

Oracle Cloud Support

Help

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Preface

The preface contains the following sections:

- [My Oracle Support Terms of Use](#)
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My Oracle Support Terms of Use

1. Introduction

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

Access to Oracle Support

Oracle customers that have purchased support 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.

Oracle Cloud Support Getting Started

Oracle Cloud Support provides personalized, proactive, and collaborative support to Oracle Cloud Services and MICROS customers. You can benefit from integrated service request (SR) work flows shared with Oracle Support in real time to improve system stability and resolve problems more easily.

This guide provides an overview of Oracle Cloud Support features and concepts. It includes the following topics:

- [Registration](#)
- [Oracle Cloud Support Overview](#)
- [Using Oracle Cloud Support](#)

1.1 Registration

To access Oracle Cloud Support, you must be registered for My Oracle Support. For information about registering, see the following section of the My Oracle Support help:

http://docs.oracle.com/cd/E25290_01/doc.60/e25224/registration.htm#MOSH101

1.2 Oracle Cloud Support Overview

The following topics provide an overview of what you will find in Oracle Cloud Support.

1.2.1 Dashboard

The Dashboard page provides you with a high-level view of you and your company's service requests (SRs). You can create SRs from the Dashboard page.

See Also: For more information about the Dashboard tab, see the [Dashboard](#) help.

1.2.2 Service Requests

The Service Requests page enables you to view, manage, and update SRs. You can see summaries of SR status and severity as well as details of individual SRs.

See Also: For more information about the Service Requests page, see the [Service Requests](#) help.

1.2.3 Knowledge

The Knowledge page enables you to search for documents in Oracle's Knowledge Base.

See Also: For more information about the Knowledge page, see the [Knowledge](#) help.

1.2.4 Community

The Community page enables you to connect instantly to a vast network of peers, industry experts, and Oracle product specialists. You can participate in discussions, exchange documents, and receive recognition for participating.

See Also: For more information about the Knowledge page, see the [Community](#) help.

1.3 Using Oracle Cloud Support

This section shows to how to perform tasks that apply across Oracle Cloud Support.

1.3.1 Personalization, My Account, Administration, Log Out

In the top right section of the Oracle Cloud Support window, you will see your sign in name. Click the arrow next to your name to display the following menu items:

- Personalization
Click **Personalization** to change personal settings. See the following section, "[Personalization](#)" for more information.
- My Account
Click **My Account** to view the My Account page on the Settings tab. The My Account page provides information about your SIs and your account profile, including your personal information. The page has an option to request access to and remove Support Identifiers (SIs) from your user account. In addition, site information is displayed for customers that have sites associated with a main location phone number. This includes the View option to see details of the associated SIs.
- Administration
The Administration item is displayed to Customer User Administrators (CUAs). It includes several options. See "[Customer User Administrators](#)" for more information.
- Log Out
Click **Logout** to log out of Oracle Cloud Support.

1.3.1.1 Personalization

Note: If you change a setting, but you have not yet clicked **Apply Changes**, you can click **Revert** to restore the original settings.

1.3.1.1.1 How do I change the language that Oracle Cloud Support displays? You can view Oracle Cloud Support in English, Korean, Japanese, and Simplified Chinese. To change Oracle Cloud Support to use one of these languages:

1. Select **Personalization** from the Settings tab. The Personalization page appears.
2. Select a language from the **Language** list, then click **Apply Changes**. Oracle Cloud Support refreshes and displays in the selected language.

Note: Language preferences are saved in cookies. If you clear the cookies in your browser, the language is reset to English.

1.3.1.1.2 What is the preferred contact method? The preferred contact method determines how you will receive updates for SRs including Auto Service Request and technical SRs. Choose one of the following options:

- MOS - You will receive updates through the Oracle Cloud Support interface.
- E-Mail - You will be notified of updates through e-mail.
- Phone
- Fax- Updates will be sent by fax.

1.3.1.1.3 How do I change the language for service requests? You can choose to work with service requests in a number of different languages. To change the language for service requests, select a language from the **Service Request Language** list, then click **Apply Changes**.

Note: Changing the service request language does not change the language of the Oracle Cloud Support user interface, but will enable you to communicate with Oracle in your chosen language. Service requests will be routed to an engineer who will assist with your issue in the specified language.

You must log severity 1 service requests in English to receive 24 x 7 support.

1.3.1.1.4 How do I customize accessibility options in Oracle Cloud Support? To specify large fonts, high contrast, or that you are using a screen reader, select **Personalization** from the Settings tab.

Note: If you are already using larger fonts in your browser, you will find that the fonts only work for some pages within Oracle Cloud Support.

- If you use large text or zoom in your browser, select **I use large fonts**.
- If you use high contrast settings on your local work station, select **I use high contract settings**.
- If you use any of the screen reader assistive technologies, select **I use a screen reader**.

1.3.2 Opening Oracle Cloud Support in Multiple Browser Windows Simultaneously

You can run Oracle Cloud Support in multiple browser windows.

Note: There is a limit of ten open Oracle Cloud Support sessions or tabs in each browser. If you open an eleventh Oracle Cloud Support session or tab, the first Oracle Cloud Support session or tab will time out.

Use the right-click menu on articles to open a knowledge article in a new tab, window, or private window. Additionally, when viewing an article, you can right-click links in the article to open those links in a new window. The standard browser right-click menu will be shown in this case.

1.3.3 Switching to My Oracle Support

My Oracle Support offers more features and services than Cloud Support. To switch to My Oracle Support, click **Switch to My Oracle Support** at the top of any page. To return to Cloud Support, click **Switch to Cloud Support** at the top of any My Oracle Support page.

After you switch from one portal to another, the application assumes that the current portal is your preferred portal. The next time that you log in, this portal appears by default, unless you specify the other portal on the My Oracle Support sign in page. Clearing your cache will bring you back to the default portal

1.3.4 Accessibility Tips

To specify large fonts, high contrast, or that you are using a screen reader, select **Personalization** from the Settings tab.

Note: If you already use larger text from the browser settings, you will find that this works only for certain HTML pages within Oracle Cloud Support.

- If you use large text or zoom in your browser, select **I use large fonts**.
- If you use high contrast settings on your local work station, you must select **I use high contract settings**.
- If you use any of the assistive technologies you must select **I use a screen reader**.

1.3.5 File Formats for Downloading Documents

Articles are primarily posted in HTML or PDF formats. Software is zipped. For platform specific files, the following formats may be used in Oracle Cloud Support:

- Macintosh BINHEX (.hqx)
- Macintosh Self-Extracting (.sea)
- Windows Archive (.zip)
- Windows Executable/Self-Extracting (.exe)
- UNIX Archive (.tar)
- UNIX Compressed (.Z)

- Adobe Portable Document Format (.pdf)

Linked items (.hqx, .zip, and .pdf) typically require additional software to view or use. Follow the links to download the necessary software. Oracle does not provide support for these software titles.

An Acrobat viewer is required to view PDF files.

1.3.6 Supported Browsers

You can use the following browsers to access My Oracle Support:

- Internet Explorer 8, 9, 10, 11 (desktop versions, compatibility mode not supported)

Note: With the next release of My Oracle Support, Internet Explorer 8 will not be supported.

- Mozilla Firefox 38 and higher

Note: With the next release of My Oracle Support, only Firefox 40 and higher will be supported.

- Chrome 45 and higher

Note: With the next release of My Oracle Support, only Chrome 46 and higher will be supported.

- Safari 8 and higher
- Mac OS/iPAD iOS 6, 7, 8, 9

Note: Versions of browsers released after the My Oracle Support release are considered for support for the next release.

1.3.7 Web Conferencing with Oracle Support

Web Conferencing brings real-time online collaboration to any e-business, enabling employees, customers, and partners to conduct all types of conferences online in a common, flexible environment.

Using a secure Internet connection, this web-based conferencing application enables Oracle Support Engineers to chat, whiteboard, and share desktop and applications to solve problems in collaboration with customers. Conferencing sessions are arranged through the Oracle Support Engineer working your SR.

1.3.8 Resetting Your Password

To reset your Oracle single sign on password:

Note: The Oracle single sign on account is used in Oracle applications such as OTN, Oracle University, and so forth.

1. On the Oracle Cloud Support Sign In page, click **Forgot User ID/Password?**. The Reset Password page appears.
2. Enter the e-mail address that you use to login to Oracle Cloud Support (your username), then click **Reset**. You will receive an e-mail at the address you entered with a temporary password and a validation link.
3. Click the validation link, then enter the temporary password.
4. On the page that appears, enter your desired password.

1.3.9 Contact Oracle Global Customer Support

To contact Oracle Global Customer Support, phone the number for your country listed in the Oracle Global Customer Support Contacts Directory:

<http://www.oracle.com/us/support/contact-068555.html>

For information about the customer support phone menu, download the *Calling Oracle Support* document:

https://support.oracle.com/epmos/main/downloadattachmentprocessor?attachid=1448086.1:SUPPORT_PHONE_MENU&clickstream=no

1.3.10 Troubleshooting

1.3.10.1 What should I do if I receive an error while using Oracle Cloud Support?

If you receive an error:

- Sign out and sign back in to Oracle Cloud Support.
- Try a different browser.
- If the problem persists, create a service request or contact Oracle Support. See [Contact Oracle Global Customer Support](#) for more information.

1.4 Customer User Administrators

If you are a CUA, you can perform CUA tasks from the **Administration** menu item which you navigate to from the menu available under your user name at the top of the page. You can also access CUA pages from the full My Oracle Support environment accessed from the link **Switch to My Oracle Support** on the top of the page. The link will take you to the full My Oracle Support dashboard where there is a reciprocal link to return you to the Oracle Cloud Support dashboard. The next time that you log in, the system will open the My Oracle Support environment that you were in when you logged out. You also have the option to choose the environment with a radio button at the My Oracle Support login screen.

See Also: For information about CUA tasks, see "Being a Customer User Administrator", in the My Oracle Support Help:

http://www.oracle.com/pls/topic/lookup?ctx=mos_en&id=MOSH984

1.4.1 CUA Tasks

Customer User Administrators can access the following pages using the Administration item

- Manage Users- view users, grant and revoke access to SI
- Pending User Requests - approve or deny requests to access SIs
- Support Identifiers - update the name, description, or access for SI
- Audit - view user access audit data, for example when a user was approved

For information about CUA tasks, see "Being a Customer User Administrator", in the My Oracle Support Help:

http://www.oracle.com/pls/topic/lookup?ctx=mos_en&id=MOSH984

1.4.2 Message Center

The Message Center, the envelope icon located next to your username in the upper right of each My Oracle Support page, alerts CUAs to actions that they should take. There are two types of messages shown in the Oracle Cloud Support Message Center:

- Approve Pending User Requests - One or more user requests requires your approval. Click the message link to go to the View Users region on the Settings tab, then review pending requests.

For more information, see "Message Center" in the My Oracle Support Help:

http://www.oracle.com/pls/topic/lookup?ctx=mos_en&id=MOSH1095

- Support Identifiers Expiring Soon - The Message Center includes an item to notify CUAs if any SIs they administer are due to lose entitlement soon because the associated contract will expire.

For more information, see "SI Expiry Notification to CUAs in the My Oracle Support Message Center" in the My Oracle Support Help:

http://www.oracle.com/pls/topic/lookup?ctx=mos_en&id=MOSH1689

This document contains the following topics:

- [Site Alerts and Notifications Area](#)
- [Viewing Service Requests](#)
- [Creating a Service Request](#)

Note: You can use the Service Requests page to create, view, update, and close SRs. For more information about service requests, see the ["Service Requests"](#) help.

2.1 Site Alerts and Notifications Area

The Dashboard page contains a Notifications section to alert portal users of scheduled or unscheduled outages. The alert may contain hyperlinks to further documentation. The alert box will be visible during active alerts or when upcoming outages are scheduled.

2.2 Viewing Service Requests

The Dashboard page provides links to groups of service requests (SRs). SRs are grouped under My Service Requests or My Company's Service Requests. The My Service Requests region lists all open SRs that you created for support identifiers (SIs) currently in your profile. The My Company's Service Requests region lists all open SRs logged by all users for SIs listed in your profile.

SRs are categorized as follows:

- Oracle Working - SRs that are waiting for action from Oracle Support.
- Needs Attention - SRs that are waiting for action from the customer.
- Open- All SRs with the status Oracle Working or Needs Attention.
- Service Type and Service Name (open SRs) or Product for MICROS users

If you click any of the numbers on the Dashboard page, Cloud Support opens the Service Requests page, filtered by your selection.

For example, if you select the number next to Open under My Service Requests, the Service Requests page displays all of the open SRs that you created. If you click a number in the Open Requests column, the Service Requests page displays the open SRs for the selected service type and service name.

For more information, see ["Creating Service Requests"](#).

2.3 Creating a Service Request

To create an SR, do one of the following:

- Click **Create Service Request** at the bottom of the Dashboard page.
- Click an icon in the **Create Service Request** column in the My Service Requests or My Company's Service Requests regions. If you do this, the SR template is populated with the high level information from the service type in the row that contains the icon.

For more information, see "[Creating Service Requests](#)".

This document contains the following topics:

- [Knowledge Page Overview](#)
- [Searching for Documents](#)
- [Viewing Documents](#)
- [Multilingual Knowledge Base Support](#)

3.1 Knowledge Page Overview

The Knowledge page provides access to Oracle's extensive knowledge base. You can search for documents by entering a word or phrase, then filter the list of returned documents.

3.2 Searching for Documents

To search for documents:

1. Enter a word or phrase in the **Search Knowledge** box.
2. Do one of the following:

- Select a filter.

Cloud Support searches for all of the documents that relate to the service filter that you selected. The list of service filters is determined by the Cloud products associated with the SIs in your profile.

- Click the magnifying glass icon.

Cloud Support searches for all of the documents that relate to the services to which you subscribe (**My Services (All)**).

A list of documents that meet your criteria appears. The number of results returned is displayed at the top of the list.

3. To further refine or change your results, select a filter.
4. Click **Next** at the bottom of the list to display the next page of results.

The **Next** button appears if the list of documents is too long to display on one page.

3.2.1 Understanding Search Filters

The Knowledge page contains three types of search filters:

- **My Services (All)** - select this filter to see all documents related to the Oracle Cloud Services that you subscribe to.
- **Individual service filters** - for example, Oracle Social Network Cloud Services, Oracle Database Cloud Services. Select one of these filters to see only the documents related to the selected service.
- **All Knowledge** - Select this filter to see all documents in the Knowledge Base that meet your criteria. This may include documents about services that you are not subscribed to.

Depending on the number of services that you are subscribed to, you may see a blue arrow on the right side of the filter list. Click this arrow to see more filters. The **All Knowledge** filter is the last item in this list.

3.3 Viewing Documents

Select a document title link to view that document. The document appears and the screen is split, with the document content displayed on the right side of the screen, in the document viewer, and the current list of documents on the left. To open the document in a new tab or window, right click a document title in the results list. If you do this, the document is opened without the split viewer, giving you more width to view the content.

The current list of documents is the results list from your last search. Click **Back to Results** to return to the screen with your search terms and result set.

The document viewer displays:

- The document type, document title, document Id, date modified, and the **Comments** link
- The document body text, which typically has the following sections:
 - **In This Document** to enable navigation to the main sections within the document.
 - **Applies To** which contains the list of products, product versions, and platforms to which the document applies. For product versions, if only a single version is listed, the document applies to that version and all later versions. If a version range is listed, the document applies inclusively to all versions within the specified range.
 - Document body sections which are different for each document type.
 - **Related** which lists:
 - * Products to which the document applies. In this case, the product is displayed using the product hierarchy. For example select **Oracle E-Business Suite**, then select **Financial Management**, then select **Travel and Expense**, then select **Internet Expenses**.
 - * Keywords that have been tagged to the document.
- The **Comments** link. If the document has comments, click the link to view the comments.

3.4 Multilingual Knowledge Base Support

Oracle Cloud Support provides local language knowledge base in Simplified Chinese, Japanese, and Korean. Currently only a small number of important documents are translated, but the number will increase over time.

If a translation exists for a document, one or more links appear at the bottom of the English document. Click the appropriate link to see the translated document.

If you select Simplified Chinese, Japanese, or Korean from the Language menu on the initial sign in window or from the **Settings > Personalization** window, you can search the knowledge base for documents in the selected language. The searches you perform will include documents in the language that you have specified as well as English knowledge base documents.

Service Requests

This document contains the following topics:

- [Viewing Service Requests](#)
- [Creating Service Requests](#)
- [Working With Service Requests](#)

4.1 Viewing Service Requests

4.1.1 What is the Service Requests page?

The Service Requests page provides filters that enable you to display the service requests (SRs) that you want to see. When you click a link in the **SR Number** column, the SR opens in a new tab or window depending on your browser and configuration settings.

4.1.2 What are the different SR statuses?

An SR can have one of the following statuses:

- Needs Attention - Oracle Support is waiting for you to update the SR.
- Oracle Working - Oracle Support is working on the SR.
- Closed - The SR is closed and will no longer be worked on.

4.1.3 How do I filter SRs?

To filter SRs on the Service Requests page, select from the following options:

- **Service Type, Service Name, or Product** (for MICROS users).
- **Status.** If you select Open from the Status menu, SRs with the status Oracle Working or Needs Attention are listed.
- **Last Updated.** To restrict the SRs displayed, select **Last Week, Last Month, or Last Year.** SRs within the selected time period will be displayed.
- **Created by Me.** Select this option to display only the SRs that you created.

To sort by a column in the SR table, click the up or down arrow next to the column name. Hover over a column name to display the arrows.

4.1.4 What do the different severity classifications mean?

SRs and bugs have one of the following classifications:

- Severity 1 - Complete loss of service for mission critical operations where work cannot reasonably continue.

Note: For more information, see Managing Severity 1 Service Requests at the following URL:

<https://support.oracle.com/rs?type=doc&id=1495338.1>

- Severity 2 - Significant or degraded loss of service or resources.
- Severity 3 - Minor loss of services or resources.
- Severity 4 - No work being impeded at the time - information is requested or reported.

The severity of an SR or bug reflects the business impact. The urgency reflects the time frame required for resolving the business issue. A Severity 2 issue that needs to be resolved within two days does not have the same priority of a Severity 1 issue. Discuss the issue and the time line for resolution with your Oracle support engineer to ensure that they understand the impact to your business and to ensure that the appropriate severity level is established.

Changing the severity is appropriate if the actual business impact has changed. It is important for your organization, for Global Customer Support, and for all of the other users of Oracle Support that severity levels reflect the actual business impact.

See Also: For more information about Oracle support policies, see Technical Support Policies at the following URL:

<http://www.oracle.com/us/support/policies/index.html>

4.1.5 What is the service type, service name, or product?

The service type is the type of service or product to which your company has subscribed. A service name is the instance where the service or product is running. For MICROS users, these are the products that your company has purchased.

4.1.6 Why can't I find my SR?

Oracle Cloud Support portal displays SRs associated with your Cloud Services and MICROS products. If you do not see your SR in Oracle Cloud Support, this might be because the product was changed internally and is no longer associated with a Cloud Services or MICROS product. In this case, you can view the SR through My Oracle Support.

To switch to My Oracle Support, click **Switch to My Oracle Support** at the top of any page. To return to Cloud Support, click **Switch to Cloud Support** at the top of any My Oracle Support page.

4.2 Creating Service Requests

4.2.1 How do I create an SR?

To create an SR, click **Create Service Request** at the bottom of the Service Requests page.

Note: You can also create SRs from the Dashboard page.

The Create Service Request wizard guides you through the SR creation process. After you complete the mandatory information on the first page, you have the option of submitting the SR, or providing more information to assist Oracle Support to understand the problem and expedite a resolution. Click **Next** to provide additional information and attach documents to the SR (if desired) or click **Submit** to create the SR.

Note: If none of the support identifiers (SIs) in your profile has the Create SR privilege, the **Create SR** button is disabled.

Note: SR alternate contact can only be specified during the SR creation process for Severity 1 SRs.

4.2.2 What are preferred contact methods?

The following preferred contact methods are available for working with an SR:

- Web (through My Oracle Support)
- Phone
- E-mail

Contact through the web is preferred, and will facilitate secure communication with Oracle Support. However, to receive service request details by email, you must select **Email** as the contact method.

4.2.3 What are SR details by email?

You will receive an email notification when an update is made to an SR for which you are listed as a primary contact. The notification contains a link to the SR sign in Oracle Cloud Support page where you can view the SR details.

However, if you select Email as the contact method, you will receive the details of the SR update in an email (and not just the link to the SR log). Note that sending actual updates through mail is not as secure as logging in to Oracle Cloud Support to view updates.

Note: Before this option is available through Create Service Request, it must first be approved by your Customer User Administrator (CUA) for the Support Identifier (SI).

After CUA approval:

1. Switch to My Oracle Support.
2. Select **My Account** from the Settings tab.

3. In the Support Identifiers table, select the box in the **SR Details** column for each SI for which you want full email updates on your SRs.

4.3 Working With Service Requests

4.3.1 How do I update an SR?

To update an SR:

1. Click a link in the **SR Number** column.
2. In the Manage Service Request window, click **Add Update**.
3. In the Update Detail box, enter the information that you want to add, then click **Apply**.

4.3.2 How do I close an SR?

To close an SR:

1. Click a link in the **SR Number** column.
2. In the Manage Service Request window, click **Close Service Request**.
3. Select a reason for closing the SR, enter details in the **Update Detail** box, then click **Apply**.

A request to close the SR is sent to Oracle Support. The state of the SR is changed to Close Requested.

Note: If you change your mind while the SR has the status Close Requested, you can update the SR with a note asking Oracle Support not to close the request. After an SR has been closed, click **Re-open Service Request** to reopen it.

4.3.3 How do I upload a file?

To upload a file to an SR:

1. Do one of the following:
 - To upload a file to an existing SR, click the link for the SR in one of the SR regions, then click **Add Attachment**.
 - To upload a file while creating an SR, click **Attach** in Step 3: More Details of the Service Request wizard.

You can upload files that Oracle recommends based on the product and problem type selected in the previous step or download other files that can help Oracle Support to resolve the issue.

2. In the Add Attachment window, click **Choose File**, select the file that you want to attach, then click **Open**.
3. In the Add Attachment window, click **Attach File**.

Note: For file uploads over 2 GB or Explorer, CORES, or other Sun diagnostic files, refer to Knowledge Document, "How to Upload Data to Oracle":

<https://support.oracle.com/rs?type=doc&id=>

Password protected files will not be uploaded.

4.3.4 How do I view an uploaded file?

To view a file uploaded to an SR:

1. Click the link for the SR.
2. In the Attachments section:
 - If there is only one file uploaded, click the file name.
 - If more than one file is uploaded, click **View Attachments** then click the file that you want to view.

4.3.5 How do I delete an uploaded file?

To delete a file uploaded to an SR:

1. Click the link for the SR.
2. In the Summary panel:
 - If there is only one file uploaded, click the x next to the file name.
 - If more than one file is uploaded, click **View Attachments** then click the x next to the file that you want to delete.
3. In the confirmation window, click **OK**.

Community

Community is a multi-channel interactive space for sharing information, posting questions and answers, and providing suggestions about Oracle products, services, and related technologies.

The Community button displays links to all topics for Cloud Services or MICROS customers. Click a link to open a new tab customized for that Community topic. The original Support Portal tab will remain, allowing for easy navigation back to the Support Portal.

See the My Oracle Support Community help for more information about Community.

