

Oracle® Enterprise Manager Ops Center

Using Service Requests

12c Release 2 (12.2.0.0.0)

E41487-01

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This guide provides an end-to-end example for how to use Oracle Enterprise Manager Ops Center.

Introduction to Service Requests

This guide describes how to use service requests in your environment. Service requests communicate information about incidents to Oracle, including details about the asset and the problem.

To file and view service requests, you must provide My Oracle Support (MOS) credentials, which must be associated with a Customer Service Identifier (CSI) for your assets. Oracle Enterprise Manager Ops Center uses these credentials to check the contract status of your assets.

Once you have provided MOS credentials, you can view contract and warranty information for your assets, and create new service requests for them. You can also view service requests and check their status.

The Auto Service Request (ASR) feature automatically creates a service request whenever a critical incident occurs. You can enable ASR to simplify service request creation.

You will complete the following tasks:

- Add MOS credentials to your environment's authentications
- View contract and warranty information
- File a Service Request
- View Service Requests
- Enable ASR

See [Related Articles and Resources](#) for links to related information and articles about ASR and service requests.

What You Will Need

You will need the following:

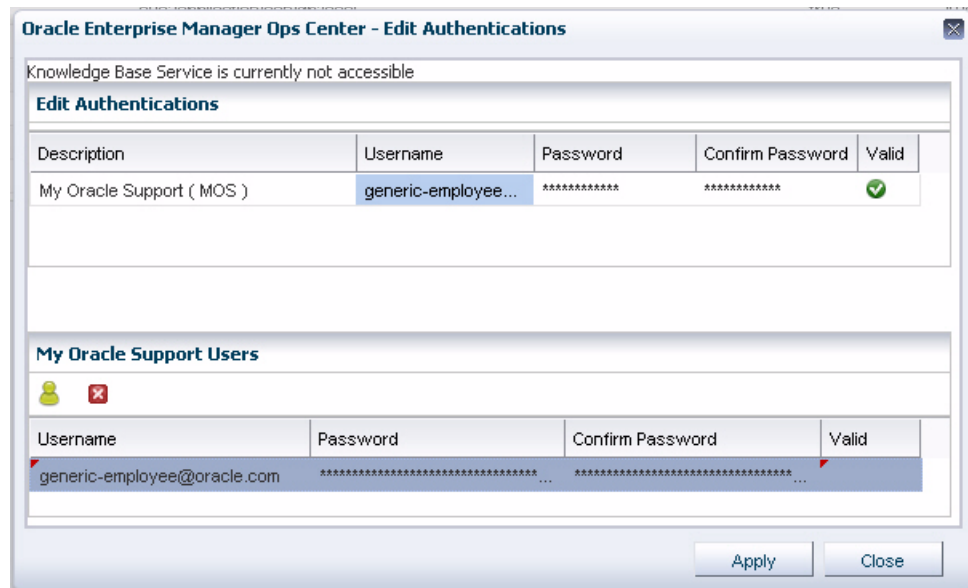
- A configured and registered Enterprise Controller in Connected Mode
- Access to the Enterprise Controller system
- One or more managed assets

- At least one set of MOS credentials, which must be associated with the Customer Service Identifier (CSI) for the target assets
- A user with the Ops Center Admin role

Adding MOS Credentials

My Oracle Support (MOS) credentials are used to create service requests. When you provide MOS credentials, Oracle Enterprise Manager Ops Center verifies these credentials with My Oracle Support. Any asset that matches a Customer Service Identifier (CSI) associated with the MOS credentials can be the subject of a service request.

1. Select the **Enterprise Controller** in the Administration section of the Navigation pane.
2. Click **Edit Authentications** in the Actions pane. The Edit Authentications window is displayed.



3. Add one or more sets of MOS credentials by clicking the **Add MOS User** icon and entering the username and password.
4. Click **Apply**.

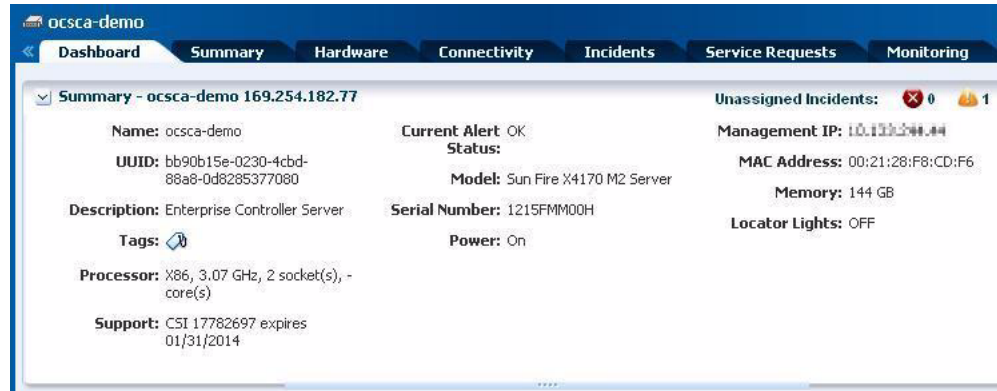
A job is launched to update the authentications. When this job is successfully completed, the authentications window indicates that the Knowledge Base is accessible.

Viewing Contract and Warranty Information

Once you have provided MOS credentials, you can display contract and warranty information for assets. Contract and warranty information is available for managed servers that have a serial number associated with a contract in the My Oracle Support database.

The contract and warranty information in Oracle Enterprise Manager Ops Center is updated each week, so contract changes or new contracts might take up to seven days to appear in the user interface.

1. Select a hardware asset in the Navigation pane.
2. Click the **Dashboard** tab. If the asset's serial number is associated with a contract, a Support row is displayed in the summary. The Support field contains the contract ID and expiration date.



- If the contract is within 90 days of expiration, the information is displayed in an orange font, and an alert is displayed as an Incident in the Message Center.
- If the contract has expired, the information is displayed in a red font.

Filing a Service Request

When your assets are associated with a contract and registered in the Oracle database, you can create service requests for them.

You can create a service request from an incident or from an asset. A service request created from an incident includes information about the incident. If you have enabled ASR, service requests are automatically created from incidents.

To File a Service Request From an Incident

1. Click **Message Center** in the Navigation pane.
2. Click **My Incidents** or **Unassigned Incidents**.
3. Select an incident, then click the **Open Service Request** icon in the center pane.

Oracle Enterprise Manager Ops Center - Open Service Request

Open Service Request ORACLE

Model: Sun Fire X4170 M2 Server **Serial Number:** 1215FMM00H **Power:** On Details

Severity: Significant

* **Incident Summary:**

* **Incident Description:**

* **Incident Category:** My - Auto Service Request (ASR) Installation and Configuration Issues

Address: null null null null null Change Address


Shipping Address: null null null null null Change Address

* **Contact Name:** Your Name

* **Contact Email:** yourname@yoursite.com

* **Callback number:** 7205551486

Associated Incidents

| Severity | ID | Description | Owner | Creation Date |
|---|-------|--|-------|---------------------------|
|  | 17... | Some firmware image(s) could not be imported during the execution of job ... | - | 08/26/2013 7:07:20 am EDT |

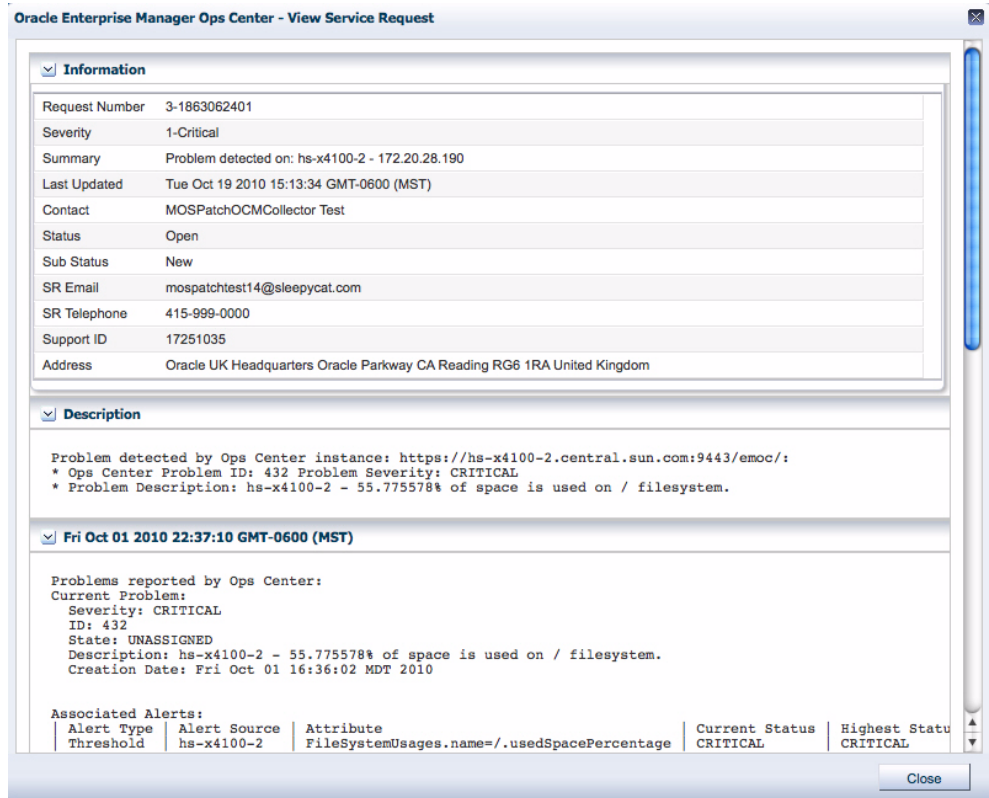
To File a Service Request From an Asset

1. Click the hardware in the Assets section of the Navigation pane.
2. Click **Open Service Request** in the Actions pane.

Viewing Service Requests

You can view all the current and completed service requests, and view details including their severity, summary, and current status.

1. Select **Message Center** in the Navigation pane.
2. Click a category of service requests: **Open Service Requests**, **My Service Requests**, or **Service Requests Opened by Others**. The service requests in the selected category are displayed.
3. To view details of a particular service request, highlight a row, then click the **View Service Request** icon.



4. Click Close.

If you need additional information about the service request, contact Oracle Support.

Using Auto Service Request

Auto Service Request (ASR) is a feature that automatically files service requests for specific assets when a critical incident occurs.

Providing Contact Information

An asset must have contact information for a service request to be filed for it. This information is used to locate the asset and provide a point of contact for it. Contact information includes the following:

- First name
- Last name
- Phone
- Email
- Country
- Address - Two address fields are provided, but only the first is required.
- City
- State or Province
- (Optional) Zip or Postal Code

- Time Zone

Before you enable ASR, you must provide default contact information for all assets. You can also provide separate contact information for specific assets or groups.

In this example, you will provide default credentials for your environment, then provide separate credentials for a group of assets.

Providing Default Contact Information

The default contact information is used when a new service request is created, unless you have specified separate contact information for an asset or group. You must provide default contact information before enabling ASR.

1. Select the **Enterprise Controller** in the Administration section of the Navigation pane.
2. Click **Edit ASR Contact Information** in the Actions pane.

The Default ASR Contact Information page is displayed.

Oracle Enterprise Manager Ops Center - Default ASR Contact Information

Default ASR Contact Information

ORACLE

* Indicates Required Field

The following ASR contact information will be used for ALL ASRs from assets and groups that do not have a specific ASR contact set.

* First Name:

* Last Name:

* Phone:

* Email:

* Country:

* Address 1:

Address 2:

* City:

* State/Province:

Zip/Postal Code:

* Time Zone:

Save Cancel

3. Enter the contact information, then click **Save**.

Providing Contact Information for a Group

If you have assets in multiple locations, you must provide the correct contact information for these assets. If the assets in a separate location are in a group, use this procedure to provide contact information for that group.

1. Select a group in the Assets section of the Navigation pane.
2. Click **Edit ASR Contact Information** in the Actions pane.

The ASR Contact Information page is displayed.

Oracle Enterprise Manager Ops Center - ASR Contact Information - HA Assets

ASR Contact Information - HA Assets ? ORACLE

* Indicates Required Field

* First Name:

* Last Name:

* Phone:

* Email:

* Country:

* Address 1:

Address 2:

* City:

* State/Province:

Zip/Postal Code:

* Time Zone:

Save Cancel

3. Enter the contact information, then click **Save**.

Enabling ASR

When ASR is enabled, service requests are automatically generated for your assets when a qualified incident occurs.

1. Select the **Enterprise Controller** in the Administration section of the Navigation pane.
2. Click **Enable ASR**.
A confirmation window is displayed.
3. Click **OK**.
A job is launched to enable the ASR feature.

Related Articles and Resources

See the *Oracle Enterprise Manager Ops Center Administration Guide* for information about registering the Enterprise Controller, managing authentications, and managing Auto Service Request.

See the Incidents chapter of the *Oracle Enterprise Manager Ops Center Feature Reference Guide* for information about service requests and incidents.

These documents are available in the Oracle Enterprise Manager Ops Center Documentation Library at http://docs.oracle.com/cd/E40871_01/index.htm.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

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