locking and Unlocking Associated Services

To lock or unlock a service, use the Service Details page in Infrastructure Classic Console or Applications Console. Lock and unlock requests may take time to process. You'll get an email when your request is complete.

Note

You can lock or unlock a service only if supported by the service type. The **Administration** tile isn't displayed on the service details page if the service doesn't support lock, unlock, or application archiving.

When you lock a service, your service users and developers will no longer be able to access your Oracle Cloud services or any deployed applications. However, administration interfaces are still accessible, so administrators can still perform operations for the locked service. For example, identity domain administrators can still add users to the service or deploy new applications to the service.

When you lock an Oracle Java Cloud Service, deployed applications and corresponding database objects can't be accessed, but new applications can still be deployed (access is still restricted until the unlock occurs). Therefore, by locking a Java service, you're also locking the associated database service.

When you lock an Oracle Database Cloud Service, only the database service is locked, but all user connections are closed. Although the associated Java service doesn't show as locked, users can't connect to the Database service. Thus, the Java service is also locked indirectly.

To lock or unlock a service:

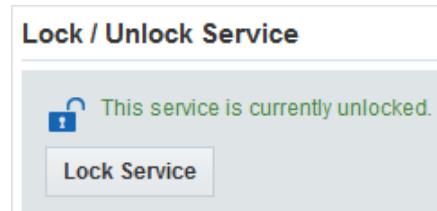
1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Navigate to the page that lists the service that you want to lock or unlock.

3. Click the service name to open the details page for the service.
4. Click the **Administration** tile.

The Lock / Unlock Service section displays the current status. For example:



5. Lock or unlock the service.

The system immediately sends your request to Oracle Cloud and updates the status. When the request is processed:

- Oracle Cloud sends you an email confirming that the service has been updated.
- The Lock / Unlock Service section displays the updated status.
- The cloud status icon includes a padlock if the service is locked.

Managing Internet Protocol Allowlist and Blocklist Rules

For some Oracle Cloud services or services that support instances, you can add your own Internet Protocol (IP) allowlist and blocklist rules, and activate the firewall for the cloud service.

Use the Firewall page in Infrastructure Classic Console or Applications Console to create your allowlist and blocklist rules and enable the firewall.

To create the rules and enable the firewall:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Navigate to the service listing for which you want to create and enable firewall rules.
3. Click the service name to open the details page for the service.
4. Click the **Firewall** tile. This tile is hidden for some Oracle Cloud Application services in mid-market environments.
5. If your service has instances, select an instance from the list.
6. In the right pane, under the **Rules** section, click **Create Rule**.

The Create Firewall Rule dialog box is displayed.

7. Select the type of rule you want to create.

The options are:

- **By Address:** To allow or block an IP address, such as 1.1.1.1.
- **By Range:** To allow or block a range of IP addresses such as range from 1.1.3.1 to 1.1.3.254.

- **By CIDR:** To allow or block IP addresses allocated by Classless Inter-Domain Routing (CIDR), such as range from 1.1.2.1 to 1.1.1.254.
- **By Subnet/Mask:** To allow or block IP addresses based on subnet masks, such as range from 1.1.4.1 to 1.1.4.254. The system rejects addresses such as 0.0.0.0 or 255.255.255.255. The system also rejects addresses if their binary equivalents don't contain a continuous sequence of 1s. For example, the system rejects 255.0.255.0 because this is equivalent to 11111111 00000000 11111111 00000000 in binary format.

8. Select **Allow** or **Deny** from the **Rule Type** list as per your requirement.
9. Specify the address, range, CIDR, or subnet mask based on what you selected in Step 6.
10. Click **Create**.
11. Under the **Activation** section, click **Enable**.

Access Control determines which requests to allow or deny based on preset conditions present in the Routing rules. Oracle Cloud supports two access control dispositions: **Allowlist** and **Blocklist**, and additionally a default disposition **None** that allows access to all IP addresses. The ALLOWLIST disposition signifies that the default access control is deny, and you can specify certain IP addresses, CIDR, or Subnets to be allowed access. The BLOCKLIST disposition signifies that the default access control is allow, and you can specify certain IP addresses, CIDR, or Subnets to be denied access.

You can also modify or remove firewall rules by clicking  **Action**, and then selecting **Modify** or **Remove** accordingly. After you are done making updates to the rules, click **Apply**. The **Apply** button is disabled when you select **Allowlist** from the Disposition list. Click **Cancel** if you wish to revert your updates.

If you specify **None** as the Disposition, then firewall rules are disabled. You'll be prompted for confirmation when disabling firewall rules. The **Create Rule** button is disabled when you select **None** as the Disposition.

Exporting Data

The Exports page displays information about data that has been exported and the related static files.

From this page, you can also export data, submit data import scripts for processing, and deploy static files. Exporting data is available for Oracle Database Cloud Service only.

To open the Exports page:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.
2. Navigate to the service listing for the Oracle Database Cloud Service for which you want to export data.
3. Click the service name to open the details page for the service.
4. Click **Exports**.

See Importing Data, Managing Data, and Exporting Your Database Schema in *Using Oracle Database Cloud-Database Schema Service*.

Granting Access to Oracle Cloud Services in Other Domains

A service administrator uses the Permissions page in Infrastructure Classic Console or Applications Console to approve or reject access request to a particular service from a service administrator of another identity domain. The **Permissions** tab is displayed only after a service administrator receives a request for any of the services.

For example, an Oracle Integration Cloud Service administrator from an identity domain may request rights to services in another identity domain to associate services across identity domains.

Note

Approved permission requests to a service allow the requestor to perform certain operations from clients that support the permission model, such as Oracle Cloud Marketplace or Integration Cloud Service. However, an approval doesn't make the requestor an administrator or user of the service or the identity domain.

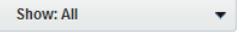
To approve or reject a permission request:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Click **Permissions.**

The Permissions page opens. By default, the page displays a list of all the requests that you've received.

You can filter the requests based on status by clicking  and then selecting from the following options:

- **Pending Approval:** Requests that are yet to be approved or rejected
- **Completed:** Requests that are in the completed state (either approved, rejected, or revoked)
- **Approved:** Requests that have been approved
- **Rejected:** Requests that have been rejected
- **Canceled:** Requests that have been canceled
- **Revoked:** Requests that were previously approved and then revoked

3. Navigate to the specific request.

4. Click either of the following based on your requirement.

- **Approve**

Clicking **Approve** displays an **Approve permission request** dialog box where you can provide optional comments for your action. In addition, you can select whether you approve the request with or without a constraint. A constraint imposes a usage restriction on the approved permission to a particular entity, such as a subscription or an identity domain.

Note

You can also revoke permissions on an approved request by navigating to the request and clicking **Revoke**.

- **Reject**

Clicking **Reject** displays a **Reject permission request** dialog box where you can provide optional comments for your action.

Oracle Cloud sends an email to the requestor with the request status.

Managing the Associations Between Services

You can create an association between certain types of services. Service association allows services to communicate with each other.

For example, you can associate an Oracle Java Cloud Service with an Oracle Database Cloud Service, so that your Java applications can read from and write to your database service.

A single Oracle Java Cloud Service can be associated with only one Oracle Database Cloud Service.

A single Oracle Database Cloud Service can be associated with only one Oracle Java Cloud Service, with one exception: if you purchase a DB50 level of database service, then you can associate more than one Oracle Java Cloud Service with it.

You can also associate Oracle Java Cloud Service-SaaS Extension (Oracle JCS-SX) with Oracle Software as a Service (Oracle SaaS) applications such as Oracle HCM Cloud Service, Oracle ERP Cloud Service, or Oracle CRM Cloud Service, if the services are active and are in the same identity domain as Oracle Database Schema Cloud Service.

In all cases, two services can be associated only if they are in the same identity domain.

When you sign up for an Oracle Java Cloud Service trial subscription, your subscription automatically includes an Oracle Database Cloud Service trial subscription. In addition, Oracle Cloud automatically associates the two services. There is no other option for performing service associations with trial services.

To manage the associations between your services:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Navigate to the service listing for which you want to associate or disassociate a service.
3. Click the service name to open the details page for the service.
4. Click the **Associations** tile.
5. Click **Manage Associations**.

In the Manage Associations dialog box, select services and use the left and right arrows to move services back and forth between the Non Associated Services column and the Currently Associated Services column.

Only services eligible to be associated with your selected service are listed.

6. Click **OK** to save your changes.
7. Click **OK** to confirm.

It may take some time to process your service association or disassociation. The system updates the Associated Services section with the current status, such as Pending association or Pending disassociation.

When the processing is complete, the system updates the information on the Associations tile and in the Associated Services section. In addition, Oracle Cloud sends you an email whenever the association for a service changes.

Break Glass for Oracle Applications

Oracle Break Glass for Oracle Applications enables you to securely restrict access to your cloud environment and data.

Topics:

- [Oracle Break Glass for Fusion Cloud Service](#)
- [Break Glass Coverage for Oracle Fusion Cloud Services](#)
- [Configuring Managed Access on Oracle Cloud Infrastructure Fusion Applications Environment Management](#)
- [Configuring Bring Your Own Key on Oracle Cloud Infrastructure Fusion Applications Environment Management](#)
- [Configuring Managed Access on Oracle Cloud Infrastructure Legacy and Oracle Public Cloud](#)
- [Configuring Bring Your Own Key on Oracle Cloud Infrastructure Legacy and Oracle Public Cloud](#)

Oracle Break Glass for Fusion Cloud Service

Oracle Break Glass for Fusion Cloud Service is an optional service for Oracle Fusion Cloud Service that provides an additional layer of managed access to your content that resides in the Oracle Fusion Cloud Service database (Fusion database), as well as control over data encryption keys for such database.

With Oracle Break Glass for Fusion Cloud Service, Oracle personnel must obtain explicit approval from you for temporary access to your content residing in the Fusion database for one-off, service-related activities such as support and troubleshooting.

The approval requests are made through a workflow that involves approvers defined by you. Once approved, your approval gives Oracle access to passwords for the Fusion database stored in a secured escrow account for a limited time.

In addition to such managed access, Oracle Break Glass allows you to control the master encryption key of Oracle's Transparent Data Encryption (TDE) which encrypts data in the Fusion database. Oracle requires use of the TDE master key to operate the Fusion database, but only retains a copy of the latest key provided by you. By revoking or resetting the TDE master key, you can shut down the Fusion database and prevent anyone, including Oracle, from accessing your content residing in such Fusion database.

Oracle Break Glass for Fusion Cloud Service consists of the provisioning of the following services:

- Oracle Database Vault

- Oracle Break Glass

Oracle Database Vault Introduction

Oracle Database Vault for Fusion Cloud Service is intended to provide additional controls of Oracle Fusion Cloud Services by protecting your content from being accessed by Oracle users and controlling sensitive operations inside Oracle Fusion Cloud using multi-factor authorization.

When enabled, Oracle Database Vault for Fusion Cloud Service:

- Forms realms which act like firewalls inside Oracle Fusion Cloud
- Restricts the DBA and other Oracle users from accessing Your Content residing in the Oracle Fusion Cloud Service database
- Creates strong controls over when and where Your Content in the Oracle Fusion Cloud Service database can be accessed
- Protects the Oracle Database Vault for Fusion Cloud Service from unauthorized changes

Oracle Break Glass Introduction

Oracle Break Glass for Fusion Cloud Service provides additional control in two ways. First, Oracle Break Glass Managed Access for Fusion Cloud Service enables you to restrict and control Oracle's access to your content stored in the Fusion database. By use of Oracle Break Glass for Fusion Cloud Service, you control access to passwords required for data level access to the Fusion database, thereby limiting access by Oracle personnel to your content residing within the Fusion database. Your passwords are stored in a secured escrow account not accessible to Oracle Fusion Cloud Service personnel.

During the Services Period of the Oracle Fusion Cloud Service, Oracle personnel may require access to those services, including data layer access to your content residing within the Fusion database, in order to perform service-related activities, such as maintenance, upgrades, support, and responding to service requests. If Oracle requires data layer access, Oracle will request approval from you through a workflow involving approvers both from Oracle and you. You may approve Oracle's access to the data level access passwords for a limited time period; the access will be revoked, and passwords changed after the time period defined by you for such data access. Upon your request, Oracle will provide you with a report of such access.

Oracle Break Glass Managed Access for Fusion Cloud Service provides control and management over Oracle's access requests to your content residing in the Fusion database. There are three entitlement types for Break Glass access requests:

1. **Support Team Entitlements:** These entitlements allow Oracle personnel to triage your service requests logged in My Oracle Support (MOS). These entitlements allow strictly read-only access to your content residing in the Fusion database.
2. **Database Administrator Entitlements:** These entitlements allow Oracle personnel to perform database-related maintenance activities such as patching, upgrading, troubleshooting, and backup restoration.
3. **Application or Mid-Tier Administrator Entitlements:** These entitlements allow Oracle personnel to perform application and middleware tier-related maintenance activities such as patching, upgrading, troubleshooting, and backup restoration.

To ensure that Oracle personnel do not have standing access to your content in the Fusion database, the system resets the password as well as terminates active sessions after the Support Access Duration (described below) expires. It is not only the checked-out credential

password, which is reset, but also passwords for all credentials that fall under Break Glass purview.

In addition to managed access, data at rest in Fusion Database is protected using Oracle's TDE and Database Vault. The Bring Your Own Key (BYOK) feature allows you to control the master encryption key of your Oracle Fusion Cloud Service TDE-enabled database with the exception of Oracle SaaS at Customer Cloud Service Connected, Oracle SaaS at Customer Cloud Service Disconnected and Oracle SaaS at Customer Cloud Service in Country. By utilizing the Oracle Break Glass for Fusion Cloud Service, You can create a qualified master encryption key to replace a system-generated key for the TDE-enabled Fusion database and you can revoke it or reset it later. Oracle requires use of the TDE master key to operate the Fusion database. If you revoke or reset the TDE master key, the Fusion database will shut down and the services dependent on the database will become inaccessible, and no one, including Oracle, will be able to access encrypted data or perform any operation that requires access to the locked database.

Important Considerations when using Oracle Break Glass for Fusion Cloud Service

If you have [imported your keys and key versions](#), you are responsible for maintaining the history of those keys for a duration that aligns with the Oracle Fusion Cloud Service backup and retention policy. You must provide the correct key version to Oracle when restoring services, database access, or older backups. Failure to provide the correct key may make data backups unrecoverable. If your key is lost, access to the database and all associated data will be permanently lost.

Failure to provide Oracle with the correct key version in a timely manner may adversely affect the Oracle Fusion Cloud Service and related service performance, including target system availability, scheduled maintenance, and response times. Oracle is not responsible for such impacts and is not liable for any related service level credits.

When submitting a service request to Oracle for support involving data issues (such as data loading or duplication), you must ensure that the request contains only randomized data and does not include any of your actual content.

After creating your vaults, you must [replicate each vault](#) in your production environment to support disaster recovery. This replication step only needs to be performed once. Afterwards, your vault and keys will be synchronized automatically during disaster recovery events.

If you use an external vault through Oracle External Key Management Service (EKMS), [replication of your external vault](#) is still required for disaster recovery. Oracle's cross-region replication for external vaults includes the vault and its key references. However, replicating externally managed keys is your responsibility and is not included in Oracle's replication process.

With EKMS, you are also responsible for ensuring the availability of your keys. Oracle External KMS is designed so that Oracle never has access to the actual cryptographic key material. If you block or disable a key in your on-premises environment, Oracle cannot use the key reference to decrypt data or perform key management operations. This may result in your Fusion Cloud Service becoming unavailable.

Break Glass Coverage for Oracle Fusion Cloud Services

Oracle Break Glass is currently available for SaaS Fusion Cloud Services, and these services utilize a number of features that require data transformation. In these cases, data is extracted from the Fusion database for additional processing and enrichment, and stored in object storage or other databases. This data is still protected at all times by Oracle's standard access control and data protection policies.

Oracle Break Glass for Fusion Cloud Service coverage for the aforementioned additional functionality beyond Fusion database is outlined below.

| Functionality | Entitlement | Description | Content covered by Break Glass | Content not covered by Break Glass but safeguarded by Oracle's standard security protections and policies |
|--|---|---|---|---|
| Digital Assistant (ODA) | Included in all Fusion Cloud Services, as a default offering | Platform of chat-bots with a set of pre-installed skills in Fusion Cloud Service | <ul style="list-style-type: none"> • Your application data, including the skill, Digital Assistant definitions, channel and system configurations • Your end user's conversation request and response | <ul style="list-style-type: none"> • Oracle Digital Assistant backups |
| Oracle Process Automation (OPA) | Included with all Fusion Sales and Service and HCM Cloud Services | Oracle Process Automation enables You to rapidly design, automate, and manage business processes in the cloud | <ul style="list-style-type: none"> • Your business process, such as state, data variables provided using Web Forms or calls | <ul style="list-style-type: none"> • Your large file attachments for pass-by-reference, and form field design metadata for Web Forms |

Customer data that are safeguarded by Oracle's standard security protections and policies but not covered by Oracle Break Glass is listed below

| Functionality | Entitlement | Description | Content supports BYOK but is not covered by Break Glass procedures and is safeguarded by Oracle's standard security protections and policies |
|---|---|---|--|
| Oracle Fusion Data Intelligence Platform | Included with Oracle Fusion ERP Analytics Cloud Service, Fusion HCM Analytics Cloud Service, Fusion CX Analytics Cloud Service, Fusion SCM Analytics Cloud Service, Oracle Fusion Accounting Hub Analytics, and Additional Test Environment for Oracle Data Intelligence. | A family of prebuilt, cloud native analytics applications for Oracle Cloud Applications that provides line-of-business users with ready-to-use insights to improve decision-making. | <ul style="list-style-type: none"> • Transformed historical data of Your Fusion Cloud Service. • Data sourced from NetSuite or Fusion or other sources of yours. • Your Content backup of Oracle Data Intelligence, listed above. |

| Functionality | Entitlement | Description | Content supports BYOK but is not covered by Break Glass procedures and is safeguarded by Oracle's standard security protections and policies |
|---|---|--|---|
| Adaptive Intelligence Apps Global (AI Apps) | Included with all Fusion Cloud Services as a default offering, or for some features, available through a SKU. | AI Apps features are embedded within Oracle Cloud Applications for CX, ERP, and HCM. Examples include Intelligent Account Combination Defaulting for Cloud ERP, Intelligent Matching for Cloud HCM, and SR similarity for Cloud CX. AI Apps features are delivered through an AI Apps Framework with a common method of data extraction, machine learning model training and maintenance, and prediction delivery. | Various types of Your Content, from Your Fusion database that are use case and pillar dependent. Data examples include: <ul style="list-style-type: none"> • ERP use cases – Financials: payables transaction data, receivables transaction data. • HCM use cases – <ul style="list-style-type: none"> (1) Recruiting: candidate and applicant IDs (no PII included), job descriptions. (2) Talent Management: talent profiles (competencies & skills). (3) Oracle Learning: class catalogs and descriptions. |
| AI Invoices (Intelligent document recognition) | Included with Fusion Forms Recognition Cloud Service | Intelligent document recognition of Invoice bills delivered via bots | <ul style="list-style-type: none"> • Your supplier, legal entity, PO, and adaptive learning training data. • Your email file and associated attachment files, normalized documents in PDF and XML, and document predictions (JSON). |
| Search | Included with all Fusion Cloud Services, as a default offering | Elastic search functionality for Fusion Cloud Service | <ul style="list-style-type: none"> • Your application data used for indexing to perform application search. • Index data backup in the form of Elasticsearch snapshots. |

| Functionality | Entitlement | Description | Content supports BYOK but is not covered by Break Glass procedures and is safeguarded by Oracle's standard security protections and policies |
|--|---|--|---|
| Live Experience | Included with Live Experience services | Engage your customers with just-in-time communication such as audio/video calls, screen sharing, visual annotation, and SMS conversations | <ul style="list-style-type: none"> • Your projects and service instance metadata. • Your GIT repositories. • Your binaries and Oracle's backups of the GIT repositories and regional DB. |
| Visual Builder Studio (formerly Developer Cloud Service) (VBS/ DevCS) | Included with all test environment of Fusion Cloud Services | Development a tool used for Fusion Cloud customers to help them extend Fusion applications | <ul style="list-style-type: none"> • Your projects and service instance metadata. • Your GIT repositories. • Your binaries and Oracle's backups of the GIT repositories and regional DB. |
| Integration Cloud – Public Sector Cloud Service (OIC-PSCR) | Included with Fusion Public Sector Cloud Service | Oracle Integration Cloud next generation solution for public sector industry | <ul style="list-style-type: none"> • Information relating to Your integration messages and workflow task for which integrations are built and run. |
| Identity Access Management (IAM) Service | Included with all Fusion Cloud Services | Oracle fully integrated cloud service that delivers all the core identity and access management capabilities through a multi-tenant cloud platform | <ul style="list-style-type: none"> • Identity information user profiles (including password), groups, group memberships, settings (authentication), SSO, application configuration, etc. |

All Fusion customers have access to Adaptive Intelligence Apps Global, including Break Glass customers. Adaptive Intelligence is not covered under Oracle Break Glass, but is safeguarded by Oracle's standard security protections and policies.

Configuring Managed Access on Oracle Cloud Infrastructure Fusion Applications Environment Management

Secure your Fusion Applications environments with Oracle Break Glass and customer-managed keys.

For information on configuring Managed Access (Break Glass) for Fusion Applications environments managed in the Oracle Cloud Console, see [Break Glass Support for Environments](#).

Configuring Bring Your Own Key on Oracle Cloud Infrastructure Fusion Applications Environment Management

By default, your Fusion Applications environments are protected by Oracle-managed encryption keys. By subscribing to the Oracle Break Glass service, you are offered the customer-managed keys feature that allows you to provide and manage the encryption keys that protect your environments. You can also purchase this option as an add-on subscription. Fusion Applications leverages the OCI Vault service to enable you to create and manage encryption keys to secure the data stored at rest in your production and non-production environments. You can set up keys on your environment either during environment creation or you can add the key to an existing environment. If you add the configuration on an existing environment, encryption of the environment will occur during the next scheduled maintenance cycle.

For information on setting up and managing customer-managed keys, see [Customer-Managed Keys for Oracle Break Glass](#).

Configuring Managed Access on Oracle Cloud Infrastructure Legacy and Oracle Public Cloud

You may configure the Oracle Break Glass Managed Access to meet your specific requirements.

Configuring Oracle Break Glass for Fusion Cloud Service lets you define the following for each of your Oracle Fusion Cloud Service environments:

- Approvers** – Your authorized personnel who are authorized to approve Oracle Break Glass for Fusion Cloud Service access requests.
- Support Access Duration** – Time window for which the data level access to the Fusion database by Oracle staff will be granted before the access is automatically revoked.
- Automatic approvals** – You can specify when data level access can be granted automatically without the need for your approval.

Break Glass Access Approval Defaults

Please note that all newly provisioned Oracle Break Glass for Fusion Cloud Service environments come with a default configuration setting. You must update this configuration as per your requirements.

The default configuration means that Break Glass access requests do not need your approval, and access is set to 48 hours. You can still request an audit log for such access requests.

Break Glass Configuration

To configure a newly provisioned Oracle Break Glass for Fusion Cloud Service environment, or to update existing configurations, You can raise an SR with a completed (filled in) configuration template from MOS. (Refer to Doc ID 2119149.1 for details on how to raise an SR and fill in the configuration template).

Break Glass Access History Report

You may obtain a detailed report of historical approved access by submitting an SR through MOS. (Refer to Doc ID 2119149.1 for details on how to raise an SR and fill in the configuration template).

Configuring Bring Your Own Key on Oracle Cloud Infrastructure Legacy and Oracle Public Cloud

A unique pair of transportation keys, one public, and another private, are generated by Oracle for every transfer of the TDE master key from you to us. The public key of the transportation key pair is available in Infrastructure Classic Console or Applications Console. You can use this public key to encrypt a new TDE master encryption key and upload it using the Manage TDE Key tile in Infrastructure Classic Console or Applications Console.

To generate the random TDE Master Keys, You can use OpenSSL, which has been certified for generating random TDE Master Keys and for encrypting them using the transportation key. You install OpenSSL on Your premises to perform any of the actions on the Manage TDE Key page, which is available from the Infrastructure Classic Console or Applications Console in Your Cloud Account.

TDE Master Key Upload Best Practices

Before uploading or resetting your TDE master encryption key, review the following best practices.

- 1. Upload or Reset Your First Key with Oracle:** You must perform the first key reset or upload along with Oracle. Contact your Oracle representative to schedule this.
- 2. Review TDE Master Key Ownership & Responsibilities:**
 - Review the list of service administrators who can perform the key upload or reset operation.
 - It is critical that you establish an internal policy for backups and safeguard the TDE master key.
 - Maintain an inventory of the keys you have used along with the dates on which they were used. Maintain backups of all keys for the duration specified in the Oracle Backup Retention Policy.
- 3. Key Lifecycle Operations:** Consider the following scheduled events before uploading or resetting your key:
 - Make sure other lifecycle operations, such as production to test, upgrade, or patching events, have not been scheduled.
 - Make a note of your organization's peak usage period (for example, time of day, or end of the month/quarter/year).
 - DO NOT attempt to initiate a key reset or upload during such events or peak usage periods.
 - Always check for published event schedules in Infrastructure Classic Console or Applications Console.

Controlling TDE Keys

As a service administrator, you can set up and control keys from Infrastructure Classic Console or Applications Console to secure your data on Oracle Cloud. You can set up keys for Oracle Cloud services such as Oracle HCM Cloud Service, Oracle Sales Cloud Service, or Oracle ERP Cloud Service from the **Manage TDE Key** page, if enabled for the service.

To learn more about the service administrator role, see Oracle Cloud User Roles and Privileges.

The following elements are involved in data encryption:

- **Transportation Key:** The public key that you download from Oracle Cloud
- **TDE Master Encryption Key:** The key that you generate on your premises
- **Encrypted Key File:** The file which stores the encrypted TDE Master Encryption Key with the Transportation Key

You can do the following operations from the Manage TDE Key page:

- Download Oracle public key and use it to encrypt your own TDE master encryption key.
- Upload your new TDE master encrypted key.
- Reset your key: You can replace the given key with your own TDE master encryption key. You must use OpenSSL to generate your own key for replacing the existing master encryption key.
- Revoke your key: Delete your TDE master encryption key and shut down the system.
- Restore your key: Restore your key and the system after the revoke operation. You can restore the system only if you provide the exact key that was revoked.

Downloading Oracle Public Key

You download Oracle public key so you can use it to encrypt your own TDE master encryption key. Then, you can upload your new TDE master encrypted key.

To download Oracle public key:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. In the Cloud Services section, click the  Action icon on the service tile to open the Service Details page. The **Overview** tile is in focus.
3. Click the **Manage TDE Key** tile.
4. Click **Download Public Transport Key** to download the Oracle public transport key.
5. Encrypt the key using OpenSSL. Follow the instructions provided on screen to generate and encrypt your own TDE master key.

Generating Your TDE Master Key

After you download the Oracle Public Key, you must use OpenSSL to generate and encrypt your key. This step is performed using the command line on your local Unix-based system. The instructions provided here are for a Linux system.

For Oracle Cloud Infrastructure

Follow the exact steps below to generate your TDE master key; otherwise, the key reset operation will fail. After you generate the key, encrypt it using the Transport Key in Base64 encoded and not in binary format, and use it to reset the given TDE master key with your own. You must use OpenSSL to generate and encrypt your key.

To generate your TDE master key for your environment hosted on Oracle Cloud Infrastructure:

1. Set environment variables required for the process.

| | |
|--------------------|---|
| OPENSSL | location of OpenSSL 1.1.1 or later version installation |
| AES_KEY | path to file to store generated TDE master key |
| WRAPPING_KEY | path to file storing encryption key, also known as the transport key, downloaded following the steps in Downloading Oracle Public Key |
| WRAPPED_KEY | path to file containing encrypted TDE master key |
| BASE64_WRAPPED_KEY | path to file containing wrapped TDE master key in Base64 encoded format |

2. Generate a 32-byte AES symmetric key to be used as your TDE master key.

```
 ${OPENSSL} rand 32 > ${AES_KEY}
```

3. Encrypt your own TDE master key.

You encrypt your own generated TDE master key, with RSA-OAEP with SHA-256, using the Oracle Public Transport key that you downloaded from Cloud Console.

```
 ${OPENSSL} pkeyutl -encrypt -in ${AES_KEY} -inkey ${WRAPPING_KEY} -pubin -out ${WRAPPED_KEY} -pkeyopt rsa_padding_mode:oaep -pkeyopt rsa_oaep_md:sha256
```

For example:

```
openssl pkeyutl -encrypt -in "aes_key.bin" -inkey "publickey.pem" -pubin -out "wrappedkey.bin" -pkeyopt rsa_padding_mode:oaep -pkeyopt rsa_oaep_md:sha256
```

4. Base64 encode the encrypted TDE master key.

The encrypted key must be in Base64 encoded and not in binary format.

```
cat ${WRAPPED_KEY} | base64 -w 0 > ${BASE64_WRAPPED_KEY}
```

5. Upload your encrypted TDE master key using the **Reset TDE Master Key** option described in [Resetting TDE Master Encryption Key](#).

For Oracle Cloud Infrastructure Classic

Follow the exact steps below to generate your TDE master key; otherwise, the key reset operation will fail. After you generate the key, encrypt it using the Transport Key in binary format and not Base64 encoded, and use it to reset the given TDE master key with your own. You must use OpenSSL to generate and encrypt your key.

To generate your TDE master key for your environment hosted on Oracle Cloud Infrastructure Classic:

1. Create a new directory for the key and assign it to an environment variable.

```
$mkdir -p dir_of_key
$export KEYPATH dir_of_key
```

2. Make sure the directory is restricted.

```
$chmod go-rwx $KEYPATH
```

3. Generate a hexadecimal string of 48 bytes to be used as your TDE master key.

The key material must be 48 byte long. The first 16-byte is used as an identifier and the remaining 32-byte is used as the TDE master key. This 48-byte string must be converted to a 96-character-long hexadecimal string.

```
$openssl rand 48 | xxd -l 48 -c 256 -p > $KEYPATH/clearkey
```

4. Determine the checksum of your TDE master key from step 3.
The checksum is required when you reset or restore key.

```
$sha256sum -t $KEYPATH/clearkey | awk '{print $1}'
```

5. Encrypt your own TDE master key.

You encrypt your own generated TDE master key, with RSA padding mode PKCS#1 v1.5, using the Oracle Public Transport key that you downloaded following the steps in [Downloading Oracle Public Key](#). A new transport key must be downloaded for each key reset operation. The encrypted key from running the following command will be in binary format and must be uploaded in this format. If an openssl alternative is used, then make sure the output of the alternative tool is in binary and not in base64 or other encodings.

```
$openssl rsautl -pubin -inkey $KEYPATH/OraclePublicTransportKey.pub -in $KEYPATH/clearkey -out customerKey_encrypted.txt -encrypt
```

6. Upload your encrypted TDE master key using the **Reset TDE Master Key** option described in [Resetting TDE Master Encryption Key](#).

Resetting TDE Master Encryption Key

After you generate your key and encrypt it, you can replace the given TDE master encryption key with the key you generated. You must follow the instructions to generate your own key. If not, the reset key operation will fail.

See [Generating Your TDE Master Key](#).

To reset the given key:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. In the Cloud Services section, click the  Action icon on the service tile and select **View Details** to open the Service Details page. The **Overview** tile is in focus.
3. Click the **Manage TDE Key** tile.
4. Click **Choose operation** and select **Reset TDE Master Key**.
5. Click **Browse** and select your encrypted TDE master key.
6. Provide the checksum you generated as part of the key generation procedure. Copy and paste the checksum in the text box.
7. Click **Upload Encrypted TDE Master Key** to upload your encrypted key.
8. In the Warning window, click **Yes** to continue.

The TDE master key is replaced with your own TDE encrypted key.

ⓘ Note

Make a copy of your key and keep it safely. If you have any old keys (history), you must keep them safe as well. This is required during restoration of backups. When restoring your backup, you must provide the corresponding key that was used for the backup to Oracle. If you lose your old keys, the corresponding backup can't be restored.

Revoking Your TDE Master Encryption Key

You can stop service access and shut down the system by revoking the TDE master encryption key. Application data and the related service will no longer be accessible. You can access the service again only by restoring the revoked key.

To revoke the TDE master encrypted key:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. In the Cloud Services section, click the  Action icon on the service tile to open the Service Details page. The **Overview** tile is in focus.
3. Click the **Manage TDE Key** tile.
4. Click **Choose operation** and select **Revoke TDE Master Key**.
5. In the Warning window, review the warning message and click **Yes** to continue. Make note of the TDE master key you are revoking. You'll need the same key to restore it later.
6. Click **Revoke TDE Master Key**.

The key is revoked and data is no longer accessible.

 ⓘ Note

Make a copy of the revoked key and keep it safe. You must provide the exact key that you revoked when restoring access to data. If you lose the key, data access will be lost.

Restoring Your TDE Master Encryption Key

You can restore the services that were shut down when the TDE master encryption key was revoked, by uploading the same revoked key in Infrastructure Classic Console or Applications Console. Ensure that you provide the exact same key that was revoked; otherwise, the operation will fail.

The process of restoring your master encryption key is akin to key reset. However, you needn't generate a new key during key restoration. You only need to download the public transportation key, use it to encrypt the Master TDE Key, which is similar to the key reset operation.

To restore your services and upload the encrypted key:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications.

Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. In the Cloud Services section, click the  Action icon on the service tile to open the Service Details page. The **Overview** tile is in focus.
3. Click the **Manage TDE Key** tile.
4. Click **Download Public Transport Key**.

Note that you must always use the latest public key for every transaction. Because you are restoring a key that was used previously, you must use the same key, but encrypt it with the latest public key.

5. Click **Choose operation** and select **Restore TDE Master Key**. Note that this operation is only enabled when the key has been revoked.
6. Browse and select the exact TDE master encrypted key that was revoked.
7. Provide the same valid checksum that you used during the reset key operation.
8. Click **Upload Encrypted TDE Master Key** to upload your encrypted key.
9. If successful, a message is displayed along with the progress of the restore operation.

Setting Up Application Archiving

Application archiving is available for Oracle Database Schema Cloud service only. Use it to configure automatic backups.

Modifications to your Oracle Application Express applications can be archived to tables in your database schema. Applications that belong to Oracle Database Cloud Services with automatic archiving enabled are archived when they are created and when they are changed. The APEX Application Archive packaged application is used to manually archive applications and to view, manage, and restore application archives.

To set up application archiving:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications.

Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Navigate to the Oracle Database Schema Cloud Service for which you want to set up application archiving.
3. Click the service name to open the details page for the service.
4. Click the **Administration** tile. The Application Archiving section displays the current status.
5. Enable or disable application archiving.

See Application Archiving in *Using Oracle Database Cloud Service*.

Testing Network Throughput



This topic does not apply to Oracle Cloud at Customer.

Using Infrastructure Classic Console or Applications Console, you can test the end-to-end throughput of the network connection between the browser displaying the network throughput test page and the Oracle Cloud data center. Throughput is the average data rate attained for the transfer of an entire file.

The network test pings the Oracle Cloud data center multiple times with several predefined file sizes, and displays the throughput, latency, and response time. Throughput is expressed in megabits per second (Mbps); latency and response time are expressed in milliseconds (ms). If you contact Oracle for support about poor network performance while using Oracle Cloud, the support representative may ask for this data.

To test network throughput:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Click the user name menu on the top-right corner and then click **Diagnostics**.

This displays the Throughput Measurement page.

3. Click the **Test** button to start testing the network connection between the browser displaying the network throughput test page and the Oracle Cloud data center.

For each test data file size, five test iterations are performed.

A set of transitory progress bars are displayed with the testing metrics.

After the testing is complete, the Results section displays the final results.

The Results section displays the following:

- Target: The Oracle Cloud data center name.
- Latency: The average time (in ms) taken for the complete round trip of an HTTP request from the browser running the test page and the Oracle Cloud data center hosting the service.
- Sustained Throughput: Throughput is the average data rate attained for the transfer of the entire file. The Sustained Throughput (in Mbps) reports the highest such measurement for any of the files tested. It's the throughput of one of the transfer attempts of one of the larger files (typically).

You can click the **Details** down-arrow icon to expand and show the detailed results during or after the test.

The Details section displays the following:

- Size: Size (in bytes) of the data file that is used for testing. A size of 0 means an empty file. It's a request that successfully retrieves a file containing 0 bytes. Tests with the empty file are used to compute the latency.
- Average Time: The average time (in ms) across all five iterations for a particular test file size.

- Average Throughput: The average throughput rate (in Mbps) calculated from five iterations for a particular test file size.
- Instant Throughput: The running count of the transfer rate attained during a transfer. It's calculated in Mbps as bits per a short interval of time (200 ms) during the transfer.
Instant Throughput may be blank for transfers that are too short in time to provide reliable intermediate estimates. Typically transfers that take 500 ms or less don't display any information.
- Elapsed Time: The time (in ms) taken for each iteration of testing for a particular test file size.

Upgrading Subscriptions

Oracle Cloud services are offered as both paid and promotional subscriptions. This section describes how to manage your subscriptions.

For information on upgrading your free promotion, see Upgrading Your Free Oracle Cloud Promotion in *Getting Started with Oracle Cloud*.

Topics:

- [Updating Your Billing Details](#)
- [About Service Limits for Pay-As-You-Go Subscriptions](#)
- [Updating Your Paid Subscription from Oracle Store](#)
- [Viewing a List of Authorized Buyers for a Service](#)

Updating Your Billing Details

If you wish to change your billing details from the one you used during purchase or sign up, you can do so from the Account Management page in Infrastructure Classic Console or Applications Console.

If you're using the Infrastructure Console, then you can upgrade your promotion to a paid account from the **Account Management** page. See [Changing Your Payment Method](#) in *Oracle Cloud Infrastructure* documentation.

If you've purchased Oracle Cloud services through Oracle Sales, then contact your Oracle Sales representative to update your billing details.

Note that only a Cloud Account Administrator or a Buyer can update billing details.

The billing details that you can modify are the billing address and payment method.

To modify your billing method:

1. Sign in to Applications Console or Infrastructure Classic Console.
Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.
2. From the dashboard, click the **Account Management** tile.
3. Select the **Account Management** tab to view your subscription details.
4. Locate the service whose billing method you want to edit.
5. Click the link under the **Billing Method** column. Typically, it is the credit card number you used during purchase.
6. In the Update Billing Method dialog box, make the changes as required.

If you change your credit card information, then your credit card will be charged again temporarily, which will be reversed after the card is successfully verified.

7. Save the changes and click **Finish**.

If you encounter an error while updating your billing method or address, then use the Chat link to contact an Oracle Customer Support representative and get help.

About Service Limits for Pay-As-You-Go Subscriptions

This topic describes the service limits set for Pay As You Go Oracle Cloud metered services and the process for increasing or decreasing those default limits.

About Service Limits

When you sign up for Oracle Cloud metered services and select the pay as you go payment option, a set of service limits are configured for your services, by default. The service limit is the quota or allowance set on a service resource. For example, when you purchase Oracle Cloud Infrastructure Compute Classic, 50 OCPUs (for Compute General Purpose) would be configured by default. Similarly, other Compute resources (Compute High-I/O, Compute Block Storage etc) in the service would have various limits defined.

If you signed up for our credit promotions through Oracle Store, promotional limits are set initially and the Pay-As-You-Go limits are set if you decide to convert the service to Pay As You Go. If you need more resources than the specified service limits, you can request to have the service limits raised. Occasionally, you may also want to request a decrease in service limits. See [Requesting a Service Limit Change](#).

What Happens When I Reach a Service Limit?

When you reach the service limit for your service, you won't be allowed to create new service instances. You'll get an error if you try to do so. You can only create new instances after you increase your service limits or you terminate an existing service instance.

To learn more about the service limits for specific resources of Oracle Cloud Pay-As-You-Go services, see [Limits By Service](#).

Requesting a Service Limit Change

You can use My Oracle Support to file a service request for increasing or decreasing your service limits. Please note that the service limits are changed only after they are approved. Approval is not immediate and may take a few days to become effective.

To request a service limit increase:

1. Sign in to <https://support.oracle.com/> with your Oracle Account.
 - a. If you are using My Oracle Support, click **Switch to Cloud Support** at the top of the page to log service requests.
 - b. Select the **Service Requests** tab.
2. Click **Create Service Request**.
3. Click **Cloud**.
4. Select the following:
 - **Service Type:** For example, Oracle Cloud Infrastructure Compute Classic.
 - **Service Name:** Any service instance name associated with the identity domain that you are requesting a limit increase for. For example, iaasmb-a473329 or dbmb-a473380.

- **Problem Type:** Select **General/Other Questions** and then select **Request service limit increase**.

5. Enter your contact information.
6. Provide a description.
7. Specify the following:
 - a. **Identity Domain ID:** Identity Domain of the service.
 - b. Service for which you are requesting the limit increase. For example, Request increase in limit for Compute Classic.
 - c. Requested limit increase. For example, Increase the service limit for Compute Capacity to 75 OCPUs and Block Storage to 150 TB.
 - d. Reason for the request. Describe what you are trying to accomplish with the increase. For example, The application to be deployed requires more resources than the default Pay-As-You-Go service limits for Compute Classic.

You may also want to decrease your default service limits for some services. Follow the same procedure given above to request a decrease in service limits and select the appropriate problem type.

Updating Your Paid Subscription from Oracle Store

If you're a buyer who purchased an Oracle Cloud service from the Oracle Store, then you can access your Oracle Store account and make changes to your paid subscription.

To use the Oracle Store to make changes to your paid subscription:

1. Open your web browser and go to the Oracle Store website:
<http://www.oracle.com/store>
2. Click **Sign In** and enter your account credentials.
3. Click **Your Account** to view a list of your purchases.
4. Locate the service whose paid subscription you want to change.
5. Click the **Change** link located below the Service name.
6. Review the options and pricing.
7. Select a new subscription level for your service and click **Add to Cart**.
8. Review the information in your shopping cart. When you're ready to continue, click **Checkout**.
9. Accept the service agreement and click **Next**.
10. Review your payment method, credit card information, and address details.

If you're due a credit from the remaining billing cycle for your current subscription, Oracle calculates the amount and includes it in the Prorated Total/Credit column.

When you're done reviewing your checkout information, click **Next**.

11. Review the information displayed on the Confirm and Place Your Order page. Select one of the following options:
 - a. To go back to previous pages and make changes to your order, click **Previous**.
 - b. To complete your order, click **Place Order**.
12. Note the Order Number and Customer Support Identifier (CSI) Number displayed on the screen.

- Use the Order Number when querying the status of your order.
- Use the CSI Number when contacting Oracle Support.

Oracle sends an order confirmation message to the email address on file.

As a buyer, you can sign in to Your Account in the Oracle Store to view full details of your order and check up-to-date status. As an account administrator, you can sign in to the My Account application, open the details page for the service, and view status, subscription plan, and order information.

When Oracle processes your order and completes the changes to your paid subscription, the status for your service becomes Active. The service is ready for you to use at the new subscription level.

Viewing a List of Authorized Buyers for a Service

Buyers have an account with the Oracle Store. Buyers can purchase services, change an existing paid subscription to a higher level, and terminate a paid subscription.

Contact the buyer if you need additional services or changes to your current services.

To view a list of the buyers for an Oracle Cloud service:

1. Sign in to My Account.
2. Navigate to the service for which you want more information.
3. Click the service name to open the details page.
4. Click the **Overview** tile.
5. Scroll down the page to view the Additional Information section.

The **Buyer** field lists the email address of each individual who is authorized to purchase and change subscriptions to Oracle Cloud services.

A

Monitor Account Usage in Nonmetered and Prepaid Metered Accounts

If you're a user of Oracle's nonmetered services, or prepaid metered services, then use the topics below to understand how you can monitor your account balance and resource usage in Infrastructure Classic Console or Applications Console.

If you've subscribed to Universal Credits, then see [Monitor Your Billing Data](#).

Topics:

- [Monitor Your Usage and Costs in a Prepaid Metered Account](#)
- [Monitor Your Usage and Costs in a Nonmetered Account](#)

Monitor Your Usage and Costs in a Prepaid Metered Account

If you've subscribed to Metered Oracle Public Cloud Service categories (buckets) such as Oracle Infrastructure as a Service Metered Bucket (IAASMB) or Oracle Java Public Cloud Services Metered Bucket (JAVAMB), then you can monitor your account usage and balance from Infrastructure Classic Console or Applications Console.

Topics:

- [View Your Prepaid Metered Account Usage](#)
- [Set an Alert for Your Prepaid Metered Account Balance](#)

Set an Alert for Your Prepaid Metered Account Balance

You can monitor your account balance by generating alerts in Infrastructure Classic Console or Applications Console. This helps you determine whether to increase your account balance or continue with your purchased amount. The account balance is monitored vis-a-vis a defined usage limit (amount value).

You can configure rules to generate alerts when the account balance of metered services category reaches or exceeds the specified usage limit. If a soft limit is set, users are allowed to exceed the amount up to a system-defined value. If a hard limit is set, then a quota breach occurs when the specified limit is reached. When a quota breach occurs, you must increase your account balance to continue to use the services.

To create alert rules, do the following:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Navigate to the appropriate service listing.
3. Click the service name to open the details page for the service.

The Overview page is in focus.

4. Click the **Billing Alerts** tab. Alert rules, if any, are listed in the Alert Rules section.
5. In the Alert Rules section, click **Create**.
6. In the Create Alert Rule dialog box, specify the following:
 - a. **Channel:** Email. This is selected by default and is read-only. You'll receive alert notifications via email.
 - b. **Service Category Name:** Displays the selected metered services category that this service belongs to and is read-only.
 - c. **Limit Type:** Specify one of the following:
 - **Soft Limit:** You'll get an alert when the usage limit is reached, but you can still continue to use the resources.
 - **Hard Limit:** You'll get an alert when the usage limit is reached and a quota breach occurs. You can't create new instances as the service becomes suspended, however, you can still continue to use existing services or instances. You can specify only one hard limit alert rule for the purchased amount. If there's an existing system-created hard limit alert rule for the purchased amount, then you can't create another hard limit rule for the same amount. Also, you can't delete system-created hard limits.
 - d. **Value Type:** Select either **Absolute** or **Percentage**. You can't specify **Percentage** for pay-as-you-go subscriptions.
 - e. **Usage Limit:** Specify the usage limit. Limit value can't be more than what is allowed by the system depending on whether it's an absolute value or a percentage. You'll get an alert when the resource usage reaches this value. The limit must be greater than or equal to 1.
 - f. Click **Done**.

Example A-1 Configuring an Alert Rule to Monitor Account Balance

- Your purchased amount =100 USD
- Limit Type = Soft Limit
- Usage Limit = 50 USD , limit value can't exceed more than 2 times the purchased amount per system configuration

Then, an alert is generated when you have used 50 USD, but you are still allowed to create instances up to 200 USD (2 times the purchased amount), because you specified a soft limit. If you specify a hard limit of 200 USD, then a quota breach occurs and you aren't allowed to create any more instances until you increase your account balance.

Managing Your Alert Rules

The alert rules that you create are listed in the Alert Rules section of the **Billing Alerts** tab in Infrastructure Classic Console or Applications Console. You can modify or delete alert rules from this section.

1. Sign in to Infrastructure Classic Console.
2. Select a service and click the service name to open the details page for the service.

The Overview page is in focus.

3. Click the **Billing Alerts** tab. Alert rules, if any, are listed in the Alert Rules section. The **Billing Alerts** tab is displayed based on the account type and user role. You can set and

modify alerts only for services that support it and only if you're a Cloud Account Administrator or a Service Administrator.

4. To modify a rule, click **Modify** from the  **Action** menu and make the necessary changes to the limits.

When modifying an alert rule, you can't change the limit types (either hard or soft) or the resource.

5. To delete a rule, click **Delete** from the  **Action** menu.

You can't delete system-created alert rules.

View Your Prepaid Metered Account Usage

You can view the up-to-date, estimated account balance details of your classic metered service categories in Account Management page in Infrastructure Classic Console or Applications Console. You must sign in to your traditional cloud account to view the account usage for these services.

To view your account balance details, click the usage amount in the Cloud Services section on the Infrastructure Classic Console or Applications Console, or select the **View Account Usage Details** list action within a service tile. Alternatively, click **Manage Account** tile on the dashboard.

The Usage page displays the aggregated usage charges for individual services along with resource utilization and overages, if any. Select the category you want to view from the account type (Promotion, Monthly Flex) drop-down list. You'll see the following sections:

- **Usage Period:** Select a date range from the calendar to view usage details for that period. Date and time are displayed based on your time zone preferences. Usage charges and the currency are displayed for the selected date range. Overages, credit balance, expiry are also displayed if applicable.

For monthly flex, this section displays the monthly recurring prepaid subscription details along with the monthly usage and overage charges (if any). The active monthly billing period is displayed by default.

Use the **Scope** filter to view billing details pertaining either to your Cloud Account, your primary data region, or extended data regions.

- Select **Cloud Account** to view aggregated billing details of services across all data regions within the Cloud Account.
- Select the *primary data region* to view billing details of all services in that region.
- Select an *extended data region* to view the billing details of that region. However, you can view details only if you've logged in to the primary data region.
- **Usage Summary:** This section provides details of all the resources in the service category, their usage quantity, charges and overages if any. Expand the service category to see the details. For cloud promotions, this section displays credits used and the remaining balance for the services in your promotion.

Note: The estimated usage shown on the Account Management page is updated periodically and may not include all of your actual usage. Be sure to view your monthly invoice for your actual monthly payment amounts. See [Viewing Your Subscription Invoice](#).

Download Your Account Balance and Usage Summary

After you view your account usage summary in the Account Usage page, you can save and export the usage details to a comma-separated values (CSV) file.

To download the usage summary:

1. Sign in to Infrastructure Classic Console.
2. Click the **Manage Account** tile, and then click the **Usage** tab.
3. In the Usage page, select the date range to view your usage summary and use tags if required to show usage of specific services or resources in your cloud account.
4. Click the **Download as CSV** button.

The usage details are downloaded to a CSV file. You can then use this file to determine your account usage and take necessary action, if required.

Monitor Your Usage and Costs in a Nonmetered Account

If you've subscribed to nonmetered services or service entitlements, then you can monitor your resource usage from Infrastructure Classic Console or Applications Console.

Topics:

- [View Resource Usage for a Service Subscription](#)
- [Set an Alert for Your Resource Usage](#)
- [Using the REST API to Obtain Resource Usage Data](#)

View Resource Usage for a Service Subscription

You can view your resource usage for a service in Infrastructure Classic Console or Applications Console. The **Resource Quotas** page displays information about the purchased resources, including purchased amounts, remaining balances, and start and end dates for purchase.

To view the resource usage:

1. Sign in to Applications Console or Infrastructure Classic Console.
Sign in to the Applications Console if you want to work with Oracle Cloud Applications.
Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.
2. From the dashboard, select a service tile and click the service name to open the details page for that service.
3. Click the **Resource Quotas** tab.
This tab is visible only when resources have been purchased.
4. Use the **Show** menu to filter the resources:
 - **All:** (Default). Displays both active and expired resource purchases for the selected service entitlement.

- **Active:** Displays resource purchases that are active (not yet expired) for the selected entitlement.
- **Expired:** Displays resource purchases that have expired for the selected entitlement.

Details of your purchased resources are displayed.

Set an Alert for Your Resource Usage

If you've subscribed to service entitlements, then you can monitor the number of resources used and determine whether you can buy additional resources. The resource usage is monitored vis-a-vis a defined usage limit (number of resources). You can also create alert rules for service entitlements under promotion to monitor the account balance.

You can configure rules and generate alerts when the resource usage exceeds or reaches the specified limit. If a soft limit is set, users are allowed to exceed their resource quota and use additional resources up to a system-defined value. If a hard limit is set, then a quota breach occurs when the usage limit is reached. In either case, an alert is sent to the service administrators when resource usage exceeds the set limits.

When there is a quota breach, your service is suspended and you can't create new instances. However, your existing instances will continue to run. You must purchase additional resources to continue to use the services.

Note that you can set only soft limits on the total promotion balance but you can set soft or hard limits for a specific entitlement under promotion. Also, you can't modify or delete system-generated alert rules for a promotion.

To create alert rules, do the following:

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.

2. Navigate to the appropriate service listing.

3. Click the service name to open the details page for the service.

The Overview page is in focus.

4. Click the **Resource Quotas** tile. Alert rules, if any, are listed in the Alert Rules section.

5. In the Alert Rules section, click **Create**.

6. In the Create Alert Rule dialog box, specify the following:

- a. **Channel:** Email. This is selected by default and is read-only. You'll receive alert notifications via email.

- b. **Service Category Name:** The category name is displayed and is read-only for entitlements. However, for a service entitlement under credit promotion, you can either select the entitlement or the promotion itself from the list.

- c. **Resource:** Select a resource you want to monitor from the list. For example, Number of users or Additional storage.

- d. **Limit Type:** Specify one of the following:

- **Soft Limit:** You'll get an alert when the usage limit is reached but you can still continue to use the resources. Only soft limits are allowed if you select promotion from the service category name. The **Limit Type** field is disabled in such cases.

- **Hard Limit:** You'll get an alert when the usage limit is reached and a quota breach occurs. You can't use the resources or create instances as the service becomes suspended. You can specify only one hard limit alert rule for a purchased resource. If there's an existing system-created hard limit alert rule for a purchased resource, then you can't create another hard limit rule for the same resource. The system-defined hard limit is 2 times the purchased amount (for absolute value) or 200 % (for percentage), unless specified differently by individual service types. You can't delete system-created hard limits.
- e. **Value Type:** Select either **Absolute** or **Percentage**. For example, if you select **Absolute** and the service type has defined a hard limit, the system uses this value as the maximum hard limit. If the hard limit is not defined, it uses the default value (2 times the purchased amount). If you select **Percentage** and a hard limit is set by the service type, the system calculates the maximum percentage as follows: $\text{maximum hard limit value} / \text{purchased amount}$. If the hard limit is not defined, the system uses the default value of 200%. You can't specify **Percentage** for pay-as-you-go subscriptions.
- f. **Usage Limit:** Specify the usage limit. The maximum hard limit is displayed below this field (based on the value type calculation as explained above). Limit value can't be more than what is allowed by the system depending on whether it's an absolute value or a percentage. You'll get an alert when the resource usage reaches this value. The limit must be greater than or equal to 1.
- g. **Balance below:** This field is displayed instead of **Usage Limit** in case of credit promotions. For promotions, the limit to be set is for the remaining balance, not usage. You'll get an alert when the balance reaches the value you specify here.
- h. Click **Done**.

Managing Your Alert Rules in a Nonmetered Account

The alert rules are listed in the Alert Rules section in the Resource Quotas page of Infrastructure Classic Console or Applications Console tab. You can modify or delete alert rules from this section, but, only for the resources you've purchased.

1. Sign in to Applications Console or Infrastructure Classic Console.

Sign in to the Applications Console if you want to work with Oracle Cloud Applications. Sign in to Infrastructure Classic Console if you want to access Oracle Cloud infrastructure and platform services. If you see Infrastructure Classic at the top of the page when you sign in to Oracle Cloud, then you are using Infrastructure Classic Console and your subscription does not support access to the Oracle Cloud Console.
2. Select a service and click the service name to open the details page for the service.

The Overview page is in focus.
3. Click the **Resource Quotas** tab. Alert rules, if any, are listed in the Alert Rules section.
4. To modify a rule, click **Modify** from the  **Action** menu and make the necessary changes to the limits.

When modifying an alert rule, you can't change the limit types (either hard or soft) or the resource.
5. To delete a rule, click **Delete** from the  **Action** menu.

You can't delete system-created alert rules.

Using the REST API to Obtain Resource Usage Data

You can use the Oracle Cloud Metering API to obtain your service resource usage.

To use the API, you must have the following:

- A paid or a promotional subscription to an Oracle Cloud service
- Sign-in credentials to access the Oracle Cloud Metering API
- Required roles to access the service and perform GET requests
- cURL application

For information on how to use the Oracle Cloud Metering API for resource usage, see [Resource Usage](#) in *Oracle Cloud Account Metering Rest API* documentation.

B

My Account Administration



This topic does not apply to Oracle Cloud at Customer.

Use the My Account application to monitor your Oracle Cloud service performance and usage, and to make operational decisions based on the information.

Note

Many features of the My Account application can now be performed from within the Infrastructure Classic Console or Applications Console. In addition, if you have signed up for an Oracle Cloud Account with Universal Credits, then there is no need to use the My Account application, because all your Cloud Account management tasks can be performed from Infrastructure Classic Console or Infrastructure Console.

See:

- [Managing Your Accounts, Promotions, and Subscriptions](#)
- [Types of Oracle Cloud Accounts](#)

Topics:

- [Exploring the My Account Dashboard](#)
- [Modifying Language and Time Zone Preferences](#)
- [Viewing Service Details in My Account](#)
- [Monitoring Service Status, Account Balance, and Usage Across Domains](#)
- [Managing Your Orders for Paid Subscriptions to Oracle Cloud Services](#)
- [Viewing Related Deployments](#)
- [Resending Welcome Email with Administrator Sign-in Credentials](#)
- [Enabling Oracle Support to Troubleshoot Customer Issues](#)
- [Adding Identity Domain Administrators](#)
- [Changing an Identity Domain Name](#)
- [Managing Account Administrators](#)

Exploring the My Account Dashboard

This section explains the elements on the dashboard in My Account.

To open the My Account Dashboard page, sign in to My Account. The Dashboard page is in focus. You can also click **Dashboard** at any time to display the page.

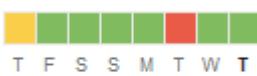
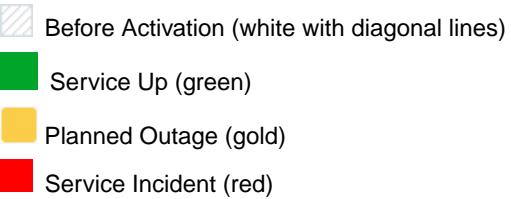
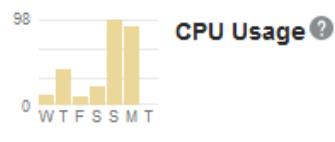
Use the My Account Dashboard page to check the overall health of your *active* services. You can view service status, outages, and availability percentage.

 **Note**

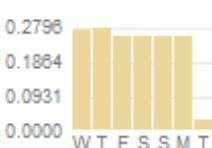
If you've subscribed to service entitlements, no details (top metrics or availability percentage) are displayed on the dashboard. See [Viewing Service Details in My Account for Entitlements](#).

The following table describes the key information shown on the My Account Dashboard page.

| Element | Description |
|---|---|
|  | Cloud icons indicate the current status of a service. Hover the cursor over the icon for a brief explanation.. |
| storagetrial0801 (Storage) Subscription: Trial (Expires 4-Dec-2014 3:53 PM IST) Data Center: US Commercial 1 Identity Domain: inoracleindiatrial36387 Associated Services: javatrial2410db  | Unique name assigned to the service and the type of Oracle Cloud service, displayed in the following format: <i>service-name (service-type)</i> Click the service name to open the details page, which displays status history, availability history, usage metrics, and additional information for the selected service. See Viewing Service Details in My Account . In addition, displays: <ul style="list-style-type: none">Type of subscription: Trial, Paid, Promotion or List Price.<ul style="list-style-type: none">For trial subscriptions, this field also provides the current status of the service or the expiration date if the service is active.When you purchase a paid subscription to a Software as a Service (SaaS) application, such as Oracle Fusion Human Capital Management Cloud Service, Oracle deploys two instances of the service. One instance is for testing; the other is for production. The cloud icon includes TEST below the image to indicate a test instance. Each instance is in its own identity domain.For credit promotions, a flag is displayed indicating that the service is under promotion with the subscription type as <i>List Price</i>.Name of the Oracle data center and time zone where the service is located. For entitlements, data region (For example, US) is displayed instead of data center.Name of the identity domain to which the service belongs. The identity domain controls the authentication and authorization of the users who can sign in to an Oracle Cloud service.Version number in the case of SaaS applications.Name of the associated service. Click the service name link (if available) to open the details page for that service. You can view the details of associated services only when they are active.Name of any partner applications that has been deployed. |

| Element | Description |
|---|---|
|  | <p>The Current Status section uses color to indicate the daily status of each service for the past 7 days. At a glance, you can see whether a service was up, down, or not yet active.</p> |
| Current Status  | <p>For cells that indicate planned outages or service incidents, date and time in the hover text is displayed according to the time zone preferences you had set during login. If you didn't set a time zone preference, then the date and time is displayed according to the data center's time zone. Date labels below the service status chart, however, are displayed according to the data center's time zone.</p> |
|  | <p>Clicking the Current Status link takes you to the Overview tile of the service details page.</p> |
| <p>Note: If there are multiple service incidents in a day, the cell color corresponds to the most severe incident of the day. For example, if a service was down (color coded red) and under maintenance (planned outage, color coded gold) on a single day, the cell color displays red.</p> <p>See Monitoring Historical Status and Availability Percentage.</p> |  |
| <p>For services other than Oracle Public Cloud services, the top two metrics over the last 7 days are displayed.</p> | <p>Clicking the name of a specific metric takes you to the Business Metrics tile of the service details page with the graph displaying the details of the selected metric. See Monitoring Utilization and Business Metrics.</p> |
|  | <p>The Availability icon displays the percentage of time that a service was up during the past 14 days.</p> |
| <p>Availability</p> | <p>To view the availability percentage for a single day, hover the cursor over that day on the calendar.</p> |
| <p>Clicking the Availability link takes you to the Overview tile of the service details page.</p> | <p>See Monitoring Historical Status and Availability Percentage.</p> |
|  | <p>For metered Oracle Public Cloud Services, this icon displays:</p> |
| <p>Database Cloud Service Subscription: Pre-Paid Data Center: US Commercial - Austin Identity Domain: meteringtest Cloud Services Account: meteringtest Category: Oracle Database Public Cloud Services Estimated Balance 100.0 USD Remaining (as of 17-Feb-2025)</p> | <ul style="list-style-type: none"> Cloud service name. Subscription type such as Pre-Paid, Pay-as-you-go, or Trial. Data center name. Identity domain name. Cloud Services account name. Service category such as Oracle Database Public Cloud Services or Oracle IaaS Public Cloud Services. Up-to-date, estimated account balance details for a particular Oracle Public Cloud Service or an entitlement. Note that this excludes expired purchase amounts. <p>My Account displays an entry for each Oracle Public Cloud Service (unless the service is still in the Initialized state) within an Oracle Public Cloud Services account.</p> |

| Element | Description |
|------------------------------------|---|
| Show: All Services | <p>Use the options on the Show menu to display all your services or only those services that satisfy the criteria you select from the menu.</p> <p>Select:</p> <ul style="list-style-type: none"> • All (default value): Shows all your services available in a particular Oracle Cloud account. • Favorites: Shows a list of your favorite services. Alternatively, you can click the grey star button next to Show menu to quickly display the favorite services on the Dashboard page. Clicking the star button when it's blue will change the Show filter back to All. This star button will appear next to Show menu only after you've selected at least one favorite service. • Pending Activation: Shows all the services that are yet to be activated. • Active: Shows all the active services. • Inactive: Shows all the inactive services. • Metered Services: Shows only the metered services and metered service entitlements. • Applications: Filters the list to show only the selected Oracle SaaS service. • Platform Services: Filters the list to show only the selected Oracle Platform as a Service (Oracle PaaS) service. For example, selecting Database shows only your Oracle Database Cloud Services and selecting Java shows only your Oracle Java Cloud Services. • Trial Subscriptions: Filters the list to show only those services that have a trial subscription. • Paid Subscriptions: Filters the list to show only those services that have a paid subscription. <p>To filter by entitlements, select the required service from one of the above categories. For example, to show Documents, which is a service entitlement, select the service from the Platform Services category in the Show filter.</p> <p>You can also search for predefined service types in the search box provided in the Show menu by typing a few characters of the service name. The system suggests possible matches and the list is refined to display only those.</p> |
| Scope: All Identity Domains | <p>Use the options in the Scope menu to filter services by identity domain. By default, the dashboard displays services across all domains.</p> <p>You can select a specific identity domain or search for it by entering a few characters of the identity domain name in the search box provided. The system suggests possible matches and the list is refined to display only those. You can then select the identity domain that is required from the list.</p> |

| Element | Description | | | | | | | | | | | | | | | | | | |
|---|---|---------|---|--------|---|--------|---|--------|---|--------|---|--------|---|--------|---|--------|---|--------|--|
|  | <p>Use this icon to mark a particular service as a favorite. Marking a service as a favorite adds the service to the list of favorite services. After you've marked at least one service as a favorite, the favorites (star) icon appears next to the Show filter.</p> <p>If you select multiple services as favorites, then the service that you added most recently to the list is displayed first. You can mark up to a maximum of 8 services as favorites. If you have already selected 8 favorite services, and you try to add another service as a favorite, then a pop-up window appears prompting you to deselect one of the existing favorites before you can add this new service to the list of favorites.</p> <p>Favorites are persistent only within the application in which they are selected. Therefore, favorites that you select in My Account aren't automatically listed as favorites in Infrastructure Classic Console or Applications Console, and vice versa.</p> <p>If a service that's marked as a favorite becomes inaccessible (for example, if a signed-in user is no longer a service administrator for a service that the administrator has marked as a favorite), then the service won't appear on the Dashboard page when you view the list of favorite services. However, if you've already selected four favorite services and you attempt to add a fifth service that's inaccessible, then the pop-up window to replace an existing favorite will display Inaccessible subscription \${subscription_id} for the inaccessible service.</p> <p>After you've marked services as favorites, you can quickly view the list of your favorite services by either clicking the star icon next to the Show filter, or selecting Favorites from the Show filter. The icon color turns from gray to blue after you click it. Click this icon again to remove a service from the list of favorite services.</p> | | | | | | | | | | | | | | | | | | |
| Details Link | <p>Click the Details link to view the service details page for the selected service. This link is displayed only when the service is active or locked.</p> | | | | | | | | | | | | | | | | | | |
|  | <p>Click the Action icon to select options for:</p> <ul style="list-style-type: none"> Viewing Service Details in My Account Viewing the pricing information for a service purchased through GSI or updating subscription details for services purchased from Oracle Store (applicable only for paid services) Resending Welcome Email with Administrator Sign-in Credentials Performing Service-Specific Tasks Viewing Estimated Account Balance Details of Metered Services | | | | | | | | | | | | | | | | | | |
|  | <p>Click this icon to display the Select Metrics for Dashboard dialog box where you can select the service-related metrics that you want to display on the dashboard.</p> <p>You can select a maximum of 4 metrics for metered Oracle Public Cloud Services and a maximum of 2 metrics for nonmetered Oracle Cloud services. If a service has fewer than two metrics, then this icon is disabled.</p> | | | | | | | | | | | | | | | | | | |
|  <p>EE OCPU Months (General Purpose)</p> <table border="1"> <thead> <tr> <th>Week</th> <th>EE OCPU</th> </tr> </thead> <tbody> <tr> <td>W</td> <td>0.2796</td> </tr> <tr> <td>T</td> <td>0.1864</td> </tr> <tr> <td>F</td> <td>0.0931</td> </tr> <tr> <td>S</td> <td>0.0000</td> </tr> <tr> <td>M</td> <td>0.2796</td> </tr> <tr> <td>T</td> <td>0.1864</td> </tr> <tr> <td>F</td> <td>0.0931</td> </tr> <tr> <td>S</td> <td>0.0000</td> </tr> </tbody> </table> | Week | EE OCPU | W | 0.2796 | T | 0.1864 | F | 0.0931 | S | 0.0000 | M | 0.2796 | T | 0.1864 | F | 0.0931 | S | 0.0000 | <p>Displays the summary of the metering parameters for the service. A maximum of four metrics can be displayed for each service in the case of Oracle Public Cloud Services. However, for other services, only two metrics can be displayed.</p> |
| Week | EE OCPU | | | | | | | | | | | | | | | | | | |
| W | 0.2796 | | | | | | | | | | | | | | | | | | |
| T | 0.1864 | | | | | | | | | | | | | | | | | | |
| F | 0.0931 | | | | | | | | | | | | | | | | | | |
| S | 0.0000 | | | | | | | | | | | | | | | | | | |
| M | 0.2796 | | | | | | | | | | | | | | | | | | |
| T | 0.1864 | | | | | | | | | | | | | | | | | | |
| F | 0.0931 | | | | | | | | | | | | | | | | | | |
| S | 0.0000 | | | | | | | | | | | | | | | | | | |

| Element | Description |
|------------------------|---|
| 1 Ongoing Quota Breach | This indicates if you have exceeded the quota of any of the metering parameters or resource usage for a particular service. Click the link to view the Account Usage page with the QUOTA BREACH DETAILS tile (for service entitlements) or Estimated Account Balance tile (for metered services). |

Note that the My Account Dashboard page:

- By default displays four service entries at a time. However, if Oracle Public Cloud services are listed in the current page, then My Account displays more than four entries; a record per service within each Oracle Public Cloud Services account. Use the **Next** and **Previous** links to navigate across pages.
- Displays only those services for which you're an account administrator. The services can be located in any data center and any identity domain. The services can have a trial, paid, or prepaid subscription.
- Displays only Oracle SaaS applications, Oracle PaaS services, and Oracle Public Cloud Services. It doesn't display your custom applications that have been deployed to an Oracle Cloud service.

Modifying Language and Time Zone Preferences

If required, you can change the language and time zone preferences that you had set when you logged in for the first time to the application.

In the case of services other than Oracle Public Cloud Services, graphs and usage data are displayed only in Coordinated Universal Time (UTC). In addition, certain on-screen text, such as metrics name, metrics description, and service plan names are displayed in the default language, English.

To change display and time zone preferences:

1. Sign in to the application.
2. Click the **Preferences** option from the logged-in user name menu at the top of the dashboard.

This displays the Preferences page.

3. Select your preferred language from the **Language** list.
4. Select the country and the related time zone from the **Timezone** list.

① Note

If your country doesn't have a specific time zone, select **Other** from the **Timezone** list. When you select **Other**, the time zone list displays a list of all the available universal time zone values. Select a time zone from the list as applicable.

5. Click **Advanced** to set your preferred locale, if required. You can select a locale in addition to your language and time zone preferences to use some of the Oracle Cloud services that support additional languages and locales. By default, the locale is set to the language you have selected.
 - a. Select a locale from the **Preferred Locales** list.

- b. Click **Save** to save your changes.

Infrastructure Classic Console or Applications Console displays the on-screen text and the metrics based on the language and the time zone that you selected. If you select a locale, then date, time, number, percentage and name will be displayed based on the selected locale. You can place the mouse pointer over the ? icon next to the bar graphs to view the updated time zone information.

① Note

The status and uptime data are always displayed based on the time zone of the service data center, and not based on the user's time zone preference.

Setting Language Preferences for Accounts

As an account administrator, you can set language and time zone preferences for each of the accounts you manage.

① Note

Language or time zone preferences set by individual users override the preferences set by an account administrator.

To set the language and time zone preferences:

1. Sign in to the application.
2. Click on the logged-in user name menu in the top-right corner.
3. Click **Manage Accounts**.

This displays the Manage Accounts dialog box.

4. Select an account from the **Customer Account** list.
5. Select your preferred language from the **Language** list.
6. Select the country and the related time zone from the **Timezone** list.

① Note

If your country doesn't have a specific time zone, select **Other** from the **Timezone** list. When you select **Other**, the time zone list displays a list of all the available universal time zone values. Select a time zone from the list as applicable.

7. Click **Update** to save the changes.

Viewing Service Details in My Account

In My Account, open the service details page to display the status history, availability history, usage metrics, and additional information for the selected service.

If you've subscribed to an entitlement to create instances of an Oracle Cloud Service, then see [Viewing Service Details in My Account for Entitlements](#).

To view the details for a service from My Account:

1. Sign in to My Account.
2. Navigate to the appropriate service listing.
3. Click the service name to open the details page for that service.

At the top of the page, clicking the triangle to the left of **Service Details: <servicename>** displays the data center name, identity domain name (display name), identity domain id (internal name), subscription type (paid, trial, or prepaid), and service instance: production or test (test is applicable only for Oracle SaaS offerings).

If you ordered your service from Oracle Store, then the top right corner of the service details page displays the **Change Subscription** button. Clicking the **Change Subscription** button redirects you to the Oracle Store, where you can update your subscription details.

If you've not ordered your service through Oracle Store, then the top right corner of the service details page displays the **Pricing Information** button. Clicking **Pricing Information** redirects you to the pricing page for that service on the [Oracle Cloud](#) website. If you are not the buyer, the **Pricing Information** button is disabled.

4. Click each tile to view more information about this service. By default, the **Overview** tile is in focus.

The following table provides a brief description of each tile. Review the service information and available options.

| Tile | Description |
|------------------|---|
| Overview | <ul style="list-style-type: none">The Service Status calendar displays the historical status of this service (Month View), and historical availability, or uptime, of this service, either quarterly or yearly (Quarterly View or Year View). See Monitoring Historical Status and Availability Percentage.For some Application services, such as Oracle Service Cloud, the Current Status calendar displays the status for each component of the service.Displays additional information about the service, including plan, service dates, subscription ID, order ID, account, CSI number, buyer, account administrators, data center, version, status, URL to the Infrastructure Classic Console or Applications Console, SFTP user accounts, and REST endpoint.Service status isn't displayed for some services that contain multiple service instances such as Oracle Documents Cloud Service or Oracle Integration Cloud Service. Instead, additional information for the service is displayed here. To view the service status of such services, click the Status tile from Infrastructure Classic Console or Applications Console details page. See Monitoring Status and Availability Percentage for a Service Instance. |
| Business Metrics | <p>Displays the historical usage data collected per day for the date range that you specify for this service. The usage data collected depends on the type of service.</p> <p>For example, for Oracle Database Cloud Service, the metrics include the latest, maximum, and average storage used; and latest and average object count including tables, procedures, and views.</p> <p>Note: The end date for the range can't be after yesterday's date.</p> |

| Title | Description |
|--------------------------------|--|
| Associations | Displays the association between certain types of services. Service association allows services to communicate with each other. For example, you can associate an Oracle Java Cloud Service with an Oracle Database Cloud Service, so that your Java applications can read from and write to your database service. A single Oracle Java Cloud Service can be associated with only one Oracle Database Cloud Service. A single Oracle Database Cloud Service can be associated with only one Oracle Java Cloud Service, with one exception: if you purchase a DB50 level of database service, then you can associate more than one Oracle Java Cloud Service with it. |
| Identity Domain Administration | <p>This tile contains the following tabs:</p> <p>Identity Domain: You can change the display name of the identity domain for the selected service from this tab. However, this tile is only visible for entitlements, metered Oracle Cloud services, and Oracle Platform as a Service (PaaS) applications. See Changing an Identity Domain Name.</p> <p>Identity Domain Administrators: Displays the identity domain administrators for the selected service within a domain. You can also add additional identity domain administrators or promote existing users as identity domain administrators. See Adding Identity Domain Administrators.</p> |
| Resource Quotas | This tile is visible only when resources have been purchased. The right pane displays the type of resources, the purchased limit or quota, and the available balance of these resources. |
| Partner Applications | For applicable services (for example, the nonmetered Oracle Java Cloud Service) displays information about partner applications that are associated with the service. The information displayed in this tile contains fields such as Installed By, Installation Date, and Status. |
| Related Deployments | <p>Displays the name and URL of the other service instances that are associated with the service instance.</p> <p>For Oracle Software as a Service (SaaS) applications, such as Oracle Fusion Human Capital Management Cloud Service, Oracle deploys two instances when you order a paid subscription to the service. One instance is for production; the other instance is for testing.</p> <p>Each instance is in its own identity domain. Oracle appends -test to the name of the identity domain for the production instance to create a unique domain for the test instance.</p> |

Note that you can also use the following methods to open the service details page:

- In the service record on the Dashboard page, click  **Action** and select **View Details**.
- From the Orders page, click one of the services names listed in the **Activated Subscriptions** field. A service name appears in the **Activated Subscriptions** field only after the service is active.

Viewing Service Details in My Account for Entitlements

If you've subscribed to an entitlement to create instances of an Oracle Cloud Service, then you can view the purchased quotas of the entitlement in My Account.

Account administrators can view the purchased quotas of resources but can't view the metrics or status for each service instance.

To view the details of an entitlement:

1. Sign in to My Account.
2. Navigate to the appropriate service listing.
3. Click the service name to open the details page for that service.
4. Click each tile to view more information about this service. By default, the **Overview** tile is in focus.

The following table provides a brief description of each tile. Review the service information and available options.

| Title | Description |
|--------------------------------|---|
| Overview | Displays additional information about the service, including plan, service dates, subscription ID, service instance ID, and account information. Historical status or uptime percentage isn't displayed. |
| Resource Quotas | The right pane displays the type of resources, the purchased limit or quota, and the available balance of these resources. |
| Identity Domain Administration | <p>This tile contains the following tabs:</p> <p>Identity Domain: You can change the display name of the identity domain for the selected service from this tab. See Changing an Identity Domain Name.</p> <p>Identity Domain Administrators: This tab displays the identity domain administrators for the selected service within a domain. You can also add additional identity domain administrators or promote existing users as identity domain administrators. See Adding Identity Domain Administrators.</p> |

Viewing Service Details in My Account for Metered Oracle Cloud Services

This section explains the elements on the service details page of metered Oracle Cloud services.

Clicking the service name, or clicking  **Action** on the top-right corner of the required service entry and then clicking **View Details** on the Dashboard page of My Account for Oracle Public Cloud Services opens the service details page.

At the top of the page, clicking the triangle to the left of **Service Details: <servicename>** displays the following:

- Service name, such as Oracle Cloud Infrastructure Object Storage Classic
- Service category, such as Oracle IaaS Public Cloud Services
- Data Center name
- Identity Domain name (display name)
- Identity Domain Id (internal name)
- Subscription type, such as Pre-Paid, Pay-as-you-go, or Trial
- Subscription ID for the Oracle Public Cloud Services account to which the selected service belongs. The unique Subscription ID is assigned for the entire Oracle Public Cloud Services account, and not for each of its contained metered services.
- Service instance ID
- Customer account name (typically the customer company name)
- CSI Number

In addition, the **Billing Metrics** section of the service details page displays a time-range-based graph containing the metrics relevant to the type of service purchased. You can specify a date range for viewing the metrics in the graph.

The **Billing Metrics** section displays a graph of the metrics based on the metering parameters that you select. Selecting **All** displays all the metrics on the graph. The **Usage** tab that follows the graph in the Metering section displays the last 7-day usage data for each parameter along with the month-to-date usage. The month-to-date usage displays data up to the current time. If for a particular parameter no value is available, the Usage tab displays --

The **Resource Quotas** section displays a list of the metering parameters along with the purchased quotas and the available balance.

Identity Domain Administration section contains the following tabs:

- **Identity Domain:** You can change the display name of the identity domain for the selected service from this tab. See [Changing an Identity Domain Name](#).
- **Identity Domain Administrators:** Displays the identity domain administrators for the selected service within a domain. You can also add additional identity domain administrators or promote existing users as identity domain administrators. See [Adding Identity Domain Administrators](#).

Viewing Additional Information on the Service Details Page

The service details page displays additional information about a service.

To view additional information about a service:

1. Sign in to My Account.
2. Navigate to the service for which you want more information.
3. Click the service name to open the details page.
4. Click the **Overview** tile.
5. Scroll down the page to view the Additional Information section.

| Field | Description |
|------------------------|--|
| Plan | <p>Name of your service and the type of subscription plan.</p> <p>For trial subscriptions, this field displays Trial.</p> <p>For paid subscriptions, this field displays the level of your subscription. For example, S5, S20, and S50 are paid subscription plans for Oracle Database Cloud Service, where the number represents the amount of Oracle Database storage (5 GB, 20 GB, or 50 GB) included in the plan.</p> |
| Service Start Date | Date (<i>dd-mmm-yyyy</i>) when the service starts and ends. |
| Service End Date | <p>Trial subscriptions are valid for 30 days. You can extend the trial subscription for some services for an additional 30 days.</p> <p>Paid subscriptions are available in a variety of terms depending on the service. If the term is indefinite, the Service End Date field does not appear on the page.</p> |
| Subscription ID | Identification number for the subscription to this service. Refer to the Subscription ID whenever you contact Oracle about making changes to the subscription. |
| Order ID | <p>Identification number for the purchase order. Refer to the Order ID whenever you contact Oracle about billing or payment issues.</p> <p>For paid subscriptions, click the View Contract link to view the contract details for the services in the order. The link is available after all the services in the order are active.</p> |
| Customer Account | Name of the account to which this service belongs. |
| CSI Number | Customer Support Identifier (CSI) number. Refer to the CSI number whenever you contact Oracle Support for technical assistance with your Oracle Cloud service. |
| Buyer | Email address of the person who purchased this Oracle Cloud service. Contact the buyer to request changes to subscription levels or to purchase additional Oracle Cloud services. |
| Account Administrators | <p>Email address of each person assigned to monitor this Oracle Cloud service. If the list is longer than the display area, position the cursor over the list to view the entire list.</p> <p>See Managing Account Administrators for details about adding, modifying, and removing account administrators.</p> |
| Data Center | Name of the Oracle data center where the service is located. |
| Version | Version number of the software. |
| Status | Current status. |

| Field | Description |
|--|--|
| Infrastructure Classic Console or Applications Console URL | Active link to the Sign In page for the Infrastructure Classic Console or Applications Console. |
| Domain SFTP Host & Port | Host address, port number, and user names for secure FTP operations. SFTP information is displayed only if available. |
| Domain SFTP User Name | The HCM SFTP User Name is available only for Oracle Enterprise Relationship Management Cloud Service (Oracle ERP) and Oracle Human Capital Management Cloud Service (Oracle HCM). |
| Service SFTP Host & Port | See Setting Up Secure FTP User Accounts . |
| HCM SFTP User Name | |
| Service SFTP User Name | |
| Service REST Endpoint | Connection information if the service allows access via a REST application interface (API). |
| Operational Policy | Enterprise or standard. Displayed only for some application services such as Oracle Customer Relationship Management Cloud Service (Oracle CRM) or Oracle Human Capital Management Cloud Service (Oracle HCM). |

Monitoring Service Status, Account Balance, and Usage Across Domains

As an account administrator, you're responsible for monitoring the status of your services. In My Account, you can monitor the historical status of your services and their availability percentages from either the Dashboard page or the service details page.

Topics:

- [Monitoring Historical Status and Availability Percentage](#)
- [Viewing Historical Usage Metrics for a Service](#)
- [Viewing Estimated Account Balance Details of Metered Services](#)

Monitoring Historical Status and Availability Percentage

This section explains how you can monitor the status and availability percentage for a service.

To monitor the historical status and availability percentage for a service:

1. Sign in to My Account.
2. Navigate to the service listing.
3. Click the service name to open the details page for the service. The Overview page is in focus.

The Overview page contains the Overview tile displaying the current month and year, the percentage of time that the service was up during the month, and the number of unplanned service outages that occurred (excludes planned outages or maintenance). If there are no unplanned outages in a month, then only the availability percentage is displayed in the tile. For some Application services, such as Oracle Service Cloud, the Overview page displays a Current Status chart where each column of the calendar indicates the current status per component, which is rolled up to the site or interface levels. Clicking and expanding the site row displays the contained interfaces. When a service type has more than 10

components, then the right and left controls are displayed. You click these controls to view the current status for additional components.

The Overview page uses the Service Status calendar to show the historical status of this service. For cells that indicate planned outages or service incidents, date and time in the hover text is displayed according to the time zone preferences you had set during login. If you didn't set a time zone preference, then the date and time is displayed according to the data center's time zone. Date labels below the service status chart, however, are displayed according to the data center's time zone.

4. Use the following controls of the Service Status section to change your view of the status and uptime information for the service:

[Month View](#) | [Quarterly View](#) | [Year View](#)   

- Click **Month View** (default) to show the service status -- before activation, service up, or service incident -- for each day in the current month.

Use the left and right arrows to navigate to the previous and next months.

Position the cursor in a cell to view the availability percentage for a single day.
- Click **Quarterly View** to show the percentage of time that the service was up during each quarter of the current year.
- Click **Year View** to show the percentage of time that the service was up during each month of the current year. Use the left and right arrows to navigate to the previous or next year.

Note

For some Application services, such as Oracle Service Cloud, the Service Status section lets you select the service availability charts that you want to display. For example, you can view the service availability charts at the site or the interface levels.

If data isn't displayed for a time period, then the data wasn't available, either because the service hadn't been activated yet, or the data wasn't collected.

The system calculates the availability percentage as the number of hours that the service has been up divided by 24 hours. Therefore, the availability percentage is expected to be less than 100% on the following 2 days:

- The day on which the service was created
- The current day

On these 2 days, the number of hours that the service is up will be less than 24 hours. Therefore, even if the service has always been up, the availability percentage for these 2 days will be less than 100%. Don't interpret an availability under 100% for these 2 days as an indication of any downtime.

Viewing Historical Usage Metrics for a Service

This section explains how you can view the usage data for your service.

To view historical usage metrics for a service:

1. Sign in to My Account.

2. Navigate to the service listing.
3. Click the service name to open the details page for the service.

The Overview page is in focus.

- The Overview page uses the Service Status calendar to show the historical status of this service (**Month View**), and historical availability, or availability, of this service, either quarterly or yearly (**Quarterly View** or **Year View**).

 **Note**

For some Application services, such as Oracle Service Cloud, the Service Status section lets you select the service availability charts that you want to display.

- The Overview page also includes graphs that plot the data values for the top metrics for the past 7 days. The type of data collected and shown depends on the type of service. For example, for Oracle Database Cloud Service, the graphs show Storage Used and Maximum Storage Used.
- For some Application services, such as Oracle Service Cloud, the Overview page displays a Current Status calendar where each column of the calendar indicates the status per component of the service.
- The Metrics tile indicates how long ago the metrics were updated and shows the most recent value for two key metrics, if available.

4. Click the **Business Metrics** tile.

The Business Metrics tile shows the Historical Usage section that displays the usage data in the form of a graph. The data is collected per day for the current service for the past 7 days (by default). The historical usage data is available in Infrastructure Classic Console or Applications Console as well as in My Account.

In the Historical Usage section, you select the metrics that you want to graph and also lets you specify the date range for which you want to view the data. If you specify a date range of less than 7 days, then the number of columns displayed within the metrics table will be reduced to match number of days that you selected. If you specify a date range of more than 6 days, then the metrics table displays columns for the last 7 days within the date range.

The system calculates and displays usage data based on Coordinated Universal Time (UTC).

You can select additional graphs to be displayed in this section by clicking the **Add Graph** button. This is useful when you want to plot and compare data with the same metric units. You can add up to 3 graphs for the display. To remove the graph from the display, click the **Remove Graph** button. However, you can't remove the default graph.

For some Application services, such as Oracle Service Cloud and Oracle Taleo Cloud, a service administrator can select which component-level usage data should appear in the graph in the Historical Usage section. For example, a service administrator can select component, metrics, and context (to view historical usage at subscription, site, or interface level) from the respective lists. Click **Add Metric** to display additional metrics on the graph and the Metrics table. Click **X** to delete a metric from the graph and the Metrics table.

See https://docs.oracle.com/latest/servicecs_qs/index.html for more information on Oracle Service Cloud.

The Metrics table following the graph displays usage data for selected metrics.

① Note

The end date for the range can't be after yesterday's date.

Viewing Estimated Account Balance Details of Metered Services

To view the up-to-date account balance details for your subscribed Oracle Public Cloud Services or entitlements from My Account, sign in to My Account, and do any of the following:

- Click the **Estimated Balance** link at the end of the relevant Oracle Public Cloud Services entry on the Dashboard page.
- Click  **Action** adjacent to the relevant Oracle Public Cloud Services entry, and then click **Account Usage Detail**.

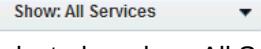
The Estimated Account page displays the following:

- Identity Domain name for the Oracle Public Cloud Services account
- Category name or name of the entitlement
- Type of subscription; whether it's a new or replenished subscription
- Service start date from when the purchase is effective

① Note

Start and end dates are not applicable for entitlements and hence, not displayed.

- Total amount of purchased Oracle Public Cloud Services (in US Dollars)
- Remaining amount (in US Dollars). If you have used more resources than purchased, then a negative balance is displayed.

Click the  button to filter the view of the account balance based on the category selected, such as All Services, IaaS, or Java.

Managing Account Administrators

The account administrator role is at the *service instance* level. It gives a user several responsibilities to manage one or more Oracle Cloud services.

Topics:

- [Understanding the Role of an Account Administrator](#)
- [Viewing a List of Account Administrators](#)
- [Adding an Account Administrator](#)
- [Modifying Name and Service Assignments](#)
- [Removing an Account Administrator](#)

Understanding the Role of an Account Administrator

An Oracle Cloud service can have one or more account administrators assigned to it.

As an account administrator, you use your Oracle.com (single sign-on) credentials to sign in to My Account.

From My Account, you can:

- View the Oracle Cloud services (trial and paid subscriptions) that have been assigned to you
- Activate your services
- Monitor the status of your services across identity domains and data centers
- Review details about your services
- Review and analyze historical utilization data about your services
- Add, modify, and remove the account administrators for your services

Viewing a List of Account Administrators

The My Account Security page lists all the administrators for the current Oracle Cloud account. The account corresponds to an individual, an organization, or a company that is an Oracle customer. An account can have one or more Oracle Cloud services located in one or more identity domains in one or more data centers.

An account must have at least one account administrator who is responsible for activating an Oracle Cloud service, creating identity domains, monitoring status and usage, and designating other users as account administrators.

Use the **Scope** menu to filter account administrators by identity domain. By default, account administrators for all the identity domains are listed. You can also search for a specific identity domain by typing a few letters of the domain name in the search box of the **Scope** menu. The system suggests possible matches and the list is refined to display only those.

To search for a specific account administrator, enter the email address of the account administrator in the **Search** box and click the **Search** button. Note that you must enter the complete email address.

The following table describes the information displayed on the My Account Security page.

| Field | Description |
|-----------|--|
| Full Name | Account administrator's first name and last name. The full name is displayed according to the user's selected language preference. For example, if English is the selected language, then the full name is displayed in the format givenname familyname. However, if an Asian language such as Japanese or Chinese is selected, then the full name is displayed in the format familyname givenname. |
| User Name | User name that the account administrator enters when signing in to the My Account application. This user name is the same name that the account administrator enters when signing in to Oracle.com. |

| Field | Description |
|-------------------|---|
| Applications | <p>List that shows the <i>service-name (identity-domain)</i> for each Software as a Service (SaaS) application that the account administrator is responsible for monitoring. If the list is longer than the display area, hover the cursor over the line to view the entire list.</p> <p>The Applications field appears only if the account administrator has been assigned services of this type.</p> |
| Platform Services | <p>List that shows the <i>service-name (identity-domain)</i> for each Platform as a Service (PaaS) service that the account administrator is responsible for monitoring. If the list is longer than the display area, then hover the cursor over the line to view the entire list.</p> <p>The Platform Services field appears only if the account administrator has been assigned services of this type.</p> |

 **Note**

If the list of administrators spans multiple pages, then use the **Next** and **Previous** buttons to navigate across pages.

Viewing a List of the Account Administrators Assigned to a Service

This section explains how you can view a list of account administrators assigned to a service.

To view a list of all the account administrators assigned to a service:

1. Sign in to My Account.
2. Navigate to the appropriate service.
3. Click the service name to open the details page.
4. Click the **Overview** tile.
5. Scroll down the page to view the Additional Information section.

The **Account Administrators** field lists the email address of each person assigned to monitor this Oracle Cloud service. A service can have one or more account administrators. If the list is longer than the display area, hover the cursor over the email addresses to view the entire list.

Account Administrators: john.doe@mycompany.com, [jan...](mailto:jan...@mycompany.com)

john.doe@mycompany.com, jane.smith@mycompany.com,
john.smith@mycompany.com

In addition to the list of account administrators, the Additional Information section displays the email address of the authorized buyer. The buyer has an account with Oracle Store. Buyers can purchase cloud services, change an existing paid subscription to a higher level of service, and terminate a paid subscription. Contact the buyer if you need additional services or changes to your current services.

Adding an Account Administrator

Before you can add a user as an account administrator, the user must already have a valid Oracle.com account. Account administrators enter their existing Oracle.com single sign-on (SSO) account credentials (user name and password) to sign in to the My Account application.

To add an account administrator:

1. Sign in to My Account.
2. Click **Security**.

The Security page displays information about the current account administrators.

3. Click **Add** to open the Add Account Administrator dialog box.
4. Enter the first name, last name, and user name for this account administrator.
For the user name, you must enter the same email address that the user uses for his Oracle.com account.
5. Expand the **Services** list and select the services that you want this account administrator to be able to monitor. You can select one, some, or all services.
6. Click **Add**.

Modifying Name and Service Assignments

As an account administrator for a service, you can modify the first name, last name, and assigned services of the account administrators for that service.

To modify the name or service assignments for an account administrator:

1. Sign in to My Account.
2. Click **Security**. The Security page displays information about the current account administrators.
3. Scan the list for the account you want to modify.
4. Click  **Action** to the right of the account administrator's name and select **Modify**. The Modify Account Administrator dialog box opens.
5. Make your changes to the administrator's first name, last name, or assigned services. Note that:
 - You can't change the user name of an account administrator.
 - You can't remove all services from an account administrator. An account administrator must be assigned at least one service to monitor.
 - You can't make changes to your own service assignments. The **Services** field in the Modify Account Administrator dialog box is grayed out.
6. Click **Save**.

Removing an Account Administrator

As an account administrator for a service, you can remove account administrators for that service. You can't, however, remove yourself as an administrator. The Remove option is grayed out.

To remove an account administrator:

1. Sign in to My Account.
2. Click **Security**.
The Security page displays information about the current account administrators.
3. Scan the list for the account administrator you want to remove.
4. Click  **Action** to the right of the account administrator's name and select **Remove**.
The system warns that this user will no longer be able to monitor the assigned services and prompts for confirmation that you want to continue.
5. Click **Remove**.

Managing Your Identity Domain

Use the Identity Domain Administration page to manage your identity domain. You can add or promote identity domain administrators and change your identity domain display name.

Topics:

- [Changing an Identity Domain Name](#)
- [Adding Identity Domain Administrators](#)
- [Relocating a Service Entitlement to Another Identity Domain](#)

Changing an Identity Domain Name

As an account administrator, you can change the display value of your identity domain name from the service details page of My Account.

You can't change an identity domain name if the selected domain contains any service type that doesn't support it.

To change the name of an identity domain, do the following:

1. Sign in to My Account.
2. Navigate to the service listing.
3. Click the service name to open the details page for that service.
4. From the **Identity Domain Administration** tile in the details page, click **Change Identity Domain Name**.
5. The Change Identity Domain Name page displays the identity domain name of the selected service in the **Identity Domain Name** field. To change, enter a new unique name for the identity domain here. Identity domain name can be up to 15 characters long. Note that the identity domain name and internal identity domain id must be different.
6. Click **Submit**.

You'll get an email when the name is changed.

Adding Identity Domain Administrators

Identity Domain Administrators use the Infrastructure Classic Console or Applications Console to manage users and roles. An individual is granted an Identity Domain Administrator predefined role when an identity domain is set up for a service.

However, if you want to create additional identity domain administrators or promote an existing user as an identity domain administrator, you can use the **Identity Domain Administration** tile in the My Account Service Details page. Additional identity domain administrators for a service are useful and act as backup administrators when a designated domain administrator is not available or has quit the company.

To add an identity domain administrator for a specific service:

1. Sign in to My Account.
2. Navigate to the appropriate service listing.
3. Click the service name to open the details page for that service.
4. Click the **Identity Domain Administration** tile in the details page.

① Note

The **Identity Domain Administration** tile is enabled only when the service is active.

5. The Identity Domain Administrators page displays a list of all the identity domain administrators available within a domain for a specific service. To add a new identity domain administrator, click **Add**.
6. In the Add Identity Domain Administrator dialog box, do the following:
 - a. Specify **First Name**, **Last Name**, and **Email**.
 - b. To use the email address as the user name, select the **Use email as user name** check box.
 - c. To use a different user name, clear the check box and specify a user name in the **User Name** field.
 - d. Click **Add**.

Promoting a User as an Identity Domain Administrator

You can also promote an existing user (with a non-administrator or service administrator role) in the same identity domain as an identity domain administrator.

To promote an existing user as an identity domain administrator:

1. In the Identity Domain Administrators page, click **Add**.
2. Specify the credentials of an existing user and click **Add**.
3. The system asks you if you want to promote the user as an identity domain administrator.
4. Click **Promote**.

Relocating a Service Entitlement to Another Identity Domain

The provisioning of identity domains for service entitlements is based on service availability and capacity constraints in data centers. When you activate orders, typically, they are activated in a default identity domain or account.

As an account administrator, you can use the My Account application to move a service entitlement (if supported by the service type) without instances or data to another identity domain that you have access to. For example, you can move a service entitlement (S1) in an identity domain (ID1) to another identity domain (ID2) per your service requirement. However, when moving a service entitlement, ensure the following:

- For service entitlements, the target identity domain must belong to the same customer account ID in any data center. However, you must be the account administrator in both the identity domains (source and target).
- The target identity domain should not contain other entitlements of the same type as those that are being moved. For example, if you want to move Oracle Database Cloud Service (Oracle DBCS) and its dependent services (such as Oracle Database Backup, Compute, or Storage) to another identity domain, the target identity domain should not have existing Oracle DBCS entitlements.
- You are an account administrator for the dependent services, which should also be relocated to the same target identity domain. For example, if you are trying to move Oracle DBCS to another domain, then you must be an account administrator for the dependent services as well.
- The selected service entitlement must be in an active or suspended state.

During relocation, the primary service administrator for the selected service entitlement is automatically added to the target identity domain. You must add other users and administrators and assign roles.

To move a specific service entitlement to a different identity domain:

1. Sign in to My Account.
2. Navigate to the appropriate service listing.
3. Click the service entitlement name to open the details page for that service.
4. Click the **Identity Domain Administration** tile in the details page.
5. Click the **Relocate Service** tab.
6. Select an identity domain from the list. Domains that contain only trial services are not displayed in the list.
7. Alternatively, you can specify a new target identity domain to move the service. Select **Create New Identity Domain** and enter a unique domain name.
8. Specify a service name in the **Service Name** field. If the service you are moving already exists in the target domain, the system prompts you to change the service name. For example, if you are moving a service entitlement S1 from the domain ID1 to ID2 that already has S1, then you can rename S1 to something like S1-new. For services that come in pairs and contain production or test as suffixes, ensure that the new service name you provide continues to have these corresponding suffixes.
9. Click **Submit**. The system prompts you for confirmation. Click **Ok** to proceed.

Relocation of a service entitlement is not immediate. You can see the relocation status on the My Account dashboard when you hover over the status icon. The primary service administrator gets an email with the relocated service details when the service relocation is complete.

While the service status is still pending relocation, you can't perform other actions such as service lock, service association, domain rename, or domain administrator creation.

 **Note**

You can't submit another relocation request for the selected service entitlement while one request is still in progress.

Relocation of the selected service entitlement can fail if:

- You're not an account administrator to any of the dependent services that must be relocated.
- The target identity domain does not belong to the same account.
- The target identity domain contains services that are of the same type as those being moved.

 **Note**

The **Relocate Service** tab is enabled only for service entitlements that support service relocation and is disabled for trial services.

Viewing Related Deployments

When you purchase a paid subscription to Oracle Software as a Service (Oracle SaaS) applications, we deploy 3 instances of the service. One instance is for testing, the second instance is for production, and the third is for development (if applicable).

To view the related deployments for an Oracle SaaS service:

1. Sign in to My Account.
2. Navigate to the application service entry that contains related deployments.
3. Click the service name to open the details page.
4. Click the **Related Deployments** tile.

Resending Welcome Email with Administrator Sign-in Credentials

If a service administrator or an identity domain administrator inadvertently deleted the original Welcome email that included information about accessing Infrastructure Classic Console or Applications Console, you can request Oracle Cloud to send the email to the administrator again.

This option is useful if the administrator has not signed in yet and has not changed the temporary password.

Welcome email messages for the last 60 days are available for resending.

To resend the Welcome email:

1. Sign in to My Account.
2. Navigate to the service for which you want to resend the original Welcome email.

3. Click  **Action** next to the service and select **Resend Welcome Email**.
4. Select the administrators to whom you want to resend the welcome email.
5. Click **Resend**.

Oracle Cloud sends the original email with the original sign-in credentials and URLs. The original email, which was sent when the service was provisioned, included sign-in credentials and access information specific to the service administrator role or the identity domain administrator role.

Note that administrators may have changed their credentials since receiving the original email. If an administrator knows all the access information but has forgotten his or her password, then see [Managing Your Profile](#) and [Resetting User Passwords](#).

Managing Your Orders for Paid Subscriptions to Oracle Cloud Services

To open the My Account Orders page, sign in to My Account and click **Orders**.

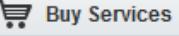
Use the My Account Orders page to view information about all your purchase orders for paid subscriptions to Oracle Cloud services. In addition, use this page to activate the *paid* subscription for a service.

Topics:

- [What You Can Do from the My Account Orders Page](#)
- [What You See on the My Account Orders Page](#)

What You Can Do from the My Account Orders Page

The following table highlights what you can do from the Orders page.

| Tool | Description |
|--|---|
|  Show: Pending Activation ▾ | Use the options on the Show menu to display all your orders or only those orders that satisfy the criteria you select from the menu. |
|  Activate | Click Activate to make one or more services in the order active for use. The Activate button is displayed only if the order has at least one service that needs to be activated. |
|  Buy Services | Click Buy Services to navigate to Oracle Store and purchase subscriptions to Oracle SaaS applications or Oracle PaaS services. |
|  Activated Subscriptions: db5ne  | Click the service name to open the details page for the service. See Viewing Service Details in My Account . Note that the Activated Subscriptions field displays the names of the services in this purchase order that are active and ready to use. The Orders page doesn't display the field until at least one service in the order is active. |
|  View Contract  | Click the View Contract link to view the contract details for the services in an order. You can open or save the PDF file. The View Contract link doesn't appear on the Orders page until all the services in an order are active. |

What You See on the My Account Orders Page

The Orders page displays the following information for each purchase order.

| Field | Description |
|--------------------------------|--|
| Order ID | Identification number for this purchase order. Refer to the Order ID whenever you contact Oracle about billing or payment issues. |
| Buyer | Email address of the person who placed the purchase order. Buyers have an account with the Oracle Store. Buyers can purchase services, change an existing paid subscription to a higher level, and terminate a paid subscription. Contact the buyer if you need additional services or changes to your current services. |
| Sold to Customer | Name of the customer account. |
| Services Ordered | Services included in this purchase order. The following format defines each service ordered: <i>service-type – subscription-plan</i> For example: Oracle Database Cloud Service – S5 An order can have one or more services. A comma separates each service in the list. If the list is longer than the display area, hover the cursor over the list to view the entire list. |
| Activated Subscriptions | Names of the services in this order that are active and ready to use. Click the name to open the details page for the service. One, some, or all the services in this order may be active. A comma separates each service in the list. The Status field shows the current status of the order. Note that: <ul style="list-style-type: none"> The Activated Subscriptions field isn't displayed until at least one service in the order is active and ready to use. When all the services in the order are active, a View Contract link is displayed below the Activated Subscriptions field. Click the link to view or save a PDF version of your service contract. Services that are pending activation (that is, waiting for the account administrator to activate the service) or in the process of being activated (that is, Oracle is processing the activation request) aren't displayed in the Activated Subscriptions list. |
| Status | Current status of the entire order. If an order has more than one service, then the order status is determined as follows: <ul style="list-style-type: none"> If any service in the order is pending activation, the order status is Pending Activation. After all the services in the order have been activated successfully, the order status is Activated. Note: When you activate a paid service in new domain that has an associated Oracle Developer Cloud service, the Activation in progress status is displayed for this implicit Developer order until the Oracle Developer Cloud service is active. When the order status is unknown, Oracle Cloud doesn't display any value for the Status field. |
| Order Date | Date (<i>dd-mmm-yyyy</i>) and time that the buyer submitted the purchase order. |
| Data Center | Name of the Oracle data center where the services in this order are located. |

| Field | Description |
|-------------------|--|
| CSI Number | Customer Support Identifier number. Refer to this number whenever you contact Oracle Support for technical assistance with the services in this order. |

Enabling Oracle Support to Troubleshoot Customer Issues

An Oracle customer can allow Oracle support representatives read-only access to the customer's view of the My Account application for troubleshooting purposes.

You use the **Permissions** tab in My Account to approve, reject, or revoke access rights. Oracle representatives are provided only read-only access to your view of the My Account application after you approve their access request. The **Permissions** tab appears in your My Account view only after an Oracle representative requests access rights to your My Account.

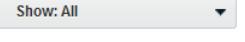
When an Oracle support representative requests access rights, you'll receive an email with the subject "A permission request requires approval". The email contains the requestor details and an **Approve or reject** button. Clicking **Approve or reject** opens the My Account application with the **Permissions** tab enabled.

You can also directly sign in to My Account and use the **Permissions** tab to process the access request.

To process an access request:

1. Sign in to My Account.
2. Click the **Permissions** tab.

The Permissions page opens. By default, the page displays a list of all the requests that you've received.

You can filter the requests based on status by clicking  and then selecting from the following options:

- **Pending Approval:** Requests that are yet to be approved or rejected
- **Approved:** Requests that have been approved
- **Expired:** Requests that are no longer active
- **Rejected:** Requests that have been rejected
- **Revoked:** Requests that were previously approved and then revoked later

3. Navigate to the specific request.
4. Click either of the following based on your requirement.

- **Approve**

Clicking **Approve** displays an Approve Request dialog box where you need to provide a justification for your action. In addition, you need to specify the **From** and **To** dates during which the Oracle support representative will have access rights. The **From** and **To** dates are based on your time zone preference. Clicking **Approve** in the dialog box grants access rights and closes the dialog box.

ⓘ Note

In the Approve Request dialog box, you can't:

- Specify a **From** value that occurs after date specified in **To** field
- Specify a **From** value that is before the current date

If you:

- Accept the default (which is today) or you don't specify any value in the **From** field, then the request is approved starting from the current date and time.
- Specify a future date in the **From** field, then request is approved starting from midnight on the specified date.

The end time for the To date value is always be 23:59:59.

- **Reject**

Clicking **Reject** displays a Reject Request dialog box where you provide a justification for your action. Clicking **Reject** in the dialog box rejects the request and closes the dialog box.

Oracle Cloud sends an email to the requestor with the request status.

 ⓘ Note

You can also revoke permissions on an approved request by navigating to the request and clicking **Revoke**.

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About Non-Metered Bursting

Unlike metered subscriptions or Universal Credits, non-metered subscriptions for Oracle Cloud services provide predefined resources, such as a specific number of OCPUs, for a fixed annual subscription fee. If you've subscribed to non-metered subscriptions, then you should understand the concept of bursting and how it affects your billing.

Topics:

- [What Is Bursting?](#)
- [What Happens When You Exceed the Bursting Limit](#)
- [Determining If Bursting Is Available for Your Subscription](#)

What Is Bursting?

If bursting is enabled for your non-metered subscription, then you can exceed your subscription capacity (with predefined resource limits) by 2 times the purchased number of resources. However, you are charged a higher, Pay-As-You-Go rate for the additional resources. This is also known as *Bursting Up*.

For example, if your non-metered subscription includes 4 OCPUs and bursting is enabled, then you can use up to 8 OCPUs (2 times the subscription capacity). You are charged for the extra resources per hour and billed monthly in arrears using the Pay-As-You-Go model. Pricing for this increased capacity is based on the current Per Hour list price for a service at <https://www.oracle.com>.

In this way, bursting allows you to use additional capacity above your subscription limit without having to make a change to your base subscription. Bursting can be useful for situations where you need to temporarily increase capacity during the release of a new product.

What Happens When You Exceed the Bursting Limit

When you exceed your bursting limit, Oracle Cloud notifies you and suspends your account.

You'll be notified by email and by an alert on the Infrastructure Classic Console or Applications Console. When your account is suspended, you won't be able to create new service instances or create additional resources. Existing instances and resources will continue to run.

Note that the notification and account suspension will occur:

- If bursting is enabled for your non-metered subscription and you exceed the standard bursting limit of two times your subscription resources.
- If bursting is not enabled for your non-metered subscription and you exceed your predefined resource limits for your subscription.

When you receive notification that you exceeded the bursting limits, contact Oracle and purchase additional resources.

Note

Between the time you exceeded the bursting limits and your account was suspended, there may be overages for the additional resources you used in that time period. However, if bursting is disabled, then overages are not billed.

To prevent reaching these limits, use the **Resource Quotas** page in Infrastructure Classic Console or Applications Console to view the overages and the quota limits for services that allow bursting.

Determining If Bursting Is Available for Your Subscription

Bursting can be useful if you need additional, temporary resources, but there is an added cost when you use the extra resources that bursting allows. It's important to know if bursting is enabled for your subscription and how to manage and monitor your subscription resources.

Bursting Up is enabled by default for all non-metered subscriptions. If you want to disable bursting to avoid overages for your service, then contact Oracle Support and raise a service request. When you disable bursting, you won't be allowed to exceed your resource capacity and hence, you won't be billed for overages.

If you have any questions about the bursting capabilities of your account, then contact your Oracle Sales representative.

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Limits By Service

The following table describes the service limits for different Oracle Cloud services and their resources. For details on Oracle Cloud Infrastructure, see [Service limits for Oracle Cloud Infrastructure](#).

| Service Name | Resource Name | Promotion Limits | List Price Limits |
|---|---|--------------------|---------------------------|
| Oracle Cloud Infrastructure Object Storage Classic | Storage Capacity | 5 TB | 50 TB |
| | Archive Storage | 5 TB | 50 TB |
| Oracle Cloud Infrastructure Compute Classic | Compute Capacity | Cumulative 8 OCPUs | 50 OCPUs |
| | High I/O Compute Capacity | Cumulative 8 OCPUs | 50 OCPUs |
| | GPU Compute Capacity | 0 | 25 OCPUs |
| | Block Storage Capacity | 5 TB | 50 TB |
| | High Performance Block Storage Capacity | 5 TB | 50 TB |
| Database Backup Cloud Service | Block Storage Capacity | 5 TB | 100TB |
| | Object Storage Capacity | 5 TB | 100TB |
| Database Cloud Service | Standard Edition | Cumulative 8 OCPUs | 8 OCPUs |
| | Enterprise Edition | Cumulative 8 OCPUs | 12 OCPUs |
| | High Performance | Cumulative 8 OCPUs | 12 OCPUs |
| | Extreme Performance | Cumulative 8 OCPUs | 16 OCPUs |
| Java Cloud Service | Standard Edition | Cumulative 8 OCPUs | 16 OCPUs |
| | Enterprise Edition | Cumulative 8 OCPUs | 12 OCPUs |
| | Suite | Cumulative 8 OCPUs | 8 OCPUs |
| Analytics Cloud Service | Standard Edition | Cumulative 8 OCPUs | 4 OCPUs |
| | Enterprise Edition | Cumulative 8 OCPUs | 8 OCPUs |
| Big Data Cloud Service- Big Data Appliance | Starter Pack | 0 | 1 (includes 3 nodes/pack) |
| | Additional Nodes | 0 | 3 Nodes |
| Big Data Cloud Service – Compute Edition | Compute Capacity | Cumulative 8 OCPUs | 16 OCPUs |
| Exadata Cloud Service | Quarter Rack | 0 | 0 |
| | Half Rack | 0 | 0 |
| | Full Rack | 0 | 0 |
| Oracle Cloud Infrastructure Container Service Classic | Container Classic | Cumulative 8 OCPUs | 16 OCPUs |
| Golden Gate Cloud Service | Compute Capacity | Cumulative 8 OCPUs | 16 OCPUs |
| Internet of Things Cloud - Enterprise | Enterprise Applications | Cumulative 8 OCPUs | 16 OCPUs |
| MySQL Cloud Service | Compute Capacity | Cumulative 8 OCPUs | 16 OCPUs |
| SOA Suite Cloud Service | Compute Capacity | Cumulative 8 OCPUs | 16 OCPUs |

| Service Name | Resource Name | Promotion Limits | List Price Limits |
|--|--------------------|--------------------|-------------------|
| Event Hub Cloud Service - Multi-tenant | Compute Capacity | Cumulative 8 OCPUs | 16 OCPUs |
| Oracle Cloud Infrastructure Database - Exadata | Exadata | 0 | 0 |
| Data Integration Platform | Compute Capacity | Cumulative 8 OCPUs | |
| Oracle Integration Cloud Service | Compute Capacity | Cumulative 8 OCPUs | |
| All Editions – BYOL | Cumulative 8 OCPUs | | |
| Exadata TB Usage Per Month | 2 TB | | |

Note: For cumulative limits, the combined usage of resources in Promotion shouldn't exceed 8 OCPUs. For example, you can use the entire 8 OCPUs for Compute. Or, you can use 2 OCPUs for Java, 2 OCPUs for Database, and 4 OCPUs for Compute, to reach the limit of 8 OCPUs.