My Oracle Support

Help

Release 16.1

E25224-55

January 2016

ORACLE®

My Oracle Support Help, Release 16.1

E25224-55

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Preface

The preface contains the following sections:

- My Oracle Support Terms of Use
- Documentation Accessibility

My Oracle Support Terms of Use

1. Introduction

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Documentation Accessibility

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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.

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Registration, Sign In, and Accessibility Options

This document contains the following topics:

- Registration and Sign In
- Adobe Reader
- Keyboard Shortcuts
- Accessibility Options
- Video Training

> **See Also:** For more information about My Oracle Support
> Registration issues, see the My Oracle Support Registration FAQ:
>
> http://www.oracle.com/pls/topic/lookup?ctx=mos_en&id=MSREG
>
> It provides important knowledge base documents to help answer your
> questions and solve your My Oracle Support issues.

1.1 Registration and Sign In

My Oracle Support enables you to search Oracle's knowledge base, manage service requests (SRs) when you need help, download patches, interact in support communities, and take advantage of proactive capabilities for managing systems. To use My Oracle Support, you must create an Oracle Single Sign On (SSO) account and register at least one support identifier (SI) with My Oracle Support.

> **See Also:** For more information about creating an SSO account, see
> the "Requesting an Oracle Single Sign On Account" section. For more
> information about registering SIs with My Oracle Support, see the
> "Registering Support Identifiers" section.

An SI identifies the products that your company has purchased and the level of support that you are entitled to. Some companies have only one SI but most companies have more than one SI. The SI is included in the welcome letter sent from Oracle to the technical contact listed in your company's contract.

My Oracle Support customer user accounts are managed by individuals within your organization in the role of Customer User Administrator (CUA). Most organizations have more than one CUA. The CUA approves or denies access to My Oracle Support by managing access to your company's SIs.

If you are the first user to register, you are prompted to accept the CUA role. You must accept the CUA role for your organization to proceed.

> **See Also:** For more information about CUAs, see the "Being a Customer User Administrator" section.

- Requesting an Oracle Single Sign On Account
- Sign In
- Registering Support Identifiers
- Verifying and Changing an E-Mail Address
- Noting the SI Expiration Date
- Change of Employment
- Being a Customer User Administrator
- Additional Registration Help
- Supported Browsers
- Configure Browsers

1.1.1 Requesting an Oracle Single Sign On Account

To access My Oracle Support, you must have an Oracle Single Sign On (SSO) account.

> **Note:** If you have used the Oracle Technology Network (OTN) or selected **Register** and completed the registration process on oracle.com you have already created an SSO account.

To request an SSO account:

1. Enter the following URL in a browser:

   https://support.oracle.com

2. Click **New user? Register here** to create your Oracle Single Sign On (SSO) account.

3. Enter your company e-mail address in the **Email** box, complete the rest of the form, then click **Create Account**.

> **Note:** Phone numbers must be entered using international formatting as follows to enable Oracle to contact customers regardless of the location of the analyst:
>
> +countrycode-*areacode*-*phonenumber*
>
> The length of the country code, area code, and phone number varies depending on the country and region. For example, for the USA and Canada, enter a number similar to +1-123-234-2345 where 1 is the country code, 123 is the area code, and 234-2345 is the phone number. For the UK, enter a number similar to +44-1234-567-8910 where 44 is the country code, 1234 is the area code, and 567-8910 is the phone number.
>
> Omit the initial number 0 from area codes. For example, in the UK if the area code is 020, enter 20.

> **Note:** To expedite Oracle authorization, enter a valid e-mail address that uses a domain that matches your company name, for example `john.doe@somecompany.com`. Do not use a generic e-mail address, for example `support@somecompany.com`. You should not use a personal e-mail address.
>
> Do not use e-mail addresses longer than 50 characters. While the SSO allows such e-mail addresses, My Oracle Support does not yet support these long email addresses.
>
> To receive Oracle product-based support newsletters, select the option to receive e-mail notifications about Oracle products, services, and events. After completing your registration, verify your email account by clicking the link in the email you receive from Oracle.

4. On the Your Account Has Been Created page, click **Continue.**

   The My Oracle Support home page appears.

   > **Note:** If the `oracle.com` page appears, enter `support.oracle.com` to continue the process of associating your Support Identifier with your account.

5. Check your email account for an email from Oracle asking your to verify your email address.

6. Click **Verify Email Address**.

1.1.2 Sign In

When you enter the My Oracle Support URL (`https://support.oracle.com`) in a browser, the My Oracle Support home page appears. To sign in:

1. Select a language, then click **Sign In**.

2. On the Sign In page, enter your username and password, then click **Sign In**.

   > **Note:** You must verify your email address using the link provided in the email sent by Oracle before you can sign in for the first time.

Lost Passwords

If you forget your password,

1. Click **Forgot User ID/ Password** on the My Oracle Support page or **Lost Password?** on the Sign In page.

2. Enter the username (email address) that you registered with, then click **Submit**.

   > **Note:** Oracle will send a temporary password to this e-mail address. If you don't know the registered e-mail address or the e-mail address is no longer valid, then you must re-register.

1.1.3 Registering Support Identifiers

You must register at least one SI with My Oracle Support. Your SI is included in the welcome letter sent from Oracle to the technical contact listed in your company's contract. This is a number similar to 13434354 that is associated with products you have licensed for support.

Alternatively, you can register with an SI provided by your CUA. If you do not have an SI, contact your CUA, a person in your organization responsible for managing SIs. See "How do I find my CUA?" for more information. See "What are Support Identifier Groups?" for more information about SI groups.

If you cannot find your CUA or you are the CUA:

■ If applicable, refer to the support renewal quote letter for information.

■ Contact your Support Delivery Manager (not applicable to all customers).

■ Contact your local Oracle Support Sales representative. To view the *Oracle Support Contacts Global Directory* enter the following URL in a browser:

http://www.oracle.com/support/contact.html

To register your first SI:

> **Note:** If you have previously registered an SI and now want to add another SI, see "How do I add an SI to a Profile?" in the Settings help.

1. Register, validate your email address, then sign in to My Oracle Support.

   The Add Support Identifiers page appears the first time that you log in to My Oracle Support.

2. Enter your SI, click **Request Access**, enter the first five characters of the name of the organization that owns the SI (listed in the Welcome letter), then click **Validate**. The SI appears in the table. An SI is a unique reference number that identifies your organization.

   If you are the first user to register, you are prompted to accept the Customer User Administrator (CUA) role. To proceed, you must accept the CUA role for your organization. The CUA manages user access to My Oracle Support for the organization.

   > **Note:** If prompted to accept the CUA role, if your organization has other SIs with approved CUAs and your email domain matches one of those, your request is approved automatically. If you are the first person to register an SI and your email domain matches the email domain of the associated contract's contact person your request is approved automatically. Otherwise, Oracle must approve your request.

3. If desired, enter a note to the CUA in the **Note to Approver** box.

   This note is included in the email alert that is sent to all CUAs associated with the SI that you are asking to be added to.

   The CUA will also see the note when reviewing the request and may add a note for you.

4. If you have more than one SI, repeat step 1.

> **Note:** The system does not clear the text from the text box after you click **Submit**. The text is preserved in case you want access to many SIs where the note should be the same or similar in all requests. To clear the note for another request, click in the text box then press the Control key and A together to select the text. You can now overwrite the selected text.

5. When you have added all of your SIs, click **Next**. If your request was not auto-approved, the CUA (or Oracle) must approve the request before you can use the SI.

6. If necessary, update the contact information.

7. Specify a time zone, then click **Next**.

All of the timings in My Oracle Support will be displayed according to this time zone settings so ensure that you select the correct time zone. In addition, your time zone is used to calculate service request (SR) initial response time, the time zone for software SRs, the asset level time for hardware SRs, and to display the date and time in your time zone in My Oracle Support.

8. Read the Terms of Use, select the acceptance box, then click **Submit**.

The Your Part is Finished page appears.

The registration request is sent to the CUA for the organization corresponding to the SIs that you specified in step 1. You will receive an e-mail when the administrator approves or denies your request. After you are approved, you may sign in and use My Oracle Support.

9. To check the status of your approval, sign in to My Oracle Support.

Until you are approved, the only page in My Oracle Support that you can access is the My Account page. After you are approved, you may sign in and use all of the My Oracle Support pages, depending on the level of access granted by your SIs and the CUA.

10. If necessary, update the Personal Information section.

11. To receive the details of SRs for SIs in your profile in SR email notifications, select **Service Request Updates by Email**.

The Service Request Updates by E-mail feature must be enable at the SI level by the CUA before you can make this selection. For more information, see "What are SR details by email?"in the Service Requests help.

If your request has not been approved within a couple of days, send a message to the CUAs for the SI reminding them to approve your request. To do this, go to the My Account page on the Settings tab, click the **View** link in the **Administrators** column of the Support Identifiers table, then enter a new message. If you still encounter problems you can contact Oracle Global Customer Support. See the following web site for Oracle Global Customer Support phone numbers:

http://www.oracle.com/support

1.1.4 Verifying and Changing an E-Mail Address

1.1.4.1 How do I verify my e-mail address?

When you add an e-mail account to your My Oracle Support user profile, you must verify the account as follows:

1. Go to the in box of the mail account that you added.

2. Look for the verification e-mail from Oracle.

3. Open the mail and click the verification link.
   The link opens in a browser.

4. When prompted, enter your Oracle SSO.

5. Follow the instructions on the screen that appears.

1.1.4.2 What if I do not receive the verification e-mail?

If you do not receive the verification e-mail:

1. Clear browser cache and cookies:

   a. Close all browser sessions.

   b. Open a new browser.

   c. Clear cache and cookies.

   d. Sign in to My Oracle Support.

   e. Click **Send E-Mail** link in the pop up message.

2. If you still do not receive the verification e-mail, enter `profile.oracle.com` in a browser then click the **Please Verify Account** link. This should generate the verification e-mail.

3. If problems persist, ensure that you have not specified Oracle email as SPAM, add `oracle-acct_ww@oracle.com` to your email address book, then try again.

4. If you still do not receive the e-mail, go to `http://www.oracle.com`, click **Sign In**, click **Account**, then follow the instructions to reverify the account

1.1.4.3 How do I change my e-mail address?

To change the e-mail address associated with your My Oracle Support profile:

1. Go to the Settings tab, click **My Account**, then click the pencil icon next to the current e-mail address, in the Personal Information section.

2. In the message box that appears, click **Change E-Mail...**

3. On the My Profile page, click **Edit** next to your current e-mail address.

4. Enter the new e-mail address, then click **OK**.

> **Note:** You must validate your new email address before you can use it.

5. When prompted, verify that the new e-mail address is correct.

6. Sign in with the new e-mail address.

> **Note:** If your email address had not been verified you will receive the following message:
>
> Account setup is still in progress. Check back later.
>
> If you experience any issues, contact Oracle Support at:
> http://www.oracle.com/us/support

With your My Oracle Support profile, you should use an e-mail address specific to you that includes your employer's domain, for example john.doe@somecompany.com. Do not use a generic e-mail address, for example support@somecompany.com. or a personal address, for example john.doe@gmail.com. If you are currently using a generic email address you should follow the steps in the section to change your email address to your or another user's specific company e-mail address. Any other users that access My Oracle Support through the generic email address must register for My Oracle Support using their specific company e-mail address.

> **Note:** You should assign at least two CUAs for each Support ID so that a CUA can act as a backup if the primary CUA is unavailable.

When you change the e-mail address for your profile, all profile settings are preserved, for example Support IDs, bookmarks, and favorites. You will not be able to sign in to My Oracle Support until the new e-mail address is verified. You will receive an e-mail notification when the process is complete and you can sign in using the new e-mail address.

When you change your email address in My Oracle Support the change affects all Oracle sites including Oracle Training, Oracle Technology Network, Oracle Partner Network, and so on.

1.1.5 Noting the SI Expiration Date

It is important to note the expiration date of your SI. After the contract expires, you will not have access to features of My Oracle Support such as service request logging.

To view an SI expiration date:

1. Select **My Account** from the Settings tab.

2. Click an SI link in the Support Identifier column of the table.

   The date is listed in the **Contract Expiration** column for the corresponding row of each SI in the Support Identifier License Information table.

Do not remove any expired SIs if you want to see the old closed SRs that were created using these old SIs. If you do not have old SRs then you can safely delete the old SIs from your profile. They should be kept in your account for historical purposes.

1.1.6 Change of Employment

At Oracle we treat the security of your data seriously. If your email address changes because you change employer you can change your email address in My Oracle Support and preserve personal details, links to Knowledge articles, and so forth. After the e-mail address is changed you should check your SIs on the My Accounts page of the Settings tab, remove the SIs that belong to the former company, and add new SIs for the new company.

1.1.7 Being a Customer User Administrator

The Customer User Administrator (CUA) controls which employees have access to an SI and what access each user has for that SI. The CUA also manages hardware assets and enables Oracle Auto Service Request (ASR) for assets qualified as ASR capable. In addition, CUAs can manage the following access for individual users for each SI:

> **Note:** Oracle recommends that new CUAs view the video "How to Become a CUA":
>
> http://bcove.me/s4qjsals
>
> For more information about being a CUA, see Knowledge Document 1544004.2, "Customer User Administrator (CUA) Role and Responsibilities":
>
> https://support.oracle.com/rs?type=doc&id=1544004.2

Access for Users	Options
Service Request	None, Read Only, Create and Update
Patches	Download, View Only
Assets	View, Hide, and Asset Admin
	Note: A CUA can choose to perform the Asset Admin role if they do not want to assign the Asset Admin role to a user.
SR Details in E-Mail	Enabled, Not Enabled

If you are the CUA for an SI, verify or change and confirm the default access for each SI in the Manage Users section of the Settings tab. These are the privileges that My Oracle Support will suggest to you when you approve new users. At that time, you can change the values suggested or you can leave them unmodified. For more information about managing user accounts, see the "Manage or View Users" section of the Settings help.

Becoming a CUA

If you are the first to request access to an SI you will be prompted to accept CUA responsibility. If you accept this responsibility you must be approved. Approval is automatic if your email domain matches the email domain of the contact in the associated service contract or if your organization has other SIs with approved CUAs and your email domain matches one of those. Otherwise, Oracle will review your request. Oracle reviews and approves CUA requests 24 hours a day, seven days a week. Approval is usually granted within a day unless the approval is escalated. Approval is subject to the required information being provided. Requests can be denied.

You should use your corporate e-mail account to become the CUA. Requests from e-mail accounts such as Gmail or Yahoo may be denied. If you are requesting access through an e-mail address that does not match your company name, Oracle will require, in writing, authorization from the company management approving the use of a noncompliant e-mail address:

If you want to become CUA for an SI that you have already been approved for, you must ask an existing CUA for that SI to grant you the administrator role. To view the CUAs for the SI and send them a message:

1. Select **My Account** from the Settings tab.

2. In the Administrators column, in the row of the SI that you are interested in, click **View**.

   The Administrators for Support Identifier window appears.

   > **Note:** If the status of your request to use the SI is Pending you cannot see the e-mail addresses of the CUAs but you can send them a message. If you need to send them a reminder to approve your request, enter your message in the Contact the Administrators section in the Administrators for Support Identifier window then click **Send Notification.** All CUAs of the SI will receive the message.

1.1.8 Additional Registration Help

If you require additional help with registration, watch the videos available in the "Video Training" section at the end of this chapter.

If after watching the videos you still need help, phone Oracle Global Customer Support or click **Contact Us** in the top right of any My Oracle Support screen. You can find your Global Customer Support number at the following URL:

http://www.oracle.com/us/support/contact/index.html

1.1.9 Supported Browsers

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

- Internet Explorer 9, 10, 11 (desktop versions, compatibility mode not supported)
- Mozilla Firefox 38 and higher

  > **Note:** With the next release of My Oracle Support, only Firefox 43 and higher will be supported.

- Chrome 46 and higher

  > **Note:** With the next release of My Oracle Support, only Chrome 47 and higher will be supported.

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

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

1.1.10 Configure Browsers

Configure your browser as follows before using My Oracle Support.

1.1.10.1 Pop Ups

In all browsers, disable the pop-up blocker or allow pop-ups from oracle.com.

1.1.10.2 Internet Explorer

■   Enable ActiveX:

1. Select **Tools**, **Internet Options**, then click the Security tab.

2. Under **Select a Zone to View or Change Security Settings,** select **Internet** then click **Custom Level...**

3. In the **ActiveX Controls and Plug-ins** section, enable the following options if they are not enabled:

    –   **Run ActiveX controls and plug-ins**

    –   **Script ActiveX controls marked safe for scripting**

■   Enable Native XMLHTTP support:

1. Select **Tools**, **Internet Options**, then click the Advanced tab.

2. In the Security section, ensure that **Enable Native XMLHTTP Support** is selected.

My Oracle Support does not support Compatibility View for Internet Explorer 8 and 9. To disable Compatible mode:

1. From the **Tools** menu, select **Compatibility View Settings**.

2. Ensure that the **Display all websites in Compatibility View** check-box is not selected.

3. Ensure that `https://support.oracle.com` is not listed under **Websites you've added to Compatibility View**.

1.2 Adobe Reader

Use Adobe Reader to view PDF files.

Install Adobe PDF Reader

Some content on My Oracle Support may be available as a PDF document or attachment. If you do not have Adobe PDF Reader installed, download it from the following web site:

http://get.adobe.com/reader/

Configure Adobe PDF Reader

Configure your browser to display PDF files. Configuration information is available from www.adobe.com.

1.2.1 Verify Browser Settings

Verify the following browser settings:

■   You are using a supported browser and version. See the "Supported Browsers" section for more information.

■   Adobe Reader is installed.

1.3 Keyboard Shortcuts

Keyboard shortcuts provide an alternative to pointing devices for navigating the page. There are five types of keyboard shortcuts:

- Tab and Shift+Tab keys: Moves through UI elements on a screen.

- Accelerator keys (*hot keys*): bypasses menu and page navigation, and performs an action directly, for example, Ctrl+C for Copy.

- Access keys: Moves to a specific UI element, for example, Alt+F for the File menu.

- Default cursor: Selects a component so that keyboard users can start interacting with the page without excessive navigation.

- Enter key: Triggers an action when the cursor is in a certain field or when a link or button is selected (highlighted).

Focus refers to a type of selection outline that moves through the page when you press the tab key or access keys. When the focus moves to a field where data can be entered, a cursor appears in the field. If the field already contains data, the data is highlighted. In addition, after using certain controls (such as a list of values (LOV) or date-time picker), the cursor or focus placement moves to specific locations predefined by the component.

The default cursor puts the initial focus on a component so that keyboard users can start interacting with the page without excessive navigation.

1.3.1 Tab Key Navigation

You can use the Tab key to move through different UI elements on a page.

All active elements of the page are accessible by using the Tab key to move to the next element and Shift+Tab to move to the previous element. In most cases, when an element is selected, the action can then be initiated by pressing **Enter**.

1.3.2 Shortcut Keys

There are various keyboard shortcuts available in My Oracle Support. Table 1–1 lists the shortcut keys assigned to common components such as Menu, Menu bar, Multi-Select Choice List, Multi-Select List Box, and so on.

Table 1–1   Shortcut Keys Assigned to Common Components

Shortcut Key	Components	Function
Enter Spacebar	All components	Activate the component, or the component element that has the focus.
Tab Shift+Tab	All components Flash components like ThematicMap, Graph, and Gauge	Move focus to next or previous editable component.
Ctrl+A	All components	Select all.
Alt+Arrow Down	Multi-Select Choice List	Open the list.
	Multi-Select List Box	Use arrow keys to navigate, and press Enter or Spacebar to select.

Table 1–1   (Cont.) Shortcut Keys Assigned to Common Components

Shortcut Key	Components	Function
Ctrl+Shift+Home Ctrl+Shift+End	Multi-Select Choice List Multi-Select List Box	Select all items from top to current selection, or select all items from current selection to bottom.
Arrow Left Arrow Right	Menu Bar Splitter Input Number Slider Input Range Slider Input Number Spinbox	Move focus to different menu on a menu bar. Move splitter left or right when it is in focus. Move slider left or right when input number slider or input range slider is in focus. Increment or decrement the value when input number spinbox is in focus.
Arrow Up Arrow Down	Menu Splitter Input Number Slider Input Range Slider	Move focus to different menu items in a menu. Move splitter up or down when it is in focus. Move slider up or down when input number slider or input range slider is in focus.
Enter Spacebar	All components	Activate the component, or the component element that has the focus.
Tab Shift+Tab	All components Flash components like ThematicMap, Graph, and Gauge	Move focus to next or previous editable component.

1.3.2.1 Shortcut Keys for Screen Reader Mode

In screen reader mode, My Oracle Support components may render differently than in the default mode in order to provide better accessibility. For example, a Tree component has an additional column of radio controls for tree node selection per row.

1.3.2.2 Shortcut Keys for Rich Text Editor Component

Table 1–2 lists shortcut keys assigned to the Rich Text Editor component. In regular mode, all toolbar controls appear on top of the Rich Text Editor area.

Table 1–2   Shortcut Keys Assigned to Rich Text Editor Component

Shortcut Key	Components	Function
Ctrl+B	Rich Text Editor	Boldface
Ctrl+I	Rich Text Editor	Italics
Ctrl+U	Rich Text Editor	Underline
Ctrl+5	Rich Text Editor	Strikethrough
Ctrl+E	Rich Text Editor	Center alignment
Ctrl+J	Rich Text Editor	Full-justified alignment
Ctrl+L	Rich Text Editor	Left alignment

Table 1–2   (Cont.) Shortcut Keys Assigned to Rich Text Editor Component

Shortcut Key	Components	Function
Ctrl+R	Rich Text Editor	Right alignment
Ctrl+H	Rich Text Editor	Create hyperlink
Ctrl+M	Rich Text Editor	Increase indentation
Ctrl+Shift+M	Rich Text Editor	Decrease indentation
Ctrl+Shift+H	Rich Text Editor	Remove hyperlink
Ctrl+Shift+L	Rich Text Editor	Bulleted list
Ctrl+Alt+L	Rich Text Editor	Numbered list
Ctrl+Shift+S	Rich Text Editor	Clear text styles
Ctrl+Alt+-	Rich Text Editor	Subscript
Ctrl+Alt++	Rich Text Editor	Superscript
Ctrl+Alt+R	Rich Text Editor	Enable rich text editing mode
Ctrl+Alt+C	Rich Text Editor	Enable source code editing mode
Ctrl+Y	Rich Text Editor	Redo
Ctrl+Z	Rich Text Editor	Undo

In screen reader mode, the Rich Text Editor component displays only the editor and the toolbar controls are not displayed. There are no shortcut keys for Rich Text Editor that apply in screen reader mode.

1.3.2.3 Shortcut Keys for Table, Tree, and Tree Table Components

Table 1–3 lists shortcut keys assigned to Table, Tree, and Tree Table in regular rich mode. Shortcut keys for these components in screen reader mode is summarized in Table 1–4.

Table 1–3   Shortcut Keys Assigned to Table, Tree, and Tree Table components

Shortcut Key	Components	Function
Tab Shift+Tab	Table Tree Table	Move focus to next or previous cell or editable component. In a table, navigate to the next or previous editable content in cells. If the focus is on the last cell of a row in the table, the Tab key moves focus to the first editable cell in the next row. Similarly, Shift + Tab moves focus to the previous row.
Ctrl+A	Table Tree Table	Select all components, including column headers, row headers, and data area.
Ctrl+Alt+M	Table Tree Tree Table	Launch context menu. You can also launch context menu by pressing Ctrl+Alt+B.
Ctrl+Shift+^	Tree Tree Table	Go up one level.

Table 1–3   (Cont.) Shortcut Keys Assigned to Table, Tree, and Tree Table components

Shortcut Key	Components	Function
Enter Shift+Enter	Table Tree Tree Table	Navigate to the next editable cell or previous editable cell of the column. If focus is on the column header, sort table data in ascending order. Pressing Enter again sorts the column in descending order. If the focus is on the filter cell, perform table filtering. In a click-to-edit table, if the focus is on a cell, enable edit mode.
Arrow Left Arrow Right	Table Tree Table	Move focus.
Arrow Up Arrow Down	Table Tree Table	Move focus. If a row is selected, move focus to the previous row or next row. If no row is selected, scroll the table one row up or down. If the first row is selected, move focus to the column header.
Ctrl+Arrow Up Ctrl+Arrow Down	Table	Move focus. If in edit mode, submit the changes made in the current row and navigate to the previous row or next row. In the click-to-edit table, the current row becomes read-only and the row navigated to becomes editable.
Ctrl+Arrow Left Ctrl+Arrow Right	Table	Move focus. If in edit mode, navigate to the left or right cell, while maintaining the current row in edit mode.
Shift+Arrow Left Shift+Arrow Right	Table Tree Table	Move focus and add to selection.
Ctrl+Shift+Arrow Left Ctrl+Shift+Arrow Right	Table Tree Table	Move the selected column to the left or right.
Shift+Arrow Up Shift+Arrow Down	Table Tree Table Tree	Select multiple rows.
Page Up Page Down	Table Tree Table	If a row is selected, scroll and select the same row of the next or previous page. If no row is selected, scroll by one page.
Alt+Page Up Alt+Page Down	Table Tree Table	Horizontally scroll the table to the right or left.

Table 1–3   (Cont.) Shortcut Keys Assigned to Table, Tree, and Tree Table components

Shortcut Key	Components	Function
Space Bar	Table	Select the node.
Ctrl+Space Bar	Tree	To select or remove multiple nodes, press Ctrl+Space Bar.
	Tree Table	
Shift+Space Bar	Table	Select multiple rows.
	Tree Table	
Esc	Table	Remove selection.
	Tree Table	If the focus is on the cell, exit click-to-edit mode, revert the cell value to original value, and return focus to the cell. Press Esc key again to move focus to the row header.
F2	Table	Activate click-to-edit mode for the row. Press F2 again to disable cell navigation mode.
	Tree Table	

1.3.2.4 Shortcut Keys for Table, Tree, and Tree Table Components in Screen Reader Mode

Table 1–4 lists shortcut keys assigned to the Tree, Table, and Tree Table components in screen reader mode.

Table 1–4   Shortcut keys assigned to Components in Screen Reader mode

Shortcut Keys	Components	Function
Spacebar	Table	Select the component. To select a node, press Tab and move focus to the component or its radio control. Press Spacebar when the component is in focus.
	Tree	
	Tree Table	
		You can also use the Spacebar for multiple selection.
		Pressing Spacebar on a selected component, unselects it.
Enter	Table	If the focus is on the column header, sort the column in ascending order. Pressing Enter again sorts the column in descending order.
	Tree	
		If the focus is on the disclosure icon of a tree, open or close that node.
		If the focus is on the filter cell, perform table filtering.
Tab	Table	Move the focus to the next or previous cell or editable component.
Shift+Tab		
Arrow Up	Table	Move focus.
Arrow Down		
Arrow Left		
Arrow Right		

Table 1–4   (Cont.) Shortcut keys assigned to Components in Screen Reader mode

Shortcut Keys	Components	Function
Ctrl+Shift+Arrow Left Ctrl+Shift+Arrow Right	Table Tree Table	Move the selected column to the left or right.
Shift+Arrow Left Shift+Arrow Right	Table Tree Table	Resize the selected column by 25 pixels from the left or right.
Ctrl+Shift+^	Tree	If the focus is on the Hierarchical Selector icon, show the Hierarchical Selector popup.
Ctrl+Alt+M Ctrl+Alt+B	Table Tree Tree Table	Launch body context menu.
Spacebar	Table Tree Tree Table	Select the component. To select a node, press Tab and move focus to the component or its radio control. Press Spacebar when the component is in focus. You can also use the Spacebar for multiple selection. Pressing Spacebar on a selected component, unselects it.
Enter	Table Tree	If the focus is on the column header, sort the column in ascending order. Pressing Enter again sorts the column in descending order. If the focus is on the disclosure icon of a tree, open or close that node. If the focus is on the filter cell, perform table filtering.

In screen reader mode, the Tree component has an additional column of radio controls for tree node selection per row. The next column in the tree contains the tree nodes themselves. Nodes that can be expanded have disclosure links that can be in either an open or closed state. Opening a closed disclosure link makes more nodes of the tree visible, and navigable on the page.

> **Note:**   The screen reader mode does not support the following functions for the Table and Tree Table components:
>
> - Click-to-edit mode
>
> - Select all rows from the first row to the current row or from the current row to the last row
>
> - Select all rows
>
> - Remove selection from all columns

1.3.2.5 Shortcut Keys for Data Visualization Components

Table 1–5 lists shortcut keys assigned to data visualization components including Gantt chart, ADF hierarchy viewer components, and ADF geographic map.

Table 1–5   Shortcut Keys Assigned to Data Visualization Components

Shortcut Key	Components	Function
Arrow Left Arrow Right	List region of all Gantt chart types Chart region of project Gantt Chart region of scheduling Gantt Chart region of resource utilization Gantt ADF Geographic Map ADF Hierarchy Viewer - nodes Pivot table Pivot filter bar	Move focus. If the focus is on the chart region of scheduling Gantt, the arrow key navigation selects the previous or next taskbar of the current row. If the focus is on the time bucket of resource utilization Gantt, the arrow key navigation selects the previous or next time bucket in the current row. If the focus is on the ADF geographic map, the arrow key navigation pans left or right by a small increment. Press Home or End key to pan by a large increment. If the focus is on the node component of ADF hierarchy viewer, press Ctrl+Arrow keys to move the focus left or right without selecting the component. If you are using arrow keys to navigate cells of an editable pivot table, each focused cell is activated for editing before allowing you to navigate to the next cell, making the navigation slower. Press the Esc key to deactivate the edit mode of the focused cell, and navigate faster. To edit a cell, press the F2 or Enter key. If the focus is on the pivot table data cell, press Ctrl+Arrow Left to jump to the corresponding row header cell. If the locale is bidirectional (such as Arabic), press Ctrl+Arrow Right to jump to the corresponding row header cell.

Table 1–5   (Cont.) Shortcut Keys Assigned to Data Visualization Components

Shortcut Key	Components	Function
Arrow Up Arrow Down	List region of all Gantt chart types Chart region of project Gantt Chart Region of scheduling Gantt Chart region of resource utilization Gantt ADF Geographic Map ADF Hierarchy Viewer - nodes Pivot table Pivot filter bar	Move focus. If the focus is on the chart region of project Gantt, the arrow key navigation selects previous or next row. If the focus is on the chart region taskbar of scheduling Gantt, the arrow key navigation selects the first taskbar of the previous row or the next row. If the focus is on the time bucket of resource utilization Gantt, the arrow key navigation selects the time bucket of the previous row or next row. If the focus is on the ADF geographic map component, the arrow key navigation pans up or down by a small increment. If the focus is on the node component of ADF hierarchy viewer, press Ctrl+Arrow keys to move the focus up or down without selecting the component. If you are using arrow keys to navigate cells of an editable pivot table, each focused cell is activated for editing before allowing you to navigate to the next cell, making the navigation slower. Press the Esc key to deactivate the edit mode of the focused cell, and navigate faster. To edit a cell, press the F2 or Enter key. If the focus is on the pivot table data cell, press Ctrl+Arrow Up to jump to the corresponding column header cell.
Page Up Page Down	ADF Geographic Map ADF Hierarchy Viewer - diagram	If the focus is on the ADF geographic map component, the page key navigation pans up or down by a large increment. If the focus is on the diagram of ADF hierarchy viewer, press and hold to Page Up or Page Down keys to pan up or down continuously. Press Ctrl+Page Up or Ctrl+Page Down to pan left or right continuously.
+	ADF Geographic Map ADF Hierarchy Viewer - diagram	Increase zoom level. If the focus is on the diagram of ADF hierarchy viewer, press number keys 1 through 5 to zoom from 10% through 100%. Press 0 to zoom the diagram to fit within available space.

Table 1–5   (Cont.) Shortcut Keys Assigned to Data Visualization Components

Shortcut Key	Components	Function
-	ADF Geographic Map	Decrease zoom level.
	ADF Hierarchy Viewer - diagram	If the focus is on the diagram of ADF hierarchy viewer, press number keys 1 through 5 to zoom from 10% through 100%. Press 0 to zoom the diagram to fit within available space.
Ctrl+Alt+M	All Gantt chart types Pivot table Pivot filer bar	Launch context menu.
Home	ADF Hierarchy Viewer - nodes	Move focus to first node in the current level.
End	ADF Hierarchy Viewer - nodes	Move focus to last node in the current level.
Ctrl + Home	ADF Hierarchy Viewer - nodes	Move focus and select the root node.
<	ADF Hierarchy Viewer - nodes	Switches to the active node's previous panel.
>	ADF Hierarchy Viewer - nodes	Switches to the active node's next panel.
Ctrl + /	ADF Hierarchy Viewer - nodes	Synchronize all nodes to display the active node's panel.
Ctrl+Shift+^	ADF Hierarchy Viewer - nodes	Go up one level.
Ctrl+/	ADF Hierarchy Viewer - nodes	Switch content panel.
Ctrl+Alt+0	ADF Hierarchy Viewer - diagrams	Center the active node and zoom the diagram to 100%.
Tab	ADF Hierarchy Viewer - nodes Pivot table Pivot filter bar	Move focus through elements.
Esc	ADF Hierarchy Viewer - nodes	Return focus to the containing node. If the focus is on search panel, close the panel. Close the Detail window, if it appears while hovering over a node.
Spacebar	ADF Hierarchy Viewer - nodes Pivot table Pivot filter bar	Select the active node. Press Ctrl+Spacebar to toggle selection of the active node, and for selecting multiple nodes.
Enter	ADF Hierarchy Viewer - nodes Pivot table Pivot filter bar	Isolate and select active node. Press Shift+Enter to toggle the state of the node.
/	ADF Hierarchy Viewer - nodes	Toggle control panel state.

Table 1–5   (Cont.) Shortcut Keys Assigned to Data Visualization Components

Shortcut Key	Components	Function
Ctrl+F	ADF Hierarchy Viewer - nodes	If the ADF hierarchy viewer component is configured to support search functionality, open the search panel.
Ctrl+Alt+1 through Ctrl+Alt+5	ADF Hierarchy Viewer - nodes	Switch diagram layout.
Shift+Alt+Arrow keys	Pivot table Pivot filter bar	Change the layout by pivoting a row, column, or filter layer to a new location. Use Shift+Alt+Arrow keys to perform the following: ■ Provide visual feedback, showing potential destination of the pivot operation, if the header layer is selected ■ Select different destination locations. ■ Moving or swapping the selected header layer to the specified destination.

Some data visualization components provide some common functions through menu bar, toolbar, context menu, or a built-in Task Properties dialog box. You may choose to show, hide, or replace these functionality. If you hide or replace any functionality, you must provide alternate keyboard accessibility to those functions.

In screen reader mode, the data visualization components are replaced by other accessible components, as described in Table 1–6.

Table 1–6   Alternate ADF Components for Data Visualization components in screen reader mode

This data visualization component...	... is replaced by
Chart region for each Gantt type	Hyperlinks Use the Tab key to move focus within the chart region. Use Enter or Esc keys to launch or dismiss the corresponding Properties dialog box.
ADF Geographic Map	Table Use standard keyboard shortcuts to navigate through the data. Note that if the ADF geographic map instance references multiple data-bound themes, then a dropdown list is also rendered to enable end users to switch between the corresponding Table instances.
Hierarchy Viewer	Tree Table Use standard keyboard shortcuts to navigate through the data.

In screen reader mode, the Pivot Table and Pivot Filter Bar render additional icons for each Header layer and Filter, respectively. Screen reader software users can use the Tab key to move focus between these icons and press **Enter** to perform the specified Pivot operation.

1.3.3 Product Selection

When you select a product from a product list you can use keyboard navigation a screen reader.

1.3.3.1 Keyboard Navigation

When you tab to a product list, the product list is highlighted. When the product list is highlighted, you can enter text to filter the list. Press the down arrow key to highlight the first group list. You can navigate between items using arrow up and arrow down keys. Press the Tab key to switch between the groups, for example Recent, Licensed Products, All Products). When the item that you want to select is highlighted, press Enter to select it.

To enable the arrow keys, you must first use the Tab key select a group. A group is selected when it is surrounded by dotted lines. When you have reached the end of a list use the Tab (or shift+Tab) key to move to the next (previous) group.

You can switch between list and hierarchy views using the links available at the footer of the list. Use the Tab key to access these links. In the hierarchy view the navigation is controlled using the Tab key. Select a leaf node by clicking Enter after selecting the leaf node. You can select the group (parent) node (if allowed by the component) using the **Select** link available on the row of the parent node.

1.3.3.2 Screen Reader Mode

In screen reader mode, the type-ahead (auto suggest) list is displayed when users press the down-arrow key on the input field. In the list view you can navigate through the list using the arrow up and arrow down keys. Use the tab key to change the group list (Recent, All, and so forth). Press Enter on a highlighted row to select the row.

In the hierarchy view, use the Tab key to navigate through the tree hierarchy. Select a leaf node by clicking Enter after selecting the leaf node. You can select the group (parent) node (if allowed by the component) using the **Select** link available on the row of the parent node.

1.4 Accessibility Options

High Contrast Support

Choose one of the two high contrast style sheets, either Black on White or White on Black.

Text Size

Choose the default font size. The larger the text size the more scrolling will be needed on small monitors.

Message Format

Messages from the application, like the message that you removed a region on the screen and might want to undo the action, appear in a slide out region from the top right of the window by default. This might not be obvious to someone who is using screen magnification software, and if you are using a screen reader it would not be communicated. Choose this option to bring up a dialog box which will prompt you with these status messages and options.

When done setting these options, click **Apply Changes**. The application will take a few moments to reinitialize.

Tips for Keyboard and Vision Impaired Users

- To reduce left-right scrolling on pages with many regions, you can re-order, collapse and change the layout of any dashboard. The **Customize Page.** link indicates that the page can be configured.

- To collapse a region, click the arrow at the beginning of the region.

- To maximize a region, click the maximize icon on the right side of a region's title bar.

- To rearrange the regions on a page, drag a region by the region title, then drop in a new location.

- If you cannot drag and drop, click the close icon in the top right of a region to remove the region. Click **Customize Page.**, then press the Tab key to move to a region to select it, and then press the space bar to add the region to the full width area. Doing this adds regions in the order you add them from top to bottom. Sometimes a region cannot be removed from the layout, and this region will stay where it is. You can collapse all of the regions to make navigation faster and then expand the region when you need to go into its content.

- Typically a table can contain links and other features. The spacebar will perform the primary link action, such as clicking on the link in the first column:

1.5 Video Training

See the following resources for video training related to registration:

- Knowledge Document 1543703.1, "What to do now you have your Support Identifier"

  https://support.oracle.com/rs?type=doc&id=1543703.1

- Knowledge Document 1544004.1, "Customer User Administrator (CUA) Role and Responsibilities"

  https://support.oracle.com/rs?type=doc&id=1544004.1

- "How to Become a CUA"

  http://bcove.me/s4qjsals

2

Getting Started

My Oracle Support provides personalized, proactive, and collaborative support. 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 My Oracle Support features and concepts. It includes the following topics:

- My Oracle Support Concepts
- My Oracle Support Overview
- Using My Oracle Support
- Customers Using Micros Products
- Mobile My Oracle Support
- Video Training

2.1 My Oracle Support Concepts

This section explains My Oracle Support concepts and global features. It includes the following topics:

- Support Identifiers
- Main Location Phone Number Information
- Message Center
- PowerView
- Dashboards
- Online Help
- Favorites
- Knowledge
- Chat

2.1.1 Support Identifiers

A Support Identifier (SI) identifies the products that your company has purchased. Some companies have only one SI but most companies have more than one SI. The SI is included in the welcome letter sent from Oracle to the technical contact listed in your company's contract. It is required to access Oracle Support Services, including My Oracle Support and phone support. A Customer User Administrator (CUA)

enabled for Support Identifier groups can create additional SIs in My Oracle Support as required.

An active SI is an SI associated with a current support contract. If the support contract associated with an SI expires, the SI also expires. If you have only one SI in your profile and that SI has expired, you will have access only to your user profile, through the My Account page. My Oracle Support sends a message to alert your and suggest actions if the last SI in your user profile is approaching the end of its support period.

> **Note:** If you want to suppress the expiration message, go to the Personalization page on the Settings tab then click **Messages and Warnings** in the Reset Customization section. In the box that appears, select **Support Identifier Expiration Warnings**, then click **Reset**.

An SI is used to register for My Oracle Support and, if permitted by the service level, it can also be used to log service requests through My Oracle Support or by phone. The first time that you sign in to My Oracle Support, you are prompted to enter an SI to which you want access. The request, including an optional message from you, is sent to the CUA.

On the My Account page, you can request that SIs to be added to or removed from your user profile. Doing this sends a message to the CUA assigned within your company who will review and approve or deny the request.

To view the My Account page:

1. Log in to My Oracle Support.

2. Select My Account from the menu that appears when you select your username in the top right corner of the My Oracle Support screen.

To find an active SI:

- For hardware SIs, on the My Account Page, click Request Access, select Find a Support Identifier, enter the serial number and organization, then click **Search**.

- Contact your CUA. On the My Account page, if you have any SIs in your profile, click View in the Administrator column to view the CUA details.

- Refer to your support renewal quote letter which includes a list of SIs.

- Contact your Support Delivery Manager. (Not applicable to all customers).

- Contact your local Oracle Support sales representative, available at the following URL:

  http://www.oracle.com/support/contact.html

To request access to an SI:

1. On the My Account page, click **Request Access**.

2. On the Request Access tab, enter the SI and if desired enter a note to the approver.

3. Click **Request Access**.

> **See Also:** For information about the My Account page, see the My Account help.

2.1.1.1 Working with Large Numbers of SIs

Your administrator can consolidate any number of SIs into a single SI or a different set of named SIs to eliminate clutter, making it clearer which SI should be used. CUAs can

also create a set of permissions for the umbrella SI which make more sense for their organization. A useful strategy to reduce the number of SIs and to gain some operational efficiency as a result is for a company to combine many of their SIs into a small number of specific SIs to represent key projects or departments and assign users to these. Note that it might be useful for users to remove old SIs from their My Oracle Support profile to get a clearer view but users should be aware that they do need to have the relevant SI in their My Oracle Support profile to see related SRs. This way everyone can use and work with one SI (if this complies with the company's security and management policy). This consolidation is performed in advance through the Support Identifier Group feature.

> **See Also:** For information about SI Groups, see "What are Support Identifier Groups?".

2.1.2 Main Location Phone Number Information

> **Note:** Main Location Phone Number information is shown under My Account for those customers that are associated with a site that has a main phone number specified.

The Main Location Phone Number (MLPN) is your personalized, simplified reference number used to access Oracle Support for all purchased products for your location, and is usually the main phone number for the location where the products are installed or used. Oracle recommends that each location have a separate MLPN, and that the same MLPN be used for all orders for the same location. A new employee at any of your locations will be able to identify themselves using the MLPN if they need to contact Oracle Support Services.

For existing Micros customers an MLPN is on record. The MLPN is also collected as part of the order process for some product lines. If the MLPN is not provided at the time the order is placed, users will be asked for it if they contact Oracle Support Services. Where applicable, the MLPN information is included in the Welcome Letter sent to customers to acknowledge a new order.

An automatic email notification will be sent to CUAs if an MLPN is updated. For example, the new MLPN might be provided by someone from your organization when they contact Oracle Support Services. On receipt of this notification the CUA should verify the details, and if they have further questions or updates contact Oracle Support Services by telephone.

2.1.3 Message Center

> **Note:** The Message Center is visible only to CUAs.

The My Oracle Support Message Center, the envelope icon located next to your username in the upper right of each My Oracle Support page, alerts you to actions that you should take. The number of pending messages is listed in a link next to the icon.

The Message Center is automatically refreshed every 15 minutes when you are actively working with My Oracle Support. Click the message center icon or the count link to refresh the Message Center at any time. Select items from the Message Center menu to view or resolve the issues.

> **Note:** If a red arrow appears next to a menu item the message count may not be up-to-date.

There are five types of messages:

- **Show Assets with ASR 'No Heartbeat' Issue**

  One or more assets was not reachable. The problem is mostly likely due to a network or software issue in the system's environment. Click the message link to go to the Assets section to view the list of non-responsive assets. To resolve this problem, consult the troubleshooting section of the appropriate user documentation for the asset, accessible from `http://oracle.com/asr`.

  > **Note:** This message applies only to Sun hardware customers who have enabled Auto Service Requests (ASRs). The Oracle ASR service enables qualified Sun hardware to automatically generate an SR.

- **Approve ASR Assets**

  One or more ASR assets require your approval. Click the message link to go to the Assets section, then review and approve pending ASR activation requests.

  > **Note:** This message applies only to customers who have enabled Oracle ASRs which enable qualified Oracle hardware to automatically generate an SR. See `http://oracle.com/asr` for more information.

  > **Note:** ASR is a feature of Oracle Premier Support and Hardware Warranty for qualified products. Assets that have submitted ASR activation requests appear in My Oracle Support Assets with the status Pending.
  >
  > For more information about ASRs, see the Systems help. This message will only be seen by CUAs who approve access and privileges to My Oracle Support for their teams.

- **Approve Pending User Requests**

  One or more user requests require your approval. Click the message link to go to the View Users region on the Settings tab, then review pending requests.

- **Associate Collectors**

  To associate a system with an SR, view configuration details or history, and be included in health checks and patch recommendations, the system must be associated with a Support Identifier (SI). This did not happen at the time of upload most likely because the SI for the system was not specified and you have more than one SI in your profile. Associate the SI with the system, then the system will be made available in My Oracle Support.

- **Support Identifiers Expiring Soon**

  The My Oracle Support 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, and the number of users associated with the SI. For more information,

see the "SI Expiry Notification to CUAs in the My Oracle Support Message Center" section.

2.1.4 PowerView

Do you really only care about a few of the thousands of Oracle products? Use PowerView to eliminate noise from all of those other products. Create and save PowerViews for a specific set of products, turn it on, and automatically filter Knowledge and other regions based on the filter.

You can create multiple PowerViews to display information that you need in different situations. For example, you can set up a filter to show only information related to a specific SI.

> **See Also:** For information about and examples of PowerViews, view the short video available from Knowledge Document ID 1544003.1, "Discover how to use My Oracle Support - Searching by Product or Support Identifier using PowerView ":
>
> https://support.oracle.com/rs?type=doc&id=1544003.1

> **Note:** When you search for an item in My Oracle Support, if you have not set up PowerViews, a message appears with information about PowerViews and the **Create a Power View...** button.

The PowerView menu is on the My Oracle Support title bar. To open the PowerView menu, click the arrow on the right of the PowerView button. Use this menu to turn PowerView on or off, edit the current PowerView, create a new PowerView, view recent or named powerview filters, and manage powerview filters.

> **Note:**
>
> - Not all regions respond to all possible PowerViews. View the filter bar in a region to see which attributes of the current PowerView apply to that region.
>
>   After you turn on PowerView, each region's filter bar will appear and show which attributes of the current PowerView apply to that region. For example, the SR region might support filtering by SI and the filter will show this, but the Systems Alerts region might not honor any PowerView filters so the filter bar will not appear on that region.
>
> - If you use the configuration manager, more advanced PowerView options are available to you. See the Collector tab for more information about how to take advantage of collections.
>
> - PowerView filters override similar local filters. These local filters are disabled when PowerView is on. Some local filters (for example a search field) are still available when PowerView is on.
>
> - **Tip:** The **PowerView Off** label enables you to quickly toggle between turning on the last PowerView used and **Off**.

2.1.4.1 Creating a PowerView

To create a PowerView:

1. Select **New** from the **PowerView** menu.

2. Select a filter type.

3. Make selections from the other two menus.

   The contents of these menus depend on the selected filter type.

4. Optionally, to add more filter lines click the plus sign (+). Click the minus sign (-) to remove a filter line.

5. If you want to give the PowerView a name, click **Name PowerView**, then enter a name in the box.

   > **Note:** Because PowerViews are automatically stored in the PowerView history, you only need to name PowerViews when you have many filters to organize.

6. Click **Create** to save the filter and refresh regions.

For example, to create a PowerView that displays only the Oracle products that you use:

1. Select **New** from the **PowerView** menu.

2. Select Product from the **Select Filter Type** menu.

3. Select **is one of**, select one or more products from the menu that appears, then click **Select**.

   You can enter a product name or partial name in the search box to filter the menu.

4. Click **Create** to save the filter and refresh regions.

2.1.4.2 Selecting a PowerView
To select an existing Powerview, choose one from the **Recent PowerViews** or **Named PowerViews** submenus.

2.1.4.3 Editing a PowerView
If PowerView is on, the name of the current PowerView appears in the title bar. To edit the current PowerView, select **Edit** from the **PowerView** menu.

Click the name or description as a short cut to edit the current PowerView.

> **Note:** When a PowerView is enabled, it overrides any filters that may be applied to a region. To restore the use of regional filters, turn off PowerView. Only PowerViews relevant to a region are applied. You can see which filters are applied on the region's toolbar. Not all filters apply to all regions.

2.1.4.4 Removing a PowerView
To remove a PowerView:

1. Select **Manage PowerViews** from the PowerView menu.

2. Select a PowerView from the list, then click **Remove Selected**. Use the Shift and Control (or Command key on Macintosh) to select more than one PowerView.

You can filter the list by **All**, **Named**, or **Recent**. To further define the list of PowerViews, enter text in the search box, then click the **Search** icon.

2.1.4.5 Using the PowerView Button

There are three ways to use the PowerView button:

- If PowerView is on, click **PowerView is On** to turn off PowerView.

- If PowerView is off, click **PowerView is Off** to turn on PowerView and use the last active PowerView.

- Click the arrow on the PowerView button to view the PowerView menu and access all of the PowerView features.

When PowerView is on, the text to the right of the PowerView button describes the active PowerView. Click the description to edit that PowerView.

2.1.5 Dashboards

My Oracle Support provides information through dashboards, listed in the tabs across the top of the My Oracle Support window. The main dashboard, the Dashboard tab, provides a comprehensive view of your SRs.

> **Note:**   Users with MICROS products see a simplified dashboard with permanent regions.

The following topics provide information about the components of a dashboard.

2.1.5.1 Regions

Regions display information such as SRs or search results. In many regions, you can drill down to more specific information, as well as customize what information is displayed.

2.1.5.1.1   Adding Regions You can add regions that are not currently visible and copies of regions that are visible so that you can have multiple views of the same data set. To add a region to a dashboard:

1. Click **Customize Page...** at the top right corner of a dashboard page. The page appears in edit mode.

> **Note:**   Not all dashboard pages can be customized.

2. Click **Add Content** in the column where you want to add a region.

   A list of regions appears. If there is more than one column, each will have its own **Add Content** button.

3. Click **Add** next to the region that you want to add. The new region appears on the page.

4. Click **Close** at the top right corner of the page to return to View mode.

2.1.5.1.2   Rearranging Regions To optimize the page for your needs, you can position the regions that you use most at the top of the page for easy access. For example, if you primarily browse and search for Knowledge documents, you can move the Knowledge

Base region to the top of the right column to make it readily available. To rearrange a region, do one of the following:

> **Note:** You can rearrange regions in Edit or View mode.

- Click and drag the title bar of the region that you want to move, then drop it in a new location.
- Click the **View Actions Menu** (gear icon) in the upper right corner of a region, then click **Move Up** or **Move Down**.

2.1.5.1.3 Removing and Restoring Regions To remove a region from a page, click **Customize Page** near the top right of the page, then click the close box (X) on the region.

To restore a region that you removed from a page, follow the instructions in the "Viewing Additional Regions" section.

2.1.5.1.4 Reset to Defaults To restore the page to default settings, while in edit mode click **Reset Page** at the top of the page.

2.1.5.1.5 Working with Table Regions You can perform the following actions on regions that contain tables. All changes are saved automatically.

- Add or remove columns by clicking **View**, selecting **Columns**, then selecting or deselecting columns in the list.
- Reorder columns by dragging and dropping the columns or by selecting the **View** menu item **Manage Columns...**
- Sort columns by clicking the column header.
- To increase the size of the region, click **Detach**. The region opens to fill the entire browser window.

2.1.5.2 Time Stamps

For regions that display time stamps, select the **View** menu in the region then select or deselect **Show Relative Time**. If you select **Show Relative Time,** the time is displayed in the format *day* or *x + time unit*, for example:

- Wednesday
- 3 + days ago
- 3 + months ago
- 3 + years ago

Otherwise, the time is displayed in the absolute (actual) time format, for example:

May 10, 2014 6:32 AM

Changes to the time stamp must be made in each region. The default setting is **Show Relative Time**.

2.1.6 Online Help

My Oracle Support provides a comprehensive, context-sensitive task-based online help system. Click the Help menu to display a list of relevant tasks, conceptual information, and training videos.

The Help menu is divided into two areas by a separator:

- The first set of menu items provides links to help topics specific to the current page.

- The menu items below the separator provide links to global help topics that are available on every My Oracle Support page.

To search for key words across the My Oracle Support help:

1. View any help page.

2. Enter text in the search box on the left side of the help window, then click **Search**.

In addition to online help, the **Dashboard** tab has a Getting Started region that provides information about how to use My Oracle Support and contains links to documentation, collateral material, training, and news events.

2.1.7 Favorites

Favorites enable you to choose specific region entries and make them accessible directly from the **Favorites** menu. A favorite provides quick access to information of your choice.

> **See Also:** For information about how to setup bookmarks in My Oracle Support to ensure that you stay up to date with the important changes to your favorite knowledge management documents, view the short video available from Knowledge Document ID 1590978.1, "My Oracle Support How to Manage content using Favorites ":
>
> https://support.oracle.com/rs?type=doc&id=1590978.1

Create and Remove Favorites

To create a favorite, anywhere you see the star icon click the star icon to make the item a favorite. Click the star icon again to remove the favorite.

Manage Favorites

From the **Favorites** menu (the star icon inline with the tab names), select **Manage Favorites** to view all of your favorites, remove favorites, manage favorite folders, or go to a favorite. Use the command and control keys to deselect or select multiple items for removal.

Favorite Folders

Favorite folders are listed on the left side of the Manage Favorites window.

To create customized folders, do one of the following:

1. In Manage Favorites, click **New Folder...** at the top of the folder list.

2. In the Create New Folder screen, enter a folder name, then click **Create Folder**.

3. Click the arrow next to **My Folders** to view your new folder.

To move a favorite to a custom folder, select the favorite, click **Move...**, then select a folder. The favorite is moved to the selected folder.

2.1.8 Knowledge

The Knowledge tab enables you to search for and review articles in the Oracle knowledge base. However, you can also search the knowledge base from most pages, as follows:

1. In the global search box available in the upper right corner of most My Oracle Support pages, enter the text that you want to search for.

2. Click the search icon to the right of the search box.

> **Tip:** Use PowerView to reduce the search results to display only the Knowledge pages for the products that you are interested in.

2.1.9 Chat

My Oracle Support provides a chat feature that enables Oracle Support engineers to contact you through chat about open SRs.

Your chat status is shown in the top right of the My Oracle Support page header. You can change your status to Available or Not Available. If your status is Available, you are visible to Oracle Support engineers.

2.1.9.1 How do I enable chat notifications?

Google Chrome and Mozilla Firefox users can enable desktop notifications for Chat. When enabled, a notification will appear in the lower right corner of your screen when you receive a new chat invitation or a new chat response is posted in your active chat window. To enable desktop notifications:

1. When prompted, click **Enable Notifications** in the My Oracle Support popup message. This message appears when you log in to My Oracle Support.

2. When prompted by your browser, allow and show notifications.

For instructions on how to reset your notification preference, see the Frequently Asked Questions tab of Knowledge Document 1643038.1, "How to use Oracle Support Initiated Chat":

https://support.oracle.com/rs?type=doc&id=1643038.1

> **Note:** Notifications stop displaying when your chat window becomes idle for 15 minutes or your My Oracle Support session becomes idle for 20 minutes.

2.1.9.2 Who can I chat with?

The chat function is specifically designed to enable Oracle Support engineers to contact you when they are working on an open SR.

In this release you cannot initiate a chat with Oracle Support. If your status is Available, and Oracle Support attempts to contact you to help Oracle Support resolve your SR, you will receive an invitation to chat that you can choose to accept or decline. Invitations with no response will time out after 10 minutes.

2.1.9.3 What happens if I set my status to Not Available?

If you set your status to Not Available, Oracle Support will be unable to contact you through the Chat feature.

The status Available or Not Available persists from session to session. Oracle encourages you keep the status set to Available to help resolve open SRs quickly. You will only be contacted concerning open SRs.

2.1.9.4 How do I join a chat in progress if the chat window was closed?

If you closed the chat window by using the **End Chat** button or you click the X in the upper right corner of the window or tab, the Oracle Support engineer must reinvite you to the chat session.

If the chat window closed unexpectedly due to a browser or system crash and you log back in to My Oracle Support within 10 minutes, you are prompted to recover any active chat sessions that you had at the time of the crash. If you choose not to recover your sessions or do not log in to My Oracle Support within 10 minutes, the Oracle Support engineer must reinvite you to the chat sessions.

2.1.9.5 How do I use Chat?

The chat window is a tabbed interface. If you are engaged in multiple chats for different SRs, each SR has its own tab.

Type your messages into the **Type Your Response** box.

- You can add line breaks in your message by using Shift+Enter.

- Responses from other participants in chat are shaded so you can easily distinguish your messages from the other participants.

- Knowledge documents and patch IDs are provided as hyperlinks.

- There is no right click menu available in the chat window, however you can paste multiline text into the chat window using Ctrl+v.

- Some common collaboration features such as file upload and web conference are not integrated into the chat window. Perform these actions through the SR.

- To close your chat session, click the **End Chat** button. Doing this enables the engineer to resume the chat if additional information is required. A feedback link will also appear in your chat window. The feedback survey consists of two questions and a comment box. Ending your chat session using the X in the upper right hand corner closes the dialogue box completely, eliminating the possibility of resuming the chat or providing feedback.

2.1.9.6 How will my chat session be stored?

Your Oracle Support engineer may choose to store some details of your chat conversation within the SR. In addition, a transcript of your chat with the engineer will be attached to the SR while it is open. The transcript is removed seven days after your SR is closed. For more information, review the *Oracle Global Customer Support Security Practices*:

http://www.oracle.com/us/support/library/customer-support-security-practices-069170.pdf

2.1.9.7 Can I provide feedback on my chat session?

When your chat session is complete, a feedback link is posted in the chat window after the last response. Click the link to open the survey in a new window.

2.2 My Oracle Support Overview

My Oracle Support contains many features and capabilities that are grouped under tabs across the top of the application. The following topics provide an overview of what you will find on My Oracle Support:

- Dashboard

- Knowledge

- Service Requests

- Patches and Updates

- My Oracle Support Community

- Certifications

- Managed Cloud Services

- CRM On Demand

- Systems

- Collector

- Advanced Customer Services

- Proactive Hardware Services

- Settings

2.2.1 Dashboard

The Dashboard tab provides you with a concise, personalized, dynamic view of your service requests and interactions with Oracle Support. The Dashboard tab is configured to give you both high-level dashboards as well as specific details through various customizable regions that include Service Requests, Knowledge, News, and many more.

> **See Also:** For more information about the Dashboard tab, see the Dashboard help.

2.2.2 Knowledge

The Knowledge tab enables you to access Oracle Support information from the Knowledge home page. It provides you with an advanced search capability to Oracle's knowledge base (including My Oracle Support Community, documentation, defects, patches, and the Oracle (Sun) System Handbook), tracks your recent knowledge activity, enables you to personalize the page to present alerts and recently updated knowledge articles for the products that you have defined, and provides you with a browse capability.

> **See Also:** For more information about the Knowledge tab, see the Knowledge help.

2.2.3 Service Requests

The Service Requests tab enables you to view, manage, and update SRs. You can see summaries of SR status and severity as well as details of individual SRs. Your view of SRs is based on the SIs that you have in your My Oracle Support profile.

> **See Also:** For more information about the Service Requests tab, see the Service Requests help.

2.2.4 Patches and Updates

The Patches and Updates tab enables you to view and download patches for your Oracle products. You can search for patches by patch name or number or you can use Advanced Search to search by product.

> **See Also:** For more information about the Patches and Updates tab, see the Patches and Updates help.

2.2.5 My Oracle Support Community

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

> **See Also:** For more information about the Community tab, see the Community help.

2.2.6 Certifications

A certification is a combination of Oracle and third-party products and operating systems that Oracle has tested and should work together. The Certifications tab provides access to product certification information. A product is certified for a specific release of an operating system on a particular hardware platform, for example, Oracle Database 10*g* Release 2 (10.2.0.1.0) on Sun Solaris 10 (SPARC).

> **See Also:** For more information about the Certifications tab, see the Certifications help.

2.2.7 Managed Cloud Services

The Managed Cloud (formerly On Demand) tab enables Managed Cloud Services customers to track Managed Cloud Services service requests (SRs), and requests for changes (RFCs). The Managed Cloud tab is visible to customers with at least one Managed Cloud Services SI.

> **See Also:** For more information about the Managed Cloud tab, see the Managed Cloud Services help.

2.2.8 CRM On Demand

The CRM On Demand tab enables Oracle Customer Relationship Management (CRM) On Demand customers to log and track CRM On Demand SRs.

> **See Also:** For more information about the On Demand tab, see the CRM On Demand help.

2.2.9 Systems

A system is a manageable entity such as a database, an Oracle E-Business Suite installation, or an application server. The Systems tab displays all of the systems on which the configuration manager is running. In addition, the Systems tab includes the Inventory report and information about targets, configurations, health recommendations, and hardware assets.

> **See Also:** For more information about the Systems tab, see the Systems help.

2.2.10 Collector

The Collector tab give you access to and information about the configuration manager. The configuration manager collects information about the host systems that it is installed on and sends that information to Oracle.

> **See Also:** For more information about the Collector tab, see the Collector help.

2.2.11 Advanced Customer Services

The Advanced Customer Services tab provides an at-a-glance view of descriptions and the value of Oracle Advanced Customer Services offerings. If you are an existing Advanced Customer Services customer, the Service Delivery Dashboard provides online access to your Service Delivery Plans, enhancing your ability to communicate effectively with your Service Delivery Team. The Dashboard provides details about your contracted services, current status, and key contacts. In addition, you can upload and view content related to the delivery of your services

> **See Also:** For more information about Advanced Customer Services, click the Advanced Services tab, then click **Help** in the Advanced Customer Services window.

2.2.12 Proactive Hardware Services

The Proactive Hardware Services tab is visible to customers with at least one hardware support identifier in their profile.

Proactive Hardware Services provides Oracle Sun System Analysis (OSSA) reports. These reports identify known issues and risks associated with systems in terms of serviceability, and for mission critical environments. They are designed to improve time to repair, first call completion rates, and avoid some calls altogether by identifying known security, data corruption, availability, interoperability, compatibility, and configuration issues, and by identifying best practice recommendations regarding diagnostic data capture.

> **See Also:** For more information about Proactive Hardware Services, click the Proactive Hardware Services tab, then click **Help** in the Proactive Hardware Services window.

2.2.13 Settings

The **Settings** tab enables you customize your My Oracle Support settings and manage your account. CUAs can use the Settings tab to manager users, SIs, and create custom system properties.

> **See Also:** For more information about the Settings tab, see the Settings help.

2.3 Using My Oracle Support

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

2.3.1 Providing Feedback to Oracle Support

Oracle encourages you to provide feedback about your recent experience with My Oracle Support. To provide feedback:

1. Click **Give Feedback** at the top right of any My Oracle Support page.

    The Feedback page appears with questions related to the area where you were recently working.

2. Complete the page then click **Submit**.

> **Note:** Feedback is optional and is gathered to provide improvement opportunities for My Oracle Support.
>
> To provide feedback on knowledge base content, click **Rate This Document** in the upper right corner of the document viewer window.

2.3.2 Logging a Non-Technical Service Request

To submit a query about My Oracle Support (a non-technical service request):

1. Click **Contact Us** at the top of any My Oracle Support page.

    The Contact Us window opens.

2. Enter your query in the Problem Summary box.

3. From the Problem Type menu, select a topic to match the issue.

4. From the Support Identifier list, select your support identifier, then click **Next**.

5. If desired, upload a file a to attach.

6. Complete the Additional Information section if required, then click **Next**.

7. Update the contact information, if necessary, and enter a customer reference number, if desired, then click **Submit**.

2.3.3 My Account and Sign Out

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

- My Account

  Click **My Account** to view the My Account page on the Settings tab. See the"My Account" section of the Settings help for information about the My Account page.

- Sign Out

  Click **Sign Out** to sign out of My Oracle Support.

2.3.4 Viewing Additional Regions

To view additional regions:

1. Click **Customize Page...** at the top right corner of each page. The page appears in edit mode.

2. Click **Add Content**. A list of regions appears.

3. Click **Add** next to the region that you want to add. The new region appears on the page.

2.3.5 Removing and Restoring Regions

To remove a region from a page, click **Customize Page** near the top right of the page, then click the close box on the region.

To restore a region that you removed from a page, follow the instructions in the "Viewing Additional Regions" section.

2.3.6 Viewing Table Data

Some tables contain more data than My Oracle Support can load immediately. If you scroll through the table, you might see additional data loading on request. Scroll down to the bottom and the scroll bar will spring back to the middle. This means My Oracle Support retrieved only some of the data. This will not affect searching. When you perform a search, My Oracle Support will always draw results from the full data set.

2.3.7 Exporting Table Data

Some tables include the **Export** command in the **Actions** menu to enable you to export the data as a Microsoft Excel (.xls) file.

> **Note:** Add or remove columns or set search filters to display the desired date before selecting **Export**.

2.3.8 Opening My Oracle Support in Multiple Browser Windows Simultaneously

You can run My Oracle Support in multiple browser windows.

> **Note:** There is a limit of ten open My Oracle Support sessions or tabs in each browser. If you open an eleventh My Oracle Support session or tab, the first My Oracle Support session or tab will time out.
>
> Your My Oracle Support session times out after 45 minutes of inactivity.

Use the right-click menu on articles to open a knowledge article in a new tab, window, or private window. You can do this as many times as required. 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.

2.3.9 Accessibility Tips

> **Note:** For more information about accessibility in My Oracle Support, see "Keyboard Shortcuts" and "Accessibility Options".

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 My Oracle 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**.

2.3.10 Searching the Knowledge Base

Search Knowledge Base in the top right of the toolbar area enables you to search Oracle's Knowledge base. For information about using Search, see the "Searching for Documents" section of the Knowledge tab help.

2.3.11 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 My Oracle Support:

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

A PDF viewer such as Adobe Reader viewer is required to view PDF files.

2.3.12 Supported Browsers

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

- Internet Explorer 9, 10, 11 (desktop versions, compatibility mode not supported)
- Mozilla Firefox 38 and higher

> **Note:** With the next release of My Oracle Support, only Firefox 43 and higher will be supported.

- Chrome 46 and higher

> **Note:** With the next release of My Oracle Support, only Chrome 47 and higher will be supported.

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

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

2.3.13 Web Conferencing with Oracle Support

Oracle 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.

Oracle Web Conferencing requires Internet Explorer 9 or higher.

Visit the Oracle Web Conferencing site for additional help and information:

https://stbeehive.oracle.com/bconf/

2.3.14 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 My Oracle 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 My Oracle 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.

2.3.15 Contact Oracle Global Customer Support

To contact Oracle Global Customer Support, click **Contact Us**, or 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

2.3.16 Troubleshooting

2.3.16.1 What should I do if I receive an error while using My Oracle Support?

If you receive an error:

- Sign out and sign back in to My Oracle 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.

2.3.16.2 I added an SI. Why is it not showing up?

After you select **Settings > My Account**, click **Request Access...**, enter an SI, the click **Request Access**. The request status changes to Pending. Oracle does not approve these requests. The CUA in the organization associated with the SI must approve the request. You will see a Pending message until the CUA approves the request.

If you think you are approved, click **Refresh** on the **Settings > My Account** page to refresh your profile information.

2.3.16.3 Has my SI expired?

To check the end date for your SI:

1. On the Settings tab, click **My Account**.

2. Click the SI link in the Support Identifiers column to view the hardware assets and software licenses associated with the SI, and their expiration dates. The SI expires when the last hardware asset or software license expires.

If your SI has expired, you can contact the following for additional contract information:

- Your CUA

■ Your company's accounting department

■ Your company's Oracle Support Sales Representative

2.3.16.4 I do not see any data in a region and I expect I should.

Check the following:

■ Is the data still loading and does the busy cursor appears on the region header? Some report functions or large sets of data take time to load. You can still use other regions while this is happening.

■ Is PowerView turned on and limiting the view? Turn PowerView off or change its setting.

■ Do you have the correct SI in your profile? Go to the **Settings** tab and select **My Account** to check.

■ Is there something in the search field that might be limiting the region? Clear the search field and re-run the search.

2.3.16.5 My pages are not rendering correctly.

If you are having issues with page rendering, reset page customizations to restore pages to their original state by resetting column choices and widths, filters, and the selections of regions on the screens. See the "How do I reset message warnings?" in the Settings help.

2.3.16.6 Other Resources for Troubleshooting

My Oracle Support provides access to product documentation, training, and information search tools through the Getting Started region on the Dashboard tab. If none of these documents solve your issue, consider sending us feedback using the **Contact Us** link at the top right area of a My Oracle Support page.

2.4 Customers Using Micros Products

If you use MICROS products, after login you will be taken to My Oracle Support Cloud Portal (simplified portal) where you can view your SRs and your personal details. You will see the link 'Switch to My Oracle Support' on top right and that link will take you to the full My Oracle Support dashboard. There is a similar link on the My Oracle Support dashboard to return you to the Cloud Portal dashboard.

MICROS customers who need to monitor many locations or have many SIs should use My Oracle Support (not Cloud Portal) for most of their service request access and management tasks.

> **Note:** If you are a CUA for any MICROS Support Identifier you must perform the CUA tasks in the full My Oracle Support environment. The next time that you log in, the system opens the My Oracle Support environment that you were in when you logged out.

2.5 Mobile My Oracle Support

Mobile My Oracle Support provides the following My Oracle Support portal functions on smart phones:

■ View and update SRs

- Access knowledge documents and bugs
- Search for SRs, documents, and change requests using advanced search filters enabling you to save and reuse your queries
- Explore content about accreditation, advisor webcasts, social media, instrumentation and other proactive services
- Enables Oracle Managed Cloud Services users to manage, schedule, and approve Requests for Changes
- Enables CUAs to manage, approve, or deny pending user requests

To access Mobile My Oracle Support, enter the following URL in a browser:

http://support.oracle.mobi

For more information about Mobile My Oracle Support, see Knowledge Document 1683083.2, "How to use Mobile My Oracle Support", part of the My Oracle Support How To series:

https://support.oracle.com/rs?type=doc&id=1683083.2

2.6 Video Training

See the following Knowledge Documents for video training on My Oracle Support:

- Knowledge Document 1543719.1, "My Oracle Support Overview"

  https://support.oracle.com/rs?type=doc&id=1543719.1

- Knowledge Document 1543703.1, "What to do now you have your Support Identifier"

  https://support.oracle.com/rs?type=doc&id=1543703.1

3

Dashboard

This document contains the following topics:

- What regions are available on the Dashboard tab?
- Can I create my own dashboard?
- How do I maintain multiple versions of the same region on the Dashboard?
- Video Training

3.1 What regions are available on the Dashboard tab?

The Dashboard tab provides a comprehensive view of your SRs.The following regions are visible by default:

> **Note:** If you do not track or manage service requests, consider removing the Service Requests region from the dashboard to improve page loading speed. In addition, do this with any region that you do not use. You can always add them back to the Dashboard tab later.

- Site Alerts (visible only if there are site alerts to display)
- News
- Getting Started
- Knowledge Base
- Knowledge Articles
- Service Requests

You can add the following regions to the Dashboard:

> **Note:** To optimize page loading performance, only add regions that you use frequently.

- Assets (hardware customers and CUAs only)
- Bug Tracker
- Contact Us Service Requests
- Draft Service Requests
- End Customer Service Requests (Oracle Partners only)

- Health Recommendations
- Inventory Report
- Patch Recommendations
- Patch Search
- Systems
- Targets

For regions not visible on the dashboard, click **Customize Page...** in the top right of the window. See the "Viewing Additional Regions" section for more information about adding regions to a page.

3.1.1 What is the Assets region?

The Assets region is visible to all users who have valid hardware SIs in their account. The (hardware) asset details can only be updated or changed by CUAs or users with the Asset Admin privilege. For more information, see "Assets".

3.1.2 What is the Bug Tracker region?

The Bug Tracker region (formerly the Bug Summary region) is populated with the list of bugs that you have marked as favorites. Use this region to monitor the status of bugs. For more information about the Bug Tracker region, see "What is the Bug Tracker region?".

3.1.3 What is the Contact Us Service Requests region?

SRs are either technical or Contact Us SRs. A Contact Us SR is related to issues other than product support. Use a Contact Us SR to request help concerning your account, permissions, issues with the web site, license and entitlement, sign in issues, ordering physical media, or if you are having issues filing a technical SR.

The Service Requests region displays technical SRs. The Contact Us Service Requests region displays Contact Us SRs. For more information about service requests, see "Service Requests".

3.1.4 What the Draft Service Requests region?

A draft SR is an SR that has been started but not submitted. Draft SRs are listed in the Draft Service Requests region.For more information about service requests, see "Service Requests".

3.1.5 What is the End Customer Service Request region?

If you are an Oracle Partner, the End Customer Service Requests regions lists SRs that belong to the customers that you manage. For more information about service requests, see "Service Requests".

3.1.6 What is the Getting Started region?

The Getting Started region contains links to information that will help you use My Oracle Support. This region includes links to the My Oracle Support FAQ and My Oracle Support training materials.

3.1.7 What is the Inventory Report region?

The Inventory Report displays data that is uploaded by the configuration manager collector. For more information, see "Inventory Report".

3.1.8 What is the Health Recommendations region?

The Health Recommendations region displays health check information for all of your systems on which the collector has run, for which recommendations have been found, and which are not currently suppressed. Health checks alert you to potential problems based on your uploaded configurations. For more information about the Health Recommendations region, see "About Health Recommendations".

3.1.9 What is the Knowledge Articles region?

My Oracle Support displays news, notes, and articles relevant to the context of the Dashboard page in the Knowledge Articles region. If you drill into a specific system, you will only see articles relevant to that system. Knowledge articles are categorized as Alerts or Recently Updated. Click an article link to view the article in the Knowledge browser. For more information about Knowledge articles, see "Knowledge".

3.1.10 What is the Knowledge Base region?

The Knowledge Base region enables you to browse a product line or product to find related Knowledge articles. For more information about the Knowledge Base region, see the "Knowledge Base" section.

3.1.11 What is the News region?

The News region displays announcements and other news that could affect your systems.

3.1.12 What is the Patch Recommendations region?

The Patch Recommendations region lists recommended patches. For more information about the Patch Recommendations region, see "Searching Using Configurations Based Recommendations".

3.1.13 What is the Patch Search region?

Use the Patch Search region to search for patches for Oracle, PeopleSoft, Sun, Siebel, and Hyperion products. For more information about the Patch Search region, see "Patch Searches".

3.1.14 What is the Service Requests region?

The Service Requests region lists all open technical SRs for Support Identifiers (SIs) listed in your profile. You can use the Service Requests region to create, view, update, and close SRs. For more information about service requests, see "Service Requests".

3.1.15 What is the Site Alerts region?

The Site Alerts region lists upcoming outages that will affect My Oracle Support. Click an outage link to view more information about that outage.

> **Note:** The Site Alerts region only appears if site alerts are available.

3.1.16 What is the Systems region?

A system is a manageable entity such as a database, an Oracle E-Business Suite installation, or an application server. The Systems region displays all of the systems on which the configuration manager is running. For more information about the Systems region, see "Systems, Targets, and Configurations".

3.1.17 What is the Targets region?

The Targets region lists targets that are part of the systems associated with your SI. The Targets region enables you to access targets directly from the Dashboard page without having to drill down into a specific system. For more information about the Targets region, see "Systems, Targets, and Configurations".

3.2 Can I create my own dashboard?

While you cannot add a second Dashboard tab, you can achieve a similar result by using the **Edit** option to add and remove regions. You can also use PowerView to specify what content to display in the regions.

See the "PowerView" section for more information about using powerview.

See the "Regions" section for more information about customizing regions.

3.3 How do I maintain multiple versions of the same region on the Dashboard?

Because each copy of a region maintains its own local filters and search, you can maintain multiple versions of the same region that display different types of information. For example, you can dedicate and rename a region for Severity 1 SRs and another region for all SRs.

> **Note:** Oracle highly recommends that you do not remove the News region from the Dashboard. Oracle uses this region to communicate important events and news.

3.4 Video Training

For video training on using the dashboard see Knowledge Document 1544002.1, "Discover how to use My Oracle Support - Dashboard":

https://support.oracle.com/rs?type=doc&id=1544002.1

4

Knowledge

This document contains the following topics:

- Knowledge Preferences
- Knowledge Tab
- Searching for Documents
- Viewing Documents
- Video Training

4.1 Knowledge Preferences

You can change your Knowledge preferences in the Knowledge Preferences section of the Settings tab. See the Settings help for information about setting your Knowledge preferences.

4.2 Knowledge Tab

4.2.1 Knowledge Tab Overview

The Knowledge tab provides access to Oracle's extensive knowledge base, which can also be accessed by using the search box at the top right hand side of every window in My Oracle Support.

4.2.1.1 Knowledge Links

The Knowledge Links region enables you to browse for information in specific categories. Select a category, then select the link that you want to view from the submenu.

Note: The Knowledge Links section can change over the course of a release.

- Get **Proactive Portfolio** from the top of the Links section.
- Use **Lifecycle Advisors** to find upgrade, patching, and maintenance related information for various products.
- Use **Critical Patch Updates & Security** to find information about updates and security.

- Use **Japanese Knowledge Base**s as your entry to the Japanese Knowledge Base for Oracle Knowledge Management.

- Use **Online Documentation** to access the online documentation for your product area.

- Use **Oracle System Handbook** for the latest support information for Sun system products.

- Use **Tools and Training** to find details of Information Center webcasts, diagnostic and Guided Resolution tools, welcome centers, and general training information.

- Use **Big Data Appliance** for information about Oracle Big Data Appliance.

4.2.1.2 Knowledge Base

My Oracle Support currently employs two separate search engines. Knowledge Base, Knowledge Base Archive, patches, documentation, and Community results are returned through the Oracle Knowledge search engine that provides better precision, linguistic capabilities and natural language awareness. We recommend to start your searches with Knowledge Base first, then broaden as you need.

The Knowledge Base region contains the Search & Browse, Recently Viewed, Recent Searches, and Favorite Articles tabs.

The Knowledge Base Search & Browse tab enables you to either search or browse the knowledge base after you select a product or product line to restrict your results to areas of interest.

The **Recent Searches** tab lists your 100 most recent searches. Click a search link to repeat the search.

The **Favorite Articles** tab lists the documents that you marked as favorites when you selected the star icon next to the document title. To remove a document from Favorites, click the star icon again. The center of the star turns from orange to white.

4.2.1.3 Knowledge Documents

The Knowledge Articles region contains two tabs: Alerts and Recently Updated. The Alerts tab lists the most recent 100 alert documents. The Recently Updated tab lists the 100 most recently updated documents. Click a document link to view the document.

You can customize your Knowledge page by adding other Knowledge Articles regions and specifying filters for different products, for example one region for Oracle Database and another for Fusion Middleware. See the "Viewing Additional Regions" section for more information about additional regions.

> **Note:** This region is affected by PowerView filters.

4.2.1.4 In the Knowledge

The In the Knowledge region contains announcements about some of the latest product releases and patches, diagnostic tools, and upcoming Information Center webcasts.

4.2.2 Using PowerView with the Knowledge Tab and Searching

PowerView, available from the upper right corner of the page, enables you to filter based on products, product line, SI, or configurations. This filters the content of the Knowledge regions which work with PowerView. The PowerView filter bar appears

on the region and lists the applied PowerView filters. Other PowerView filters enable you to exclude certain conditions, however the Product filter does not have this feature.

> **Note:** Some knowledge sources (for example documentation and forums) are not specific to a product, but rather to a product line (for example E-business Suite). PowerView automatically rolls up to the matching product lines when searching with a product PowerView filter over a set of sources including sources not assigned to a specific product.

4.2.3 Diagnostic Tools

Diagnostic tools assists you in resolving problems. To start a diagnostic tool:

1. Click **Tools and Training** in the Knowledge Links region, then select **Diagnostic Tools**.

2. On the Diagnostic Tools Catalog page, click the link for the tool that you want to use.

Each tool contains information on how to use it.

4.2.4 Oracle Sun Content

Sun's knowledge base and multimedia files are integrated into the Oracle knowledge base. The Oracle System Handbook is available by:

- Clicking **Oracle System Handbook** in the Knowledge Links region

- Selecting the search source Oracle System Handbook

You can search for a part number from the Oracle System Handbook pages.

If you are logged in to My Oracle Support as a Sun Partner, when you select the Oracle System Handbook as the document source, you search the Sun Partner version of the Oracle System Handbook. If you sign in as a Sun customer, you will search the Sun Customer version of the Oracle System Handbook.

My Oracle Support can now display Sun multimedia files and Sun files larger than 10 MB.

4.3 Searching for Documents

You can enter a search phrase in the global search bar at the top right side of any My Oracle Support window or you can search for documents by product name and natural language phrase in the Knowledge Base region.

To search from the global search bar, enter a search phrase, then click the search icon (magnifying glass). To search for a service request (SR) or document by number, enter the SR or document number. To search for a patch, enter Patch *XXXXXXX*, where *XXXXXXX* is the patch number. To search for a bug, enter Bug *XXXXXXX*, where *XXXXXXX* is the bug number.

If no filters are used, when a user searches on a phrase and no knowledge content is returned in the Knowledge Base source, then the search is re-executed on the archive, community, documentation and bug sources.

Searching on a bug or patch id will automatically turn on bug and patch sources. When searching on a bug or patch id such as 19474371, the bug and patch sources will automatically be activated and included in the search results. However, preceding the id with either the word bug or the word patch will open the bug or patch directly.

To search from the Knowledge Base region, do one or more of the following then click **Search**.

- Optionally, select a product or product line:

> **Note:** This region is affected by PowerView filters.

  - Click in the **Select a Product or Product Line** box and choose a product from the list that appears.
  - To refine the list, type the product name or partial product name. As soon as you see your product appear in the list, select it.

- Optionally, enter text in the **Enter Search Terms** box.
- Optionally, specify a date range (all sources except documentation and Sun System Handbook):

Clicking **Search** without entering any search terms enables you to browse the part of the knowledge base that matches your selected product or product line.

The KM Search Results page appears and displays a list of documents that meet your selected criteria. Information Centers (if available) appear under the **Recommended Links** heading.

When search results are returned, a linked snippet is displayed. Click the link to go to the first instance of one of the search terms matching the document. This is very valuable for finding information in large documents.

The document sources are listed above the search terms box:

- Knowledge Base
- Archive
- Community
- Documentation
- Bug
- Patch
- System Handbook

By default **Knowledge Base** is selected. Click a document source to select or deselect that source.

Depending on the selected document sources, the first ten documents that meet your search criteria in each category are listed. Use the arrows next to the document category to show or hide the category list. If more than 10 documents were found in a category, the **Load More...** link appears at the bottom of the list. Click **Load More...** to view the next 10 documents. You can continue clicking **Load More...** to view up to 80 documents for each category.

Click a category link under the search criteria box to jump to that category.

Each document title lists the date that the document was updated, the document ID number, and the relevancy rating. Each document has an icon associated with it. Hover over the icon for the document type.

4.3.1 Refining Your Search

You can change your search criteria using the boxes and menus below the category links. You can:

- Edit the search string

- Select a product

- Select a product version

- Select a platform

- Specify when the item was last updated (AnyTime, Last 2 Weeks, Last Month, Last Year).

Currently Knowledge Base, some Archive, and some Community documents have a **Refine To** path listed below the document summary. The path provides four product or product line categories related to the document, in increasing order of narrowness. Click a product or product line category to repeat the search within the selected category. Click **All** in the **Refine To** line under any document to restore the search results.

If the search results are too narrow:

You may have a Powerview selected that limits the results to a single product that is not related to your current search. My Oracle Support preserves the PowerView selection across sessions.

> **Note:** For more information about using PowerView with the Knowledge home page and searching, see the "Using PowerView with the Knowledge Tab and Searching" section.

4.3.2 Searching Effectively

Review the following tips to improve your search results:

- **Search Term:** Use specific search terms in your query including any arguments which are associated with any error message. If you want to receive search suggestions as you type in your query, setup your Knowledge preferences. For Knowledge Base, Knowledge Base Archive, and Community, the more grammatically rich a search is the better. Natural language searches work the best.

- **Product Focus:** There are several ways that you can perform product-based searches from the Knowledge Base region. Doing any of these limits your results on the Knowledge page to the product or product line selected:

  - Create a PowerView to filter for a product over all areas of My Oracle Support.

  - On the Knowledge tab, select a product line or a product before you search.

  - After performing a search use either the product selector to type in your product name or select your product line, product area, or product group from within the search results list.

  After you have performed the initial search, you can use the product selector at the top of the KM Results page to further refine your search. Each of the search results

in the Knowledge category and some of the documents in the Archive and Community categories have an inline product listing that the you can click to refine the search results by product.

- **Saved searches**: You cannot save a particular search. However, you can select from the set of recent searches listed in the Recent Activity tab in the Knowledge Base region and the menu in the global search box, at the top of every My Oracle Support page.

- **Search Tips:** Search tips can be triggered by search terms. They recommended a document or provide an option to continue to view the result set.

4.4 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. The current list of documents is the results list from a search or browse, depending on how to you arrived at the knowledge document you are viewing. Click the **Back to Results** link to return to the KM Search Results screen.

You can also right-click then select **Open in a New Document** or **Open in a New Tab** from the context menu to open documents in a single tab.

Note: If a document cannot be displayed, you will receive an error message. Possible reasons for why a document cannot be displayed include:

- The document ID was entered incorrectly.

- The document ID does not exist (was referenced incorrectly).

- The document is not classified as publicly accessible ("non-public").

- The content is being updated and it is temporarily unavailable but will be made available again soon.

To make a document a favorite, click the star icon at the top of the document, to the left of the title. You can then access the document from the Favorites menu or the Favorite Articles tab in the Knowledge Base region.

To share a document with someone else, click the **Email link to this document** icon at the top right. Doing this opens a new message in your email client.

To directly open content, search using the global search box (located in the upper right corner of each page) using one of the following formats:

- Knowledge Document ID

- SR Number

- Bug ID with the format 'Bug *XXXXXXXX*'

- Patch ID with the format 'Patch *XXXXXXXX*'

The item opens and you have the option to continue on to search results.

If a community has been answered then it will have an icon with a checkmark. If the community is not answered the icon will not have a checkmark. If there are any likes

for the discussion then a thumbs up icon is displayed with the number of likes next to it.

When you open a bug in My Oracle Support, a link takes you to a list of other bugs associated with the bug (the bug matrix), knowledge content that has the bug as a reference, and patches for that bug fix.

> **Note:** Not all product documentation is available through the My Oracle Support search facility. If you do not find a document that you are looking for, search the Oracle Documentation Library, available at the following URL:
>
> ```
> http://docs.oracle.com
> ```

4.4.1 Providing Feedback on a Document

When viewing a document, you can provide feedback on a document by selecting Yes or No under the question "Was this article helpful?", located in the top right corner of most documents. After answering this question, you will be given the opportunity to send comments to Oracle's Knowledge team to help improve the document.

Some documents do not contain a side bar with this question. To provide feedback on these documents:

1. Click the **+/-** button in the upper right of the article.

2. Make selections from the Article Rating list, enter comments if desired, then click **Send Rating**.

When you provide feedback on documents, you help Oracle improve document quality and effectiveness. The comments posted on a document are evaluated by the Oracle Knowledge Management team. When the feedback points out an error or needed enhancement, the Knowledge Management team attaches a comment to the document and the document is flagged internally for maintenance work. The responses are used to determine the document's overall effectiveness. This is then used to prioritize the document for additional maintenance activities.

4.4.2 Multilingual Knowledge Base Support

My Oracle Support supports 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, the Language menu appears in the top right section of the document display. Click the appropriate language from the **Language** menu 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.

On the KM Search Results page, click the Switch to English link (displayed in the selected language) to search for documents in English.

4.5 Video Training

See the following Knowledge Documents for video training on how to search in My Oracle Support:

- Knowledge Document 1543724.1, "Searching and Browsing Part 1"

  https://support.oracle.com/rs?type=doc&id=1543724.1

- Knowledge Document 1664698.1, "Searching and Browsing Part 2"

  https://support.oracle.com/rs?type=doc&id=1664698.1

5

Service Requests

This document contains the following topics:

- Viewing Service Requests and Bugs
- Creating Service Requests
- Working With Service Requests
- Service Request Wizard
- Video Training

> **Note:** E-mail is not a secure form of communication. To ensure the privacy and confidentiality of your information, e-mail cannot be used to update service requests.

> **Note:** MICROS customers who have access to many locations or SIs can also use My Oracle Support to create and track SRs (instead of using the Cloud Portal). Doing this enables easier differentiation among locations and SIs.

5.1 Viewing Service Requests and Bugs

- What is the Service Requests region?
- What is a Contact Us SR?
- What is a Draft SR?
- What is an End Customer SR?
- How do I view a service request in a new tab?
- How do I change the time stamp from relative time to actual time?
- How do I filter or search for a service request?
- How do I view more SRs in the service requests regions?
- What is the Bug Tracker region?
- What do the bug status numbers mean?
- What do the different severity classifications mean?

5.1.1 What is the Service Requests region?

Service requests (SRs) are either technical or Contact Us SRs (non-technical SRs). Submit a technical SR to receive product support related to hardware and software products.

The Service Requests region displays the most recent technical service requests for your Support Identifiers (SIs), with the most recently updated SR listed first. When you click an SR link, the SR opens in a new tab or window depending on your browser and configuration settings.

5.1.2 What is a Contact Us SR?

A Contact Us SR is related to issues other than product support. Use a Contact Us SR for help concerning your account, permissions, issues with the web site, license and entitlement, sign in issues, ordering physical media, or if you are having issues filing a technical SR. Both primary and alternate contacts listed in the service request can edit a Contact Us SR.

The Service Requests region displays technical SRs. The Contact Us Service Requests region displays Contact Us SRs.

> **Note:** Only users listed as contacts in a Contact Us SR will see the Contact Us SR listed in the Contact Us SR region. You can change the primary contact for a Contact US SR. The Message Center at the top right of the My Oracle Support window displays the name of the new primary contact.

5.1.3 What is a Draft SR?

When you create an SR, you can choose to save it as a draft at any point before you submit it. The Draft SRs region lists any draft SRs associated with the visible SIs. After you click **Submit** in the Service Requests wizard, the SR is moved to the Service Requests region.

Auto Service Request (ASR) creates draft SRs for some fault events and for assets that are managed by Oracle Service Delivery partners. If you need assistance resolving the problem described in a draft SR that was created by ASR, you can add the required information and submit the SR. For more information about ASR, see the Auto Service Request help.

5.1.4 What is an End Customer SR?

If your SIs are managed by an Oracle Support Provider Partner, the End Customer Service Requests region lists SRs that your Oracle Partner opened for the SIs that they manage.

If you are an Oracle Support Provider Partner you will see the SRs for your end customer listed in the Service Request region.

5.1.5 How do I view a service request in a new tab?

To view a service request in a new tab, right click on an SR number, then click **Open in New Tab**.

5.1.6 How do I change the time stamp from relative time to actual time?

By default, the time stamps associated with an SR are displayed relative to the current time. To change the time stamps to actual time (including time stamps on the SR Details page), see the "Time Stamps" section of the Getting Started help.

5.1.7 How do I filter or search for a service request?

To search for an SR:

1. In one of the SR regions, select the search criteria from the menu next to the search box, enter text in the search box then click the magnifying glass icon.

2. Do one or more of the following, if desired:

   ■ Select the **Advanced** link to specify further filter preferences.

   > **Note:** The date searches using the "is" parameter requires the exact date and time (shown when the relative date display is deselected) to find a match. No other parameters have this requirement.

   > **Note:** A search for the project milestone date goes against the original date that was indicated on the SI. If that date is updated (the history of updates is not preserved), the search will not find matches and other parameters, for example the date between, before or after, must be used.

   ■ Click the **Favorites** icon (star icon under the **Ask in Community** button) to view the 100 most recent SRs marked as favorites.

   ■ Click the person icon under the **Ask in Community** button to show SRs only created by you.

   ■ Click the 4th item to the right under the **Ask in Community** button to include closed SRs in the search.

   > **Note:** The search parameters that you specify remain in place until you remove them, even across login sessions. Also note that you must click the magnifying glass after clearing out the search value before it removes the previous search parameter.

5.1.8 How do I view more SRs in the service requests regions?

To increase the number of SRs that are displayed in the Service Requests regions, click **Detach** at the top of the region.

By default, My Oracle Support displays only open service requests. To view closed SRs, select the include closed SRs icon (third icon from the **View** menu) in any of the SR regions. Keep in mind that doing this may slow system performance.

Where information is available through My Oracle Support, customers can view two full years of SR data. Where information is not available through My Oracle Support, Oracle Support will strive to provide SRs to customers within a rolling 2 year period from the time the request was submitted. Exceptions may exist where:

■ Data was not migrated to My Oracle Support and it is not feasible to retain the legacy system or keep it accessible.

■ Data is not reliable (for example, IBIS SR data before Jan-2009).

5.1.9 What is the Bug Tracker region?

The Bug Tracker region is populated with a list of published bugs and enhancements that you have marked as favorites or are associated with a favorite SR. A bug is displayed in the Bug Tracker until you remove the Favorite designation. Use this region to view bugs that you want to track.

> **Note:** Bugs are created by Oracle Support engineers. Only published bugs and enhancements are displayed.

Bugs tracked can include:

■ Bugs that you marked as favorites within the SR Details page.

■ Bugs that you mark as favorites while searching. To search for bugs with the Oracle Bug Database, select Bug Database in the global search box, enter search criteria, then click the magnifying glass. Click Advanced to use the advanced search filter.

■ Bugs that are associated to SRs that you mark as a favorite.

If you mark a bug as a favorite, either on the SR Details page or while searching, the bug automatically appears in the Bug Tracker region. It is displayed whether it is open or closed and remains in the Bug Tracker region until you unmark it as a favorite.

To search for bugs within the Bug Tracker region, enter search criteria in the Search box, then click the magnifying glass. Click Advanced to filter the bugs displayed. For example, you can filter by SR, SI, status, update dates or SR severity. Click the x on the left side of the Bug Tracker region to clear the advanced filter.

To add bugs from favorite SRs to the Bug Tracker region, click **Add Bugs**, select the box next to **Bugs Associated with x Favorite SRs**, then click Add as Favorites.

Click the **View** menu in the upper left of the Bug Tracker region to add or adjust the data columns, change the order of the columns, or export your bug list. To view the details of a bug, click a bug number link. If the bug is associated to an SR, click a related SR link to view the details.

5.1.10 What do the bug status numbers mean?

The following table lists the bug status numbers, their description, and usage:

Status	Description	Usage
10	Description phase	Used to file a bug without all the needed information (for instance, trace files from the customer), to inform Development that a bug will soon become Status 11.
11	Code bug (Response/Resolution)	Used to indicate that the bug is ready for Development, or to indicate that additional required information has been provided for a Status 30 bug.

12	To external (user group) review	Used to send an enhancement to Oracle User Group review.
13	Documentation bug (Response/Resolution)	Used to request documentation enhancement.
14	Bug Assigned to Solution Partner	Used to keep track of bugs which are fixed by third party companies.
15	To Internal (Oracle) Review	Used to send an enhancement to Oracle's product managers.
16	Support bug screening	Used by the Oracle Support engineer to pre-sort well-formed bugs before development start fixing.
19	Approved for User Group Voting	Used to include the enhancement in the report for the User Group.
20	To Requestor, Need More Information	Used to request more information from the filer.
21	Cost Required, To Development	Used to request a product enhancement cost estimate from product managers.
22	Approved for Future Release	Used to send an enhancement to product managers for scheduling.
23	Scheduled for Future Release	Used to send an enhancement to Development to be included in a release.
24	Deferred, Awaiting Engineering	Used to notify filer that bug is waiting for a development resource to become available to work on it.
30	More information required. To filer.	Used to request more information from the bug filer.
31	Could Not Reproduce. To Filer.	Used to notify filer that bug cannot be reproduced.
32	Not a Bug. To Filer	Used to notify filer that bug was not valid.
33	Suspended, Required information not available.	Used to notify filer that the work has been suspended until information is received.
35	To Filer for Review	Used to request verification of the bug fix from bug filer.
36	Duplicate Bug. To Filer.	Used to notify filer that the bug is a duplicate.
37	To Filer for Review/Merge required	Used to request verification of the bug fix from bug filer and to request that integration merge the fix into the base code.
39	Approved, waiting for codeline to open	Used to indicate that a backport has been approved and is waiting for codeline to open. When the codeline is opened, status will be changed to 40.
40	Waiting for the base bug fix	Used to show that bug is waiting for another bug to be fixed.
43	Product/Platform, to Filer	Used to indicate that the bug will not be fixed and that filer should approve by updating the bug to Status 83: Closed, Product/Platform.

44	Not Feasible to fix, to Filer	Used to indicate that the bug will not be fixed and that filer should approve by updating the bug to Status 84: Closed, Not Feasible to Fix. (Use only when the product or platform is near the end of its lifecycle or when the fix would require a major re-write).
45	Vendor OS Problem, to Filer	Used when an operating system problem is the cause of the bug, to indicate that, following verification, the bug filer should update to Status 95.
51	Support approved backport - to Development.	Used to approve a backport (GPU=B). This status is reserved for use by Worldwide Support only.
52	Pending approval by product line	Used to approve a backport and to indicate that a porter can begin to work on the bug. This status is reserved for use by porting managers.
53	Backport/Patchset Request Rejected	Used to notify filer that the request to backport this bug is rejected.
60	CM: Awaiting Promotion	Configuration Management: Used to indicate that the fix has been developed and is awaiting promotion to the TEST environment.
66	CM: Awaiting Deployment	Configuration Management: Used to indicate that the fix has been tested and is awaiting a patch or release.
70	Closed, data fix, cause - user error	Applications: Used when the user performed an illegal operation, such as directly updating data using plsql. This includes bad data being populated by custom code. This caused the data to be inconsistent and required that the data be fixed using a data fix script.
71	Closed, data fix, cause - data import	Applications: Used when bad data was imported into the system, either through automated batch load, or as the result of data conversion during the installation of the product. This caused the data to be inconsistent and required that the data be fixed using a data fix script.
72	Closed, data fix, cause - code error	Applications: Used when bad data was populated into the database due to an error in Oracle supported software. This caused the data to be inconsistent and required that the data be fixed using a data fix script.
73	Closed, data fix, cause - unknown	Applications: Used when bad data was found to exist in the customers database, which required that the data be fixed using a data fix script. The root cause was never determined.
74	Closed, Verified by QA	Applications: Used to close bugs verified by Quality Assurance team.
80	Development to Q/A	Used to indicate that a fix is available, but the code has not passed Quality Assurance.
81	Q/A to Dev/Patch or Workaround Available	Used to indicate that a patch or workaround is available, but the code has not passed Quality Assurance.

82	Q/A to Enhancement Evaluation	Used to indicate that a product enhancement has been implemented, but the code has not passed Quality Assurance.
83	Closed, Product/Platform	Used to close a bug that was not fixed because of product or platform obsolescence.
84	Closed, not feasible to fix	Used to close a bug that was not fixed because the fix was not feasible.
87	Fix verified/Merge Required	Used to indicate that the fix has been verified, but the code has not passed Quality Assurance, and to request that integration merge the fix into the base code.
89	Q/A to Technical Writing	Used to indicate that a documentation bug has been fixed, and is available for technical review.
90	Closed, Verified by Filer	Used to close a bug that has been fixed and verified.
91	Closed, Could Not Reproduce	Used to close a bug that development could not reproduce.
92	Closed, Not a Bug	Used to close a bug that was not a bug.
93	Closed, Not Verified by Filer	Used to close a bug that could not be verified by the bug filer.
94	Closed, Duplicate Enhancement	Used to close a bug that is a duplicate enhancement
95	Closed, Vendor OS Problem	Used to close a bug that is a vendor OS problem
96	Closed, Duplicate Bug	Used to close a bug that is a duplicate bug
97	Suggestion Rejected	Used to indicate that a suggestion has been rejected.
98	Suggestion Implemented	Used to indicate that a suggestion has been implemented.
99	Closed, Documentation Bug Fixed	Used to close a documentation bug.

5.1.11 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
>
> For more information about severity definitions, see Knowledge Document 550822.1, "Severity Definitions for Service Requests / SLA / Service Level Agreement" at the following URL:
>
> https://support.oracle.com/rs?type=doc&id=550822.1

5.2 Creating Service Requests

- What is Ask in Community?
- How do I create an SR?
- How do I save, update, and delete a draft SR?

5.2.1 What is Ask in Community?

Click **Ask in Community** in the Service Requests region to go to My Oracle Support Community where you can create a post to ask a question about the issue you are having. Doing this may eliminate the need to create an SR.

5.2.2 How do I create an SR?

To create a technical SR, click **Create SR** at the top of the Service Requests region. To submit feedback or for help with any non-technical issue, submit a Contact Us SR.To create a Contact Us SR, click **Create "Contact Us" SR** at the top of the Contact Us Service Requests region or click Contact Us at the top of any My Oracle Support page. If you are creating a technical service request, depending on the SIs registered in your profile, you will be able to create hardware SRs, software SRs, Cloud, and Managed Cloud SRs.

> **Note:** MICROS customers should phone MIRCROS Support for non-technical issues. To log a technical SR for a MICROS product, use the Cloud tab (simplified portal).

> **Note:** You can also create technical SRs from the Service Requests region on the Dashboard tab.

> **Note:** During SR creation, or after you create a technical or Contact Us SR (on the SR Details page), you can change the primary contact on the SR.

The Create Service Request wizard guides you through the process of specifying product information, and attaching configuration information to the SR when it is filed with Oracle Support. To ensure that Oracle Support has the most accurate system configuration details, you should select the **Configuration** tab in the **Where is the Problem?** section on the Problem page. If a configuration is not associated with the product you are creating the SR on, click the Hardware tab, Software tab, or other appropriate tab to initiate the SR Create wizard and flow.

Click the **SR Profile** link in the **Where is your Problem** section to create a new SR profile. The link opens the Service Request Profile page on the Settings tab where you can create a new SR Profile. Note that no data is copied from the SR itself.

You can also create an SR profile by right clicking on an SR number in the SR region, then selecting **Save as SR Profile.**

See the "Service Requests Profiles" section for more information about SR profiles.

See the "Service Request Wizard" section for more information about using the Service Request Wizard.

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

5.2.3 How do I save, update, and delete a draft SR?

Draft SRs are listed in the Draft Service Requests region. When you create an SR, you can choose to save the SR as a draft before submitting it to Oracle Support. Draft SRs are not visible to Oracle Support. Use a draft SR to gather and refine information before submitting it. Draft SRs are automatically created when you upload a file before submitting the SR. Draft SRs are also created by Auto Service Request (ASR) and Oracle Enterprise Manager.

To view or update a draft SR, click the draft SR Number or Problem Summary link in the Draft Service Requests region.

To delete a draft SR, in the draft SR row click the red x in the **Delete** column. Draft SRs are visible to anyone with the SI associated with the draft SR in their profile. However, only the user who created the draft SR or an administrator can delete a draft SR.

> **Note:**
> - Draft SRs are deleted after 30 days of inactivity. To retain a draft SR, update it within 30 days.
> - You must complete and submit the draft SR to make it active.
> - Only the person who created the SR or an administrator for the SI associated with the SR can delete a draft SR.

5.3 Working With Service Requests

- How can I apply PowerView and Advanced filters?
- What are preferred contact methods?
- How do I change the primary contact for an SR?
- How do I update an SR?

- How do I Request Management Attention on an SR?

- What are SR details by email?

- How do I close an SR?

- How do I reopen a closed SR?

- How do I upload a file?

- How do I view an uploaded file?

- How do I delete an uploaded file?

- How do I print an SR?

5.3.1 How can I apply PowerView and Advanced filters?

You can use PowerView to filter the SRs displayed in the Service Requests, End Customer Service Requests, Contact Us Service Requests, and Bug Tracker regions. You can create and save PowerView filters as well as edit and delete existing filters. You can filter the data returned in the regions using any of the available filter types:

- Support Identifier

- End Customer

- Product

- Product Line

- Platform

- Favorite

- Hostname

- System Description

- System Name

- Lifecycle

- Target Type

When PowerView is turned on, all of the regions on the Service Request tab are filtered. Each of the regions will indicate in the top left what filters are being used on that region.

Click **Advanced** in the Service Requests, Contact Us Service Requests, End Customer Service Requests, or Bug Tracker region to filter data only in that region. You can filter using one or more SIs in your profile, search by date ranges (SR date open, date closed, date updated, and milestone date), or filter by the SR Severity. In addition, you can filter by contact first name and last name, contact country, SR status, SR source, and project milestone.

> **Note:**   If you have enabled a PowerView filter, you can also use the additional local filters available on the region. However, you cannot use PowerView and the Advanced search function at the same time because these options are mutually exclusive.

> **Note:** The date searches using the "is" parameter requires the exact date and time (shown when the relative date display is deselected) to find a match. No other parameters have this requirement.

> **Note:** A search for the project milestone date goes against the original date that was indicated on the SI. If that date is updated (the history of updates is not preserved), the search will not find matches and other parameters, for example the date between, before or after, must be used.

5.3.2 What are preferred contact methods?

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

- Web
- 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 on the Severity/Contact page of the SR wizard.

5.3.3 How do I change the primary contact for an SR?

To change the primary contact for an SR, open the SR then click the **Edit** link next to the Primary Contact.

5.3.4 How do I update an SR?

To update an SR in the Service Requests, Contact Us Service Requests, or End Customer Service Requests regions, click the SR link, click **Add Update**, enter information in the Update Details box, then click **Post Update.**

You can include a link to a bug, another SR, or to a Knowledge document within the body of an SR update. To make the item a link, you must use one of the following formats:

Knowledge Documents, where *XXXXXXX.X* is the document id:

- note *XXXXXXX.X*
- doc id *XXXXXXX.X*
- document id *XXXXXXX.X*

Bugs, where *XXXXXXXX* is the bug number:

- bug *XXXXXXXX*

SRs, where *X-XXXXXXXXXX* is the SR number:

- SR X-XXXXXXXXXX
- SR Number X-XXXXXXXXXX
- Service Request X-XXXXXXXXXX

When you include one of the preceding prefixes with a Knowledge document, SR, or bug, including the space after the prefix, the text is converted to a link and anyone who can see this update can click the link to view the article.

5.3.5 How do I Request Management Attention on an SR?

When your business critical issue requires a higher level of attention from Oracle, you may choose to request management attention by telephoning Oracle Support. A request for management attention on an SR is appropriate when you:

■ Encounter a critical roadblock or showstopper to implementation or upgrade plans

■ Urgently need to communicate important business issues to managers in Oracle Global Customer Support

■ Are dissatisfied with the resolution or response to an SR

For more information about when and how to request management attention on an SR, refer to Knowledge Document 199389.1, "How To Request Management Attention to a Service Request (SR) with Oracle Support Services":

https://support.oracle.com/rs?type=doc&id=199389.1

5.3.6 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. By default, the notification contains a link to the SR sign in My Oracle Support page where you can view the SR details.

You can choose to receive the details of the SR update in email (and not just the link to the SR log). For security reasons, this option is turned off by default. Sending actual updates through mail is not as secure as logging in to My Oracle Support to view updates.

For information about enabling the SR details in email option, see the following sections of the help:

■ Users - "What are service request details by email (user-SI)?"

■ CUAs - "What are service request updates in email?"

5.3.7 How do I close an SR?

To close an SR in the Service Requests, Contact Us Service Requests, or End Customer Service Requests regions, click the SR link, click Close SR, select a reason for closing from the list, enter information in the Update Detail box, then click **Post Update.**

The SR is closed pending review by Oracle Support.

5.3.8 How do I reopen a closed SR?

To reopen a closed SR:

1. In the Service Requests, Contact Us Service Requests, or End Customer Service Requests regions, click the **Include Closed SRs** icon (4th item to the right under the **Ask in Community** button), then search for the closed SR.

2. Click the closed SR number link.

3. Click **Re-Open SR**.

4. Select **Reason for Re-opening** from the list then provide additional details (if desired).

5. Click **Re-open SR** to submit your request

> **Note:** Clicking **Re-Open SR** sends a request to the assigned engineer who will review the request and determine whether the SR can be re-opened or if a new SR must be created. Selecting **Re-Open SR** does not guarantee that the SR will be reopened. As an alternative, consider opening a new SR and referencing the closed SR in the problem details.

> **See Also:** For more information, see Knowledge document 1088021.1, "How to Reopen a Closed Service Request (SR)":
>
> https://support.oracle.com/rs?type=doc&id=1088021.1

5.3.9 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** on the More Details page 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 Attach File window, click **Browse**, select the file that you want to attach, then click **Attach File**.

> **Note:** For file uploads over 2 GB or Explorer, CORES, or other Sun diagnostic files, refer to Knowledge Document 1547088.2, "How to Upload Files to Oracle Support":
>
> https://support.oracle.com/rs?type=doc&id=1547088.2

Password protected files will not be uploaded because all uploaded files are scanned for viruses and password protected files cannot be scanned.

If you attach a file to an SR that has the same name as an existing attached file, the new file is renamed to *filename_autorenamex.yyy*, where *x* is the number of duplicate files uploaded and yyy is the document extension.

If a file takes longer than two minutes to upload, a message is added to the SR informing you that the file is being processed. To see these messages, you must ensure that the **Hide System Messages** box is not selected.

5.3.10 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 Summary panel:

- 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.

5.3.11 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**.

5.3.12 How do I print an SR?

To print an SR:

1. Click the link for the SR.

   The SR Details page appears.

2. Click the Print icon in the upper right corner of the page.
   The printable view of the SR Details page appears.

3. Use your browser's print options to print the page.

5.4 Customizing Settings

5.4.1 How do I show or hide columns?

To show or hide columns, select the **View** menu in the region that you want to edit, select **Columns**, then select the columns that you want to show or hide. Columns with a check mark next to them are shown.

5.4.2 How do I sort SRs or bugs?

To sort SRs or bugs, click the column heading of the column by which you want to sort.

5.5 Service Request Wizard

When you click Create SR, the Service Request wizard starts. Answer the questions in the Service Request wizard to create the SR.

- General Questions about the Service Request Wizard

- How do I create a software SR?

- How do I create a Platinum or Engineered System SR?

- How do I create a hardware SR?

- How do I create an SR using an Oracle configuration manager configuration?
- How do I create a Cloud Services SR?
- How do I create a Managed Cloud Services SR?
- How do I create an SR if I am a partner?

5.5.1 General Questions about the Service Request Wizard

5.5.1.1 What is a Service Request Profile?

An SR profile is used to automatically fill in product information when you enter an SR.

To create an SR profile from an existing SR:

1. Select an SR in Service Requests or Contact Us Service Requests region.
   A button menu appears.

2. Click **Save as SR Profile**.

3. Enter or edit the SR profile information, then click **Save**.

To create a new SR profile:

1. Select **Service Request Profiles** from the Settings tab.

2. Click **Add SR Profile**. The Add Service Request Profile screen appears.

3. Complete the form, then click **Save**.

5.5.1.2 How do I create an SR using an SR profile?

An SR profile is used to automatically fill in product information when you enter an SR.

To create an SR profile: from an existing SR:

1. Create a new SR.

2. On the Problem page, in the Where is the Problem section, click **SR Profile**.

3. Select an SR profile from the list.
   The Problem page reappears, populated with the information from the SR profile that you selected.

> **Note:** You can also create a new SR by copying an existing SR. To do this, right click an SR number in the Service Requests or Contact Us Service Requests region, then click **Create SR Like Selected SR**.

5.5.1.3 What should I do if I start the wrong kind of SR?

If you started a software SR and meant to start a hardware SR, or vice versa, select the correct tab and confirm the service request type change to start a new SR, or click **Cancel** to return to the original SR.

5.5.1.4 How long after an SR has been closed before files and attachments associated with the SR are deleted?

SR data and associated files are retained seven days after an SR is closed. Associated files include any trace files, production data files, exports, screenshots, and other system files that include but are not limited to system information that is collected from a customer in connection with an SR, including Remote Diagnostic Agent (RDA) data tied to a particular SR.

5.5.1.5 How do I copy an existing SR?

To copy an existing SR from the Service Requests or Contact Us Service Requests regions:

1. Select an SR.
   A button menu appears.

2. Click **Create SR Like Selected SR**.

   The Service Request Wizard appears with the information copied from the SR you selected in the SR list.

3. Change or complete information where required, then complete the SR.

5.5.2 How do I create a software SR?

To create a software SR:

1. Click **Create SR** in the Service Request region available on the Service Requests or Dashboard tabs, then click the Software tab in the **Where is the Problem?** section of the Create Service Request: Problem page.

   > **Note:** To change the default SR language from your My Oracle Support profile, click the **Edit** link at the top of the What is the Problem region.

2. Enter the required Problem Summary and Problem Description and any error code details in the **What is the Problem?** section. If your issue is related to a specific database error you will have the option to start the Guided Resolution tool later.

3. In the **Where is the Problem?** section, insert the cursor in the **Product** box. You can select the product from the list provided or you can enter all or part of the product name then select from the matches returned.

4. Make selections in the other required fields.

5. To select an Operating System, Database, or Database Platform value, insert the cursor in the appropriate box. You can then select a value from the list provided or you can enter text or partial text then select from the matches returned.

> **Note:** If you have an engineered system SI in your profile and you selected the Software tab, the following question appears:
>
> Is the software problem on an Engineered System?
>
> If you click **Yes** you must select from a list of your licensed engineered systems.
>
> An engineered system is a system where the software and hardware are engineered together for maximum performance with minimum set-up and operational cost. Examples of engineered systems include:
>
> - Big Database Appliance (BDA)
> - Oracle Database Appliance (ODA)
> - Oracle Exadata
> - Oracle Exalogic
> - Oracle Exalytics
> - SPARC SuperCluster
>
> For more information, see Knowledge Document 1392174.1, "Engineered Systems Resource Center", at the following URL:
>
> https://support.oracle.com/rs?type=doc&id=1392174.1

6. Select a Problem Type to help the engineer better understand the issue.

   The SI is populated based on the products selected. Optionally, select a different SI from a list of approved SIs in your profile.

   > **Note:** After the SR is submitted, any defined project milestone details are associated with the SR and are shown in the Summary section. This information is also available to the Oracle support engineer.

7. Click **Next** to continue.

   On the Solutions page, the preferred knowledge document is displayed and any other relevant knowledge documents related to the details provided on the Problem page are listed under **Solve Your Problem Now**.

   > **Note:** Depending on the problem type that you select, you may be presented with additional questions before relevant solutions are displayed.

   > **Note:** A message is displayed on the Solutions page if there are no documents matching the data input.

8. Review the articles for recommendations that might solve your problem. If any of the listed knowledge documents solve your problem, click **This Solved My Problem** to cancel the service request.

9. Click **Next** to continue to **More Details.**

10. If necessary, change the problem type.

   If you change the problem type, the related knowledge documents, recommended files, and additional information requested may change.

11. Click **Attach** to upload any recommended files requested for the issue you are logging or any additional files that can help resolve the service request.

> **Note:** For file uploads over 2 GB or Explorer, CORES, or other Sun diagnostic files, refer to Knowledge Document 1547088.2, "How to Upload Files to Oracle Support":
>
> https://support.oracle.com/rs?type=doc&id=1547088.2

12. To ensure that the engineer has all of the relevant information about your issue, review and answer questions in the Additional Information section. These questions are specific to data previously provided.

13. Click **Next** to complete the creation process.

14. Review the severity level descriptions and select the correct value for your issue. Additional contact information is required if you select the Severity 1 option.

15. You are specified as the primary contact for the SR. You can provide a phone number and contact method specific to the SR you are creating.

16. If desired, you can specify a different primary contact from the list of authorized users for the SI.

17. You can optionally provide an internal tracking number to the SR. You can edit or add an internal tracking number on the SR Details page after you create the SR.

18. When you have completed the information on the Severity/Contact page, click **Submit**.

5.5.3 How do I create a Platinum or Engineered System SR?

To create an Engineered System or Platinum SR, follow the instructions in the following section, "How do I create a hardware SR?" and select the engineered hardware system in the **Where is the Problem** region. For more information about creating an Engineered System SR, see Knowledge Document 1392174.1, "Engineered Systems Resource Center":

https://support.oracle.com/rs?type=doc&id=1392174.1

To create a Platinum SR, follow the instructions in the "How do I create an SR using an Oracle configuration manager configuration?" section. You must associate a Platinum system or host with your SR. For more information about creating a Platinum SR, see Knowledge Document 1554139.1, "Logging a Platinum Service Request":

https://support.oracle.com/rs?type=doc&id=1554139.1

5.5.4 How do I create a hardware SR?

To create a hardware SR:

1. Click **Create SR** in the Service Request region available on the Service Requests or Dashboard tabs.

2. If you choose to use a service request profile, select a profile from the menu. It is now possible to create a hardware SR profile using a system or a host (configuration).

> **Note:** To change the default SR language from your My Oracle Support Profile, click the **Edit** link at the top of the What is the Problem region. If you know your serial number, enter or paste the number in the box, then click **Validate Serial Number**. If you do not know your serial number, click **Search** to find a serial number in your profile.

3. From the Where is the Problem region on the Hardware tab, select the relevant serial number and operating system details specific to your issue.

If the serial number that you entered has operating system, engineered systems, or other software licenses associated with it, the Product field defaults to the hardware product.

4. To change Product to another product licensed to the Serial Number (if necessary), click the x next to the hardware product.

5. Select the appropriate product (if required).

6. To select an operating system and version, insert the cursor in the box. You can then select a value from the list provided or you can enter text or partial text then select from the matches returned.

7. Specify the problem type to help the engineer better understand the issue.

8. The SI is populated from the selected serial number. If the serial number is related to more than one SI, you must select the relevant SI.

9. Click **Next** to continue to the Solutions page.

10. On the Solutions page, the preferred knowledge document is displayed with any other relevant knowledge documents related to the details provided on the Problem page. Review the recommendations returned for articles that might solve your problem. If any indicated knowledge documents solve your problem, click **This Solved My Problem** to cancel the service request.

> **Note:** Depending on the problem type that you select, you may be presented with additional questions before you see the Solutions page.

> **Note:** If there are no documents matching the data input, the Recommended Documents region displays the following message:
>
> No documents match your Service Request details.

11. Click **Next** to continue to the More Details page.

12. If necessary, change the problem type. If you change the problem type, the related knowledge documents, recommended files, and additional information requested may change.

13. Upload any recommended files requested for the issue you are logging or any additional files that can help resolve the service request.

> **Note:** For file uploads over 2 GB or Explorer, CORES, or other Sun diagnostic files, refer to Knowledge Document 1547088.2, "How to Upload Files to Oracle Support":
>
> https://support.oracle.com/rs?type=doc&id=1547088.2

14. To ensure that the engineer has all of the relevant information about your issue, review and answer questions in the Additional Information section. These questions are specific to data previously provided.

15. Click **Next** to complete the creation process.

16. Review the Severity types and select the correct value. Additional contact information is required if you select the Severity 1 option.

17. You are specified as the primary contact for the SR. You can provide a phone number and contact method specific to the SR you are creating.

18. If desired, you can specify a different primary contact from the list of authorized users for the SI.

19. You can optionally provide an internal tracking number to the SR.

20. Ensure that the hardware address is correct or click **Add/Edit Service Address** to select a different address, edit the existing address, or add a new address.

    When editing an address, the changed address is subject to an address validation step in the address change process. The address is accepted if there are no other addresses associated with this asset or if the address that you entered is an exact match with an existing address. However, if the address that you entered partially matches an existing address, the found address is displayed. To keep the found address, click **Keep This Address**. Alternatively, you can further edit the address that you entered or click **Use This Address** to use the address listed under **We Found**.

    > **Note:** If a country or region requires a post code, and error will appear if you leave the **Post Code** box empty. If a country or region does not require a post code, the **Post Code** box is ignored even if you enter text in it.

21. After you have completed step 4: Severity, Contact, click **Submit**.

5.5.5 How do I create an SR using an Oracle configuration manager configuration?

To create an SR with an Oracle configuration manager (OCM) configuration:

1. Click **Create SR** in the Service Request region available on the Service Requests or Dashboard tabs.

2. In the **Where is the Problem?** region, click the Configuration tab.

3. Do one of the following:

    - To use a service request profile that you created using a configuration (a system and host or a host), from the **Where is the Problem?** region on the Configuration tab, select **SR Profile**.

    - To select the relevant system and host or host, from the **Where is the Problem** region on the Configuration tab, click **Select Configuration...**

> **Note:** The Select Configuration search enables you to refine your search by filtering on Lifecycle, System Type, System Name, Platinum and Favorites.

4. Select the appropriate product (if required).

5. To select an operating system and version, insert the cursor in the box. You can then select a value from the list provided or you can enter text or partial text then select from the matches returned.

6. Specify the problem type to help the engineer better understand the issue.

7. The SI is populated based on the products selected. Optionally, select a different SI from a list of approved SIs in your profile.

8. Click **Next** to continue to the Solutions page.

9. On the Solutions page, the preferred knowledge document is displayed with any other relevant knowledge documents related to the details provided on the Problem page. Review the recommendations returned for articles that might solve your problem. If any indicated knowledge documents solve your problem, click This Solved My Problem to cancel the service request.

> **Note:** Depending on the problem type that you select, you may be presented with additional questions before you see the Solutions page.

> **Note:** If there are no documents matching the data input, the Recommended Documents region displays the following message:
>
> ```
> No documents match your Service Request details.
> ```

10. Click **Next** to continue to the More Details page.

11. If necessary, change the problem type. If you change the problem type, the related knowledge documents, recommended files, and additional information requested may change.

12. Upload any recommended files requested for the issue you are logging or any additional files that can help resolve the service request.

> **Note:** For file uploads over 2 GB or Explorer, CORES, or other Sun diagnostic files, refer to Knowledge Document 1547088.2, "How to Upload Files to Oracle Support":
>
> https://support.oracle.com/rs?type=doc&id=1547088.2

13. To ensure that the engineer has all of the relevant information about your issue, review and answer questions in the Additional Information section. These questions are specific to data previously provided.

14. Click **Next** to complete the creation process.

15. Review the Severity types and select the correct value. Additional contact information is required if you select the Severity 1 option.

16. You are specified as the primary contact for the SR. If desired, you can specify a different primary contact from the list of authorized users for the SI. You can provide a phone number and contact method specific to the SR you are creating.

17. You can provide a phone number and contact method specific to the SR you are creating.

18. You can optionally provide an internal tracking number to the SR.

19. Ensure that the hardware address is correct or select or add an alternate address.

20. After you have completed step 4: Severity, Contact, click **Submit**.

5.5.6 How do I create a Cloud Services SR?

To create a Cloud Services SR:

1. Click **Create SR** in the Service Request region available on the Service Requests or Dashboard tabs, then click the Cloud tab in the **Where is the Problem?** section of the Create Service Request: Problem page.

   > **Note:** To change the default SR language from your My Oracle Support profile, click the **Edit** link at the top of the What is the Problem region.

2. Enter the required Problem Summary and Problem Description and any error code details in the **What is the Problem?** section. If your issue is related to a specific database error you will have the option to start the Guided Resolution tool later.

3. In the **Where is the Problem?** section, insert the cursor in the **Service Type** box. You can select the service type from the list provided or you can enter all or part of the service type then select from the matches returned.

4. Make selections in the other required fields.

5. Select a Problem Type to help the engineer better understand the issue.

   The SI is populated based on the products selected. Optionally, select a different SI from a list of approved SIs in your profile.

   > **Note:** Some problem types may have a guided resolution, a task-based adviser that guides users through a series of steps in a task and assists in troubleshooting common issues. If a guided resolution is available, a message appears.

6. Select an environment (Fusion products only).

7. Click **Next** to continue.

   On the Solutions page, the preferred knowledge document is displayed and any other relevant knowledge documents related to the details provided on the Problems page are listed under **Solve Your Problem Now**.

   > **Note:** Depending on the problem type that you select, you may be presented with additional questions before you see the Solutions page.

> **Note:** A message is displayed on the Solutions page if there are no documents matching the data input.

8. Review the articles for recommendations that might solve your problem. If any of the listed knowledge documents solve your problem, click **This Solved My Problem** to cancel the service request.

9. Click **Next** to continue to the More Details page**.**

10. If necessary, change the problem type.

    If you change the problem type, the related knowledge documents, recommended files, and additional information requested may change.

11. Click **Attach** to upload any recommended files requested for the issue you are logging or any additional files that can help resolve the service request.

    > **Note:** For file uploads over 2 GB or Explorer, CORES, or other Sun diagnostic files, refer to Knowledge Document 1547088.2, "How to Upload Files to Oracle Support":
    >
    > https://support.oracle.com/rs?type=doc&id=1547088.2

12. To ensure that the engineer has all of the relevant information about your issue, review and answer questions in the Additional Information section. These questions are specific to data previously provided.

13. Click **Next** to complete the creation process.

14. Review the severity level descriptions and select the correct value for your issue. Additional contact information is required if you select the Severity 1 option.

15. You are specified as the primary contact for the SR. You can provide a phone number and contact method specific to the SR you are creating.

16. If desired, you can specify a different primary contact from the list of authorized users for the SI.

17. You can optionally provide an internal tracking number to the SR. You can edit or add an internal tracking number on the SR Details page after you create the SR.

18. When you have completed the Severity/Contact page, click **Submit**.

5.5.7 How do I create a Managed Cloud Services SR?

To create a Managed Cloud Services SR:

1. Click **Create SR** in the Service Request region.

   > **Note:** You must have the Create Service Request privilege to create SRs. If you do not, the Create SR button is not visible.

   > **Note:** To change the default SR language in your My Oracle Support profile, click the **Edit** link at the top of the What is the Problem region.

2. Enter a problem summary, description, and optionally, any error codes.

3. In the Where is the Problem? region on the Managed Cloud Services tab, select the Managed Cloud Services service or environment associated with your SR.

   The SI is populated from the selected service. If the service is related to more than one SI, you will then select from a list of approved SIs in your profile.

   > **Note:** To populate this section with information stored in an SR profile, or to use the information from an existing SR, click **SR Profile** or **Existing SR** then select a profile or SR. For more information about SR profiles, see the "Service Requests Profiles" section of the Settings help.

4. Indicate whether you are experiencing an outage, a service issue or request, or have an issue with an Oracle product, make appropriate selections from the menus, then click **Next**.

5. In More Details you may be asked to provide more detailed information, and you can upload any relevant files for our review.

6. Review the recommendations returned for articles that might solve your problem (if available) then click **This Solved My Problem** if any listed knowledge documents solve your problem.

7. Upload any recommended files requested for the issue you are logging or any additional files that can help resolve the service request.

   > **Note:** For file uploads over 2 GB or Explorer, CORES, or other Sun diagnostic files, refer to Knowledge Document 1547088.2, "How to Upload Files to Oracle Support":
   >
   > https://support.oracle.com/rs?type=doc&id=1547088.2

8. To ensure that the engineer has all of the relevant information about your issue, review and answer questions in the Additional Information section. These questions are specific to data previously provided.

9.

10. In Severity/Contact, indicate the severity of your issue and update contact information if required. You are specified as the primary contact for the SR. Additional contact information is required if you select the Severity 1 option.

11. Optionally, provide a phone number and contact method specific to the SR you are creating.

12. Optionally, provide an internal tracking number for the SR. You can also edit or add an internal tracking number on the SR Details page.

13. Click Save as Draft or **Submit**.

5.5.8 How do I create an SR if I am a partner?

If you are a Support Provider Partner, you can create an SR in My Oracle Support on behalf of a customer, or for your own company. When the SR is created on behalf of your customer, the SR is progressed by the partner user contact, with minimal interactions from the customer contact.

To create an SR as a partner for one of your customers, you must have a valid My Oracle Support account with the following:

■ A valid service provider partner SI which is mapped to asset information

■ Approved hardware or software SIs in your profile with valid service entitlement for the specific products and assets for both the partner and any customers

■ SR View, SR Create, and SR Update privileges selected on you user profile; customer contacts will not be able to create SRs.

To create an SR if you are a partner:

1. Click **Create SR** in the Service Request region available on the Service Requests or Dashboard tabs.

   The following question appears:

   Are you creating this Service Request on behalf of a Customer?

   If you select **Yes**, you are prompted to select an SI from a list of SIs for your partner company and their customers. This list includes all of your approved partner SIs, and a list of all customer SIs related to the selected partner SI.

   > **Note:** If any of the partner SIs allow support of hardware assets, the following question appears:
   >
   > Don't know your Customer's SI? Search by Serial Number.
   >
   > This option enables you to identify the SI by searching on a known serial number.

2. Select **Yes** or **No** to answer the following question:

   Do you want the customer to be able to view this Service Request?

   Select **Yes** to grant the customer associated with the SI the privilege to view the SR. Select **No** to prevent the customer associated with the SI from viewing the SR.

3. Depending on whether the SR is related to a hardware or software issue, complete the steps in one of the following sections:

   ■ "How do I create a software SR?"

   ■ "How do I create a hardware SR?"

   > **Note:** Currently, OPN partners must phone Oracle Support to report an SR for a Cloud service.

   > **Note:** When you create an SR on behalf of a customer, note the following:
   >
   > ■ On the Problem page, the Account Details section is not displayed if you are creating this SR on behalf of a customer.
   >
   > ■ On the Severity/Contact page, you can add an additional contact for your customer.

5.6 Video Training

See the following Knowledge Documents for video training on service requests:

- Knowledge Document 1544005.1, "How to validate your access to create a HW SR, SW SR or Cloud SR and How to Update your SR"

  `https://support.oracle.com/rs?type=doc&id=1544005.1`

- Knowledge Document 1934337.1, "How to Update and Manage Service Requests in My Oracle Support"

  `https://support.oracle.com/rs?type=doc&id=1934337.1`

6

Patches and Updates

This document contains the following topics:

- Patching Quick Links

- Patch Searches

- Patch Details

- Patch and Upgrade Plans

- Patch Downloads

- Patch Related Activity

- Video Training

Note: To access Patches & Updates from
`https://support.oracle.com`, the following sites must be accessible
through your firewall:

- `support.oracle.com (https, port 443)`

- `updates.oracle.com (https, port 443)`

- `aru-akam.oracle.com (port 80)`

See Also: For more information on how to keep your Oracle
footprint and products current, up-to-date, and secure, refer to the
information center at Knowledge Document 1966784.2, "My Oracle
Support Patches and Updates Tab":

`https://support.oracle.com/rs?type=doc&id=1966784.2`

6.1 Patching Quick Links

The Patching Quick Links region provides quick access to other media sources, patch
sources, or documents related to patches.

The **Sun Products** link provides access to Knowledge Document 1589780.2,
"Information Center: Overview of Sun Patches and Updates":

`https://support.oracle.com/rs?type=doc&id=1589780.2`

The **How to Find E-Business Suite & Technology Patches** link provides access to
Knowledge Document 1633974.2, "How to Find E-Business Suite & E-Business Suite
Technology Stack Patches":

https://support.oracle.com/rs?type=doc&id=1633974.2

> **Note:** If you do not have download privileges, you will see only the
> **Oracle Software Delivery Cloud** (formerly eDelivery) and **Sun** links.

6.2 Patch Searches

You can use the Patch Search region to search for patches for Oracle, PeopleSoft, Sun, Siebel, and Hyperion products. The advanced search option enables you to create complex searches for patches for these products.

> **Note:** For information about how to find and download a Siebel
> maintenance release, fix pack, or quick fix from My Oracle Support,
> see Knowledge Document 975535.1:
>
> https://support.oracle.com/rs?type=doc&id=975535.1

6.2.1 Searching by Patch Name, Number, or Bug Number (Simple)

If you already know the patch number, this is the fastest way to retrieve the corresponding patch. It is also possible to search for multiple patches by entering multiple patch numbers separated by commas.

> **Note:** When searching for Sun patches in the 6-2 format, you can use
> an asterisk (*), the percent sign (%), or nothing after the - as wildcards
> in the form *XXXXXX-**, XXXXXX-%, or *XXXXXX-*, for example:
> 112233-*, 112233-%, or 112233-.

To search for a patch using the patch number:

1. In the Patch Search region, select Name/Number or Bug Number (Simple). For the filter, select Patch Name or Number.

2. Enter one or more patch numbers in the text entry field. If multiple numbers are entered then they must be separated by commas.

3. If desired, select either Platform or Language. You may need to click the plus (+) sign to add this filter.

> **Note:** You can search by either platform or language, but not both. If
> you select Platform, you can specify up to five platforms.

4. To view only the patches that have not been replaced with a later patch, select **Exclude Superseded Patches**. After you perform the search, no superseded patches are listed in the Patch Search Results window

5. Click **Search**. The Patch Search Results list appears.

   If you click a row, the context bar appears which enables you to view the readme file, download the patch, and if you have configurations create a plan. If you select more than one row by using the control or shift keys, you can download multiple patches or add multiple patches to a plan. When multiple rows are selected the Readme button is disabled on the context bar.

6. Click the patch number link to view detailed information about a patch in the results list.

   From the patch details area, you can download the patch, view the readme, view bugs resolved by the patch, and if you have configurations create a patch plan. You can also view replacement or superseded information, related Knowledge documents and Community reviews, and download trends and certification and recommendation information for that patch if applicable. You can also view patches with the same name for different releases, platform, or languages where applicable.

6.2.2 Searching by Product or Family (Advanced)

If you do not know the patch numbers, you can search for patches that are specific to a particular release of a product or product family. There is no difference in the way the search is performed for products or product families, only the results of the search differ. To search by product/product family:

1. In the Patch Search region, select **Product or Family (Advanced)**.

2. If desired, select:

   - **Include all Products in a Family**

   - **Show Recommended Patches Only**

   - **Exclude Superseded Patches**

     If you select this option, after you perform the search no superseded patches are listed in the Patch Search Results window.

3. Click in the Product box, enter a product or partial product name, then select a product from the Product menu (required).

   > **Note:** In the past, slightly different names were used for a product in different parts of My Oracle Support, for example, Oracle Database was RDBMS Server in Patches & Updates Advanced Search and Oracle Database - Enterprise Edition in Service Requests.
   >
   > Oracle has updated product names to make them consistent across My Oracle Support. For example, now Oracle Database is Oracle Database - Enterprise Edition in most parts of Patches & Updates and Service Requests. However, if you previously saved a patch search with a previous name, for example RDBMS Server 12.1.0.1.0, in most cases My Oracle Support automatically maps to the new name.

4. Select up to 10 releases from the Release menu (required). This menu is disabled until a valid product or family name has been selected.

5. If desired, select up to five platforms from the Platform filter.

6. If desired, specify additional filters. Click the plus (+) sign to add more filters.

7. Click **Search**. The Patch Search Results list appears.

   If you click a row, the context bar appears which enables you to view the readme file, download the patch, and if you have configurations create a plan. If you select more than one row by using the control or shift keys, you can download multiple patches or add multiple patches to a plan. When multiple rows are selected the Readme button is disabled on the context bar.

8. Click the patch number link to view detailed information about a patch in the results list.

From the patch details area, you can download the patch, view the readme, view bugs resolved by the patch, and if you have configurations create a patch plan. You can also view replacement or superseded information, related Knowledge documents and Community reviews, and download trends and certification and recommendation information for that patch if applicable. You can also view patches with the same name for different releases, platform, or languages where applicable.

> **Note:** It is highly recommended that users install Patchsets, Patch Set Updates (PSUs), Software Patch Updates (SPUs) (formerly known as Critical Patch Updates (CPUs)), and Mini and Maintenance Packs instead of patches that include only a single update. Patches that include only a single update should be installed only when the update addresses a specific issue that has been identified on the target system.

6.2.2.1 How do I limit my search to patches updated since a specified time or within a date range?

To search for patches updated in the last *n* days, weeks, or months:

1. In the Advanced Search area, select the Updated filter.

2. Select **In the Last**.

3. Select Days, Weeks, or Months from the menu, then enter a number in box next to the menu.

To search for patches within a specified date range:

1. In the Advanced Search area, select the Updated filter.

2. Change In the Last to Between.

3. Enter a start and finish date. You can enter the dates directly in the date boxes, or click the calendar icon to specify the date range.

Your search is now constrained to patches updated in the time or between the dates specified.

6.2.2.2 What do I enter for Product or Product Family?

The product name used by the patch system is the same as the product name used for service requests or the Knowledge base. To find the product name, start entering the product name that you are looking for in the Product box and the product selector will narrow down the choices to help you find the right product. For example, to find the product Oracle Database - Enterprise Edition, you can enter "Oracle Database", "Database", or even the alias "RDBMS" and the product selector will offer choices that match the terms that you entered. It is not possible to select multiple products or product families for a search.

6.2.2.3 Why can't Platform and Language be selected at the same time?

Platform and Language refer to the system that is being patched. Patches are specific either to a platform or a language. This setting is optional. If it is not set then all platforms and languages for a patch will appear.

Use the drop-down menu to select the platform (operating system and hardware architecture) used to deploy your Applications. The platform patch is by default the English language patch. You can choose multiple platforms or multiple languages.

The platform does not necessarily match the word-size of the operating system. For example, you can have 32-bit software installed on a Solaris 64-bit OS. The correct platform to select in this case is Solaris 32-bit because the patch MUST match the word-size of the installation, not the word-size of the operating system.

By default, patches for Generic Platform will be included in the search results. Patches for Generic Platform are platform independent and can be applied to any platform.

Tip: Search for the language for a patch when you know the patch also has language packs.

> **Note:** For Oracle Applications Release 11i on HP-UX PA-RISC, IBM AIX, and Sun Solaris SPARC, queries will return a 32-bit patch. This patch may be applied to both 32-bit and 64-bit operating systems.
>
> For Oracle E-Business Suite Release 12 on Linux x86-64, queries will return a Linux x86 patch. This patch may be applied to both 32-bit and 64-bit operating systems.
>
> For Oracle E-Business Suite Release 12 on Microsoft Windows x64 (64-bit), select the platform **Microsoft Windows (32-bit)** to query for application tier patches. These 32-bit Windows patches can be applied to the 64-bit Windows 2008 R2 system hosting the Oracle E-Business Suite.

6.2.2.4 When searching by Product or Family, are patch search product names identical to Knowledge product names?

Yes. Patch search product names are identical to Knowledge product names.

6.2.3 Filtering Search Results

To filter search results, click the plus (+) icon to add search filters. You can filter by language or platform in the simple search. Use the advanced search for more filters.

6.2.4 Searching for Specific Products or Platforms

6.2.4.1 How do I search for BEA Smart Update patches in My Oracle Support?

For information about searching for BEA Smart Update patches, see Knowledge Document 1302053.1, "How to Locate and Download Patches for WebLogic Using MOS?":

https://support.oracle.com/rs?type=doc&id=1302053.1

6.2.4.2 How do I search for Sun patches in My Oracle Support?

Most Sun patches have migrated to My Oracle Support and are available for searching and downloading. In the Patch Search region, use Advanced Search to search by product or product family.

> **Note:** Searches for Sun patches using the simple search support exact matches. In addition, when searching for Sun patches in the 6-2 format, you can use an asterisk (*), the percent sign (%), or nothing after the - as wildcards in the form *XXXXXX-*, *XXXXXX-%*, or *XXXXXX-*, for example: 112233-*, 112233-%., or 112233-.
>
> For information about available Sun patches, see Knowledge Document 1589780.2, "Information Center: Overview of Sun Patches and Updates".
>
> https://support.oracle.com/rs?type=doc&id=1589780.2

Note that in My Oracle Support, the same patch revision can match multiple search categories and therefore may be listed multiple times in the search results. For example, the same Sun patch may be applicable to both 32-bit and 64-bit systems or to multiple products, product versions, or operating systems (for Java based patches). The patch is the same patch in each case.

Some Oracle terminology differs from Sun terminology, for example:

- An obsolete patch for Sun products corresponds to a superseded patch for Oracle products. A superseded patch is a patch for which a later revision is available. Patches are cumulative, so newer patches contain all of the fixes and features of the patches which they supersede.

- A withdrawn patch in Sun terminology is called an obsolete patch in Oracle terminology. An obsolete patch (using Oracle terminology) is a patch which is no longer available for download, for example, because it was defective.

Note that the naming convention and content of the Sun patches have not changed. For example, a Sun patch in My Oracle Support may have the classification superseded within My Oracle Support, but Sun's SVR4-based patch architecture uses the pre-existing terminology, SUNW_OBSOLETE, in the pkginfo files and the patch read me file.

The following table maps Sun search methodologies to My Oracle Support patch searches:

Sun Microsystems Search	My Oracle Support Search
Search by Sun Patch ID	Search by Patch Name or Number (simple search)
Search by OS Release	Search by Product & Release (advanced search)
Search by Architecture	Search by Platform (simple/advanced search)
Search by CR number (Bugster BugID)	Search by Bug Number (simple search)
Search by Product	Search by Product (advanced search)
Search by Synopsis	Search by Description (advanced search)
Search by Released After date	Search by Last Updated (advanced search)
Search for patch clusters	Search for patchsets (advanced search)
Search for firmware	Search by Product & Release (advanced search)

To search for Sun patchsets (formerly Sun patch clusters):

1. In the Patch Search region, click the **Product or Family (Advanced Search)** link. The Advanced Search window appears.

2. Set Product to Solaris Operating System.

3. Select a release.

4. Select Type from the third menu.

5. Set the type to **Patchset**, then click **Search**.

> **Note:** You can find the recommended patchsets for Solaris 9 and 10 in the Patches & Updates Recommended Patch Advisor

> **Note:** For more information about Sun patchsets, see Knowledge Document 1272947.1:
>
> https://support.oracle.com/rs?type=doc&id=1272947.1

6.2.4.3 Can I search for patches for products that are part of a specific release of E-Business Suite R12?

To search for patches for E-Business Suite R12 products, click **Product or Family (Advanced Search**) in the Patch Search region. Select a product name from the **Product** menu, then select Applications R12.1, Applications R12.0, Applications R12 (Other), or Applications 11i from the **Release** menu.

For E-Business Suite R12 products, sometimes patches for different releases have the same patch number. Use the Release column in the search results to verify the correct release. In addition, the release is listed on the right side of the patch details page. If there is more than one release available you can use the list to switch to the other available releases.

6.2.4.4 Can I search for JD Edwards patches?

Yes. You can find patch searches for JD Edwards products in the Patching Quick Links region. Searches performed using this interface will not result in updates in the Recent Activity or Recent Search regions. You cannot find JD Edwards patches by searching from the Patch Search region.

6.2.4.5 Where do I search for Sun Firmware, BIOS and related updates, Solaris patches, and Solaris recommended patch sets?

You can search for Sun patches and updates from both the simple and advanced searches in the Patch Search region. In addition, the Quick Links region includes a Sun link which takes you to Knowledge Document 1589780.2, "Information Center: Overview of Sun Patches and Updates":

https://support.oracle.com/rs?type=doc&id=1589780.2

> **Note:** Use simple search to search for a revision of a 6-2 patch. You can use an asterisk (*) or the percent sign (%) as a wildcard in the form *patchid*-* or *patchid*-%, for example: 112233-* or 112233-%.

6.2.4.6 Where do I search for Sun patches and updates?

You can search for Sun patches and updates from both the simple and advanced searches in the Patch Search region. In addition, the Quick Links region includes the **Sun Products** link which takes you to Knowledge Document 1589780.2, "Information Center: Overview of Sun Patches and Updates":

https://support.oracle.com/rs?type=doc&id=1589780.2

6.2.4.7 Where can I find the Sun patch readmes?

Patch readmes are available from the Patch Details page and from the context bar from the Patch Search results listing when only one patch is selected.

6.2.5 Searching Using Configurations Based Recommendations

- View Patch Recommendations
- Suppress Recommendations

Note: Patch recommendations are only available to customers using the configuration manager release 10.3.2 or higher. This feature is available as part of your support contract.

6.2.5.1 View Patch Recommendations

Patch recommendations identify configurations that are uploaded through the configuration manager release 10.3.2 or higher that are missing recommended patches issued by Oracle. Oracle compares the patches installed in your configuration with what Oracle recommends, and identifies any missing patches. It is important to ensure that the configuration manager send updates to Oracle daily. Check the status of your configuration managers from the Targets and Systems regions on the Dashboard tab.

For example, an SPU released quarterly, is a bundle of patches that provides security fixes for Oracle products. Oracle issues SPUs for vulnerabilities in supported products that compromise data confidentiality, data integrity, and system availability. To ensure a secure environment, Oracle urges you to acquire and implement SPUs promptly. Patch recommendations will show if the SPU is missing from your systems that were uploaded using the configuration manager.

As part of the initial planning phase, use Patch Recommendations to identify and prioritize targets missing an SPU. Using Patch Recommendations details, review the SPU Advisory to assess the criticality of a patch and any pre-requisite patches. Use My Oracle Support to download the patches. You can then deploy the required patches using Enterprise Manager or similar product.

6.2.5.1.1 What is the Patch Recommendations region? The Patch Recommendations region provides a portal to all recommended patches that are applicable to uploaded configurations. From the bar graph, you can drill down to a list of recommended patches, view details about those patches, download the patches, or add them to a patch plan. The bar graph summarizes the number of issues found (for example, if there is one issue, then there is one recommendation for one target).

For more information about patch recommendations, see "Searching Using Configurations Based Recommendations".

6.2.5.1.2 Why are there no recommendations? I am sure there should be some. While we hope you have zero recommendations because all recommended patches are applied, there can be other reasons no recommendations appear.

- The targets on which you have configuration managers do not have published recommendations. Currently, recommendations are available for Database, Enterprise Manager, and Application Server targets. Future releases will include other Oracle products.

- The product, platform, and version do not have any patch recommendations (for example Oracle Database 10.2.0.3 on Windows).

- For Oracle Database, the configuration manager is installed but the database is not instrumented. The Oracle Home is present but feature usage metrics are not available which are needed to provide recommendations. See the *Oracle Configuration Manager Installation and Administration Guide* for more information. This section does not apply if you are accessing My Oracle Support from within Oracle Enterprise Manager.

- You have suppressed all of the recommendations. If you see the View Suppression link, then some patches are suppressed. Click **View Suppression** to review and un suppress recommendations, as required.

- You must use configuration manager 10.3.2 or higher. If you have turned off automatic updates, it is possible that an older version of the configuration manager is being used.

- All applicable patch recommendations are applied.

- If you edit the Patch Recommendations region to show recommendations for target types that are not support by patch recommendations, the number of recommendations is zero.

- There is no uploaded configuration information.

Note: Currently, My Oracle Support provides patch recommendations for the following product lines:

- Oracle Database

- Oracle Application Server

- Enterprise Manager Cloud Control (Management Agent/Oracle Management Service)

- Oracle Fusion Applications

- Oracle Fusion Middleware

- Oracle SOA Suite

- Oracle Real Applications Clusters

- Oracle Real Applications Clusters with Clusterware

- Oracle Dataguard

- Oracle Exadata Database Machine and Exadata Storage Serve

- Oracle Exalogic

- Oracle Coherence, Oracle WebLogic Server, Oracle JRockit for non-Exalogic systems

- Oracle Business Process Management

- Application Development Framework Runtime

Oracle is committed to expanding coverage to other product lines. In the meantime, use the Patching Quick Links region to access the legacy patch searching sites to get patch information for other product lines.

6.2.5.1.3 How can I view all patches associated with a target type or a classification? The Patch Recommendations region displays a graphical and numeric summary of patches either by patch classification or by target type. Click a bar graph to drill down to a full list of patches for a target type or classification.

Click **All Recommendations** to view the complete list of all available patches on the Patch Recommendations page. If you have suppressed any patches, click **View Suppressed Items** to view a list of patches that you have suppressed.

Use the filter on the Patch Recommendations page to select a particular classification.

6.2.5.1.4 How can I filter patch recommendations? To filter patch recommendations, select options from the filter menu. You can select more than one filter. Select an option again to deselect the option.

6.2.5.1.5 How can I search for a patch recommendation? To search for a patch recommendation:

1. Select a category from the search menu, for example Target Name.

2. Enter search criteria in the search box, then click the search icon.

6.2.5.1.6 Why is configuration manager version 10.3.2 or higher required for patch recommendations? Configuration manager 10.3.2 and higher collects additional information about patches applied to your environment, which is critical for providing patch recommendations. Without the additional information, Oracle cannot provide patch recommendations or replacement patches to resolve conflicts through the Patch Plan tool. The configuration manager usually updates automatically. If it does not update automatically, update the configuration manager manually by following the instructions in the *Oracle Configuration Manager Installation and Administration Guide:*

http://www.oracle.com/technetwork/documentation/ocm-092152.html

To determine what configuration manager version you have:

1. From the Targets region on available on the Dashboard tab, find all targets of type Oracle Configuration Manager.

2. Click each link to the target's home page.

3. Note the Oracle home and host information to understand which configuration manager the information applies to.

4. Select the CCR Package Versions metric in the Configuration region.

5. Look at the scripts Package Name row for the value in the Package Version column. This is the version of the configuration manager. It should be 10.3.2 or higher.

6.2.5.2 Suppress Recommendations

6.2.5.2.1 Learn about patch recommendation suppression Suppression enables you to either temporarily or permanently hide a patch recommendation. It is simply a method of hiding recommendations that you do not want to look at right now. For example, you may chose to suppress patches for a development system or called an issue. Suppression reduces the number of recommendations which appear in the Patch Recommendations region.

There are three suppression options:

- Suppressed Targets- all recommendations for a specific target

- Suppressed Patches - a specific patch for all targets

- Suppressed Issues - a specific patch found on a specific target

Depending on which option is selected, suppressed items will appear in the appropriate tab when View Suppressed Items is selected.

You can select one or more rows. Or you can use the standard Control and Shift key combinations to select a range of recommendations by clicking anywhere else on the rows (except on a link). The Suppress button menu will keep track of the number of unique issues, targets and recommendations you have selected.

Additional information about the three types of suppression:

- Suppressed Issue: Suppression of a specific issue means you will not see this recommendation for this target. This is the smallest type of suppression: One patch recommendation for one target. So, you might suppress a recommendation for a development target, but keep it active for a production target. Being the smallest type of suppression, it can be over-ridden by the other two types of suppression. When this suppression is done, the issue is suppressed only for that target

- All Patch Recommendations for Target: You will not see any patch recommendations for that target. This is most useful for a development server. No matter what you do on this target, you will not see recommendations now or in the future unless the recommendations are unsuppressed.

- All Occurrences of the Recommendation: Suppress any occurrence of a specific recommendation. This is useful when the patch recommendation will never apply to your environment. Maybe you are in a secure location with no direct Internet connection so patch recommendations related to Internet security might be suppressed. This means even new targets added to your environment at a later date would not show this recommendation.

On the Suppressed Targets and Suppressed Recommendations tabs on the Suppression page, each item listed will have a number which is linked. It will show you the number of recommendations or targets suppressed. Clicking the number will list the details. This way, you can check on a recommendations impact without unsuppressing it.

6.2.5.2.2 How do I suppress patch recommendations? To suppress patch recommendations:

1. On the Patch Recommendations page, click a patch recommendation row to select the patch recommendation. Select more than one patch, if desired.

2. Click Suppress on the context menu.

3. Choose to suppress the selected patches (Issues), patch recommendations for the targets of the selected patches, or all occurrences of the selected patches.

4. Click **View Suppressed** Items, then click on the relevant tab to view the suppressed patches.

Tips for Suppression

- Triage your issues for inclusion into your next patch deployment window. Use suppression to hide items which you want to do in a later window. Use the Suppressed Since column in the Suppression tables to multiple select and unsuppressed a collection of issues you deferred previously.

■ Suppress targets which you do not manage so your focus is on your targets and systems. You can multiple select recommendations from different groups that you do not manage, and then choose the Suppress button menu and choose the second option (All Patch Recommendations (Current & Future) for the Targets).

6.2.5.2.3 How do I unsuppress patch recommendations? To unsuppress patch recommendations:

1. Click View Suppressed Items.

2. Select the relevant tab.

3. Select a patch recommendation to unsuppress.

4. Click Restore Recommendation.

6.2.5.2.4 Will my suppressions be seen by others on my team? No. Your suppression settings affect only your account.

6.2.5.2.5 How does suppression affect the counts on the patch recommendation charts? Suppression enables you to either temporarily or permanently hide a patch recommendation. It is simply a method of hiding recommendations that you do not want to look at right now. For example, you may chose to suppress patches for a development system or called an issue. Suppression reduces the number of recommendations which appear in the Patch Recommendations region.

The counts on the patch recommendation charts are for issues. That is one issue equals a specific recommendation for one target. So suppressing an entire target could result in a large reduction in issues in the count. Likewise, suppressing a patch recommendation could result in many issues being removed from the counts.

Click **View Suppressed Items** to view the Suppressed Recommendations page.

6.2.5.3 Print Recommendations

To print recommendations, drill down into the Patch Recommendations bar to display the table of recommendations. Click the table icon in the far left to print. Doing this will generate a printer-friendly table of patch recommendations.

6.2.6 Using the Recommended Patch Advisor

The Recommended Patch Advisor enables you to quickly find recommended and mandatory patches for standalone products, product combinations, or products for a product stack. There is currently a limited set of data available. Additional data will be added in the future. If a product or release is not selectable, that means that no data is currently available.

Type ahead features are support so that you can enter a partial product name rather than searching through the full list.

If you select a product from the list, the search will return at least one result. When a product selection is made for products used together and the first product selected does not have any recommended patches, a second product selection must be made. If the product is not found, then no patch recommendations exist in the Recommended Patch Advisor.

6.2.6.1 What do I do if I cannot find the product I am interested in under the Recommended Patch Advisor selection?

You can use the **Product or Family (Advanced Search)** to search for recommended patches for products not available under the Recommended Patch Advisor search. To do this, search using **Product or Family (Advanced Search)** and ensure that the Classification filter is used with values set for one or more of the Critical, Security, Legislative, or General categories.

6.2.6.2 How do I find mandatory patches for certifications?

In addition to returning recommended patches, an icon in the Recommended Patch Advisor search results indicates that a patch is mandatory for certification. Often, a patch is listed as mandatory when you search for a product used with another product. There is no special query for mandatory patches; they are returned automatically as part of a search. Select a patch to drill down to the Recommendations / Certifications section for more information about the patch.

6.2.6.3 What do I do if I do not want to perform a search but I would like to know exactly what recommended patches I am missing?

You can use the Oracle Configuration Manager to upload configurations to Oracle Support. After an upload is completed, Oracle Support will assess the configuration uploaded and identify all missing recommended patches at the point of upload. The recommended patches can then be viewed through the Patch Recommendations region in the Dashboard or in the Patches & Updates tab. Click **All Recommendations** to view missing recommended patches for the configurations uploaded.

6.2.6.4 How can I use aliases to find products in the Recommended Patch Advisor?

Understanding the names of the products can sometimes be challenging. For example, you might be used to referring to Oracle Database, but from the patching perspective Oracle Database is called RDBMS Server. Oracle is working to ensure that you can enter multiple terms to find a single product. In many My Oracle Support systems, aliases enable you to find a product even if Oracle changed the name of the product. In addition, many shorthand terms, for example DB for Oracle Database, are included as aliases so you can enter common shorthand terms to find the correct product.You can use these aliases through the type ahead feature to narrow the product search, or use the aliases to identify products from the product list.

Note: Product names in the Recommended Patch Advisor search may be different from the product names in the **Product or Family (Advanced Search)** or from the results for **Number/Name or Bug Number (Simple)** search.

6.2.7 Sharing a Search Results Link

To save or share a link to the Patch Search Results page for a specific patch search, click **Share Link**. A window opens with a link to your specific search. You can copy this link and store it in a document or email it to a coworker, for example.

6.2.8 Frequently Asked Search Questions

6.2.8.1 Why do I search for a product by one name and then use another name elsewhere?

Oracle is in the process of standardizing product names. Until then, product names might vary in different areas. For example, you might see "Oracle Database - Enterprise Edition" in one place, but search for "Oracle Database" in another. If you don't find a product, try searching by another name that you might use for the product.

6.2.8.2 How can I see a list of my previous searches?

In the Patch Search region, click the Recent tab to view a list of searches that you have run. The historical list of searches provides the search method (number or product family), patches searched for, along with a time stamp.

The Recent tab in Patch Search displays the previous 20 searches. The search list can be sorted alphabetically or chronologically.

You can save up to 20 searches. Access saved searches through the Saved Searches tab.

6.2.8.3 Why search by patch type?

The Patches and Updates tab enables you to view and download recommended patches and updates for your Oracle products. You can download the following patch types:

- Interim patches - contain a single bug fix or a collection of bug fixes provided as required

- Interim patches for security bug fixes - contain customer-specific security bug fixes

- Diagnostic patches - intended to help diagnose or verify a fix or a collection of bug fixes

- Bundle Patch Updates (BPUs) - a cumulative collection of fixes for a specific product or component

- Patch Set Updates (PSUs) - a cumulative collection of high impact, low risk, and proven fixes for a specific product or component

- Security Patch Updates - a cumulative collection of security bug fixes

- Sun hardware and firmware

Oracle recommends that users apply patchsets instead of individual patches. Because of the very large number of individual patches, limiting the search for patchsets provides faster results.

6.2.8.4 Is searching by description the same as the title of the patch?

Yes. Patch search automatically implements a 'contains' search which finds any word that matches your entry in the description of the patch. It will not search the patch name or ID field. Some examples are, SPU, ORA-00600, Incorrect Value.

> **Note:** Searching by Description should not be relied upon as the only way for finding patches because the naming conventions for patches can change over time.

6.2.8.5 How do I find the latest PSU or SPU?

To find the latest PSU or SPU, do one of the following:

- Select Recommended Patch Advisor, select Oracle Database or RDBMS from the Product list, select a release, then select a platform (optional).

- Select Advanced Search, select Oracle Database or RDBMS from the Product list, select a release. select a platform (optional), then set the description to contains PSU or SPU.

- Select Advanced Search, select Oracle Database or RDBMS from the Product list, select a release. select a platform (optional), then select Security (for SPU) or General (for PSU) from the Classifications list.

You can also use the **Critical Patch Updates and Security Alerts** link in the Patching Quick Links region. This link will take you to the latest information on CPUs and security alerts.

6.2.8.6 What are the different patch classifications?

Patches are categorized into the following types:

- **General**: A patch which is not in any other classification. Typically these are one-off patches which solve a specific business issue for a customer.

- **Critical**: An E-Business Suite patch which is necessary for the smooth functioning of the application. Critical patches should be installed immediately.

- **Security:** Patches that address security vulnerabilities in a product.

- **Legislative**: These patches are necessary for accurate calculation of values which might have changed over time in the application (for example, tax tables for the new year, or withholding calculations for salaries).

- **Superseded**: A patch that has been replaced by a more recent patch. The Superseded region lists the superseded patch and the replacement patch. You should use the replacement patch.

    > **Note:**   You can search for a superseded patch if you know the bug number or patch ID. In addition, a product search will find a superseded patch.

- **Obsolete**: A patch that has been retired. Use the patch listed under **Replacement Options**.

    > **Note:**   You can search for an obsolete patch if you know the bug number or patch ID. Product searches do not find obsolete patches.

6.2.8.7 What are the different search filters?

You can specify criteria for the following search filters. Only the Platform and Language filter are available for Number/Name or Bug Number (Simple) searches. For the Product or Family (Advanced) search, not all filters are applicable depending on the product that you specify.

> **Note:**   The default filter is Any. If a filter is not set or selected that filter is not included in the search criteria.

Classification

Classification limits the results by the importance of the patch. If you do not set a classification then all patches are searched including patches which have a the general classification. The searchable classifications are:

- **Security:** Patches that address security vulnerabilities in a product.

- **Legislative:** Patches required for accurate calculation of values which might have changed over time in the application (for example, tax tables for the new year, or withholding calculations for salaries).

- **General:** A patch which is not in any other classification.

Compatible Codeline (R12 Only)

Compatible Codeline limits results to patches that are compatible with the codeline of your Oracle E-Business Suite (application) installation, for example, R12.FIN_PF.A or R12.SCM_PF.B.

> **Note:** This is an optional filter. If you do not choose a codeline, the search returns all of the patches for the selected release.

Description

Specify text in the Description box to limit the search results to patches with a description (or synopsis in the case of Sun patches) containing the entered text. For example `Patch 11i.MSD` or `5.9_x86` or `booking`. The Description field is not case-sensitive search. Wild cards such as * or % are not needed.

> **Note:** Because patch naming conventions can change over time, limiting results by text occurring in the description or synopsis should not be used as the sole filtering parameter.

Includes File (Applications Only)

Includes File limits the results to patches containing a specific file, a match on a partial file name, or a specific version of a file. This filter is only valid for Oracle E-Business Suite (application) searches, for example GenCartComm.java; version: 11.5.3.

The search can be further limited by specifying the exact file version. No wildcards are allowed for the version filter. Leave Version empty to match all file versions.

Language

Specify one or more languages to limit the results to patches for the specified languages. Use the drop list to select the languages of your application instance.

> **Note:** English is always included with a platform-specific patch and must be installed before installing any language patches expect for PeopleSoft products where you must select either American English or one of the translations (including UK English) but not both.

Not Included in Patchset (11i & R12 Only)

Not Included in Patchset is only valid for Oracle Applications searches. It limits the search to patches that are known to not be include in, or are superseded by, the

specified patchset. This search filter helps return results that are still relevant after installing a larger patchset. Select one or more items from the list.

Patch Target

Patch Target limits the results to patches for feature, component, or task selected.

For example, choose Data Guard when you are only interested in Data Guard patches for the database. Select FMW - OC4J when you are searching for Fusion Middleware (iAS) patches related to OC4J.

> **Note:** Use caution when specifying a patch target. If you use patch target, you may not receive the results expected.

Platform

Specify up to five platforms to limit the results to specific operating systems.

> **Note:** Oracle Applications release 11i 32-bit patches returned on HP-UX PA-RISC, IBM AIX, and Sun Solaris SPARC may be applied to both 32-bit and 64-bit operating systems.
>
> Linux x86 patches returned when searching Oracle Applications Release 12 on Linux x86-64 may be applied to both 32-bit and 64-bit operating systems.

Product

Product is a required field. Select a product from the list of values.

Type

Specify a type to limit the search results to either patches or patchsets.

- **Patch:** A single update addressing a single issue. Patches should only be installed when an issue is listed in the Read Me that is not resolved by an existing Patchset.

- **Patchset:** A collection of updates, for example, a Sun patch cluster/bundle.

> **Note:** Where possible, you should apply patchsets instead of individual patches.

Updated

Updated restricts the search to patches that were updated within a specified timeframe.

> **Note:** An update can be as minor as a change to the readme.

6.3 Patch Details

6.3.1 Viewing Related Knowledge Documents

6.3.1.1 What is related knowledge for a patch?

Oracle tries to provide any and all information which might help you make an informed decision about when and what patches to apply. We expose the bugs resolved by this patch and do a search against the knowledge base to see if any articles or documents might relate to this patch. You can read these and then quickly return to the patch to make an informed decision.

6.3.1.2 What is the Recommendations / Certifications section on the Patch Details page?

The Recommendations / Certifications section in the Patch Details page lists information about which products the patch is recommended for and whether the patch is mandatory for certification. For patches with certification information, click a certification link to view the certification. The section appears only if a patch being viewed has related recommendation or certification information.

6.3.2 Viewing Trends and Downloads

6.3.2.1 Why do some patches have download trend data, some do not?

When possible, we show the recent history of how many times a patch has been downloaded by our customers. You might find this useful to help determine when and if to install a patch. For security patches, this information is not shared with the community.

6.3.3 Viewing Community Feedback

6.3.3.1 What is a patch review and why display them?

Patch reviews are feedback from customers regarding individual patches and platform combinations. To help ensure Oracle provides patches that work in the largest number of customer environments, we have provided patch reviews as a feedback channel that connects you with the development and support teams responsible for patch development.

6.3.3.2 Can I reply to an existing posted review? I see a number of great responses to my original review.

Yes. From the Community Discussion area in the Patch Details region, click **Reply to Discussion** then add your additional comments.

You can also reply from the main Community site. Search for the patch and reply to the thread. Note that each patch and platform combination has a separate thread. After you locate the thread, you can reply to any of the posts.

6.3.3.3 Why show community feedback on a patch page?

It can be difficult finding the right patch. We encourage you to voice your opinion and expertise in the community spaces. By linking the spaces directly to a patch, we want to encourage the community to help improve patch quality and share any tips and tricks which might help other community members. Oracle will also work to incorporate your feedback.

6.3.3.4 I posted to the community and now I don't see it?

Patch spaces are created to group each patch by product for each platform. This is to avoid comments which are platform specific (such as install instructions) from cluttering the posts. Make sure you are looking at the correct platform for this patch.

Patch threads are automatically generated by a customer's first post. A patch thread for a specific patch/platform can only be created from within the Patches Detail page. The space is also available in the main Community site. Any additional threads from the main Community site will also appear on the Patch Details page. If you created your own topic thread in the main Community site, it would not be linked to this page. Also, if you posted something inappropriate, it might have been removed.

6.4 My Oracle Support Conflict Checker Tool

The My Oracle Support Conflict Checker tool, available from both the Patch Search results page and Patch Details page, enables you to upload an OPatch inventory and check the patches that you want to apply to your environment for conflicts.

If no conflicts are found, you can download the patches. If conflicts are found, the tool finds an existing resolution to download. If no resolution is found, you can request a solution and monitor your request in the Plans region.

For more information, see Knowledge Document 1091294.1, "How to use the My Oracle Support Conflict Checker Tool".

https://support.oracle.com/rs?type=doc&id=1091294.1

6.5 Patch and Upgrade Plans

6.5.1 Working with Plans

There are two types of plans, patch plans and upgrade plans.

> **Note:**   Patch plans are currently not available for hardware system or operating system patching.

> **Note:**   Plans are only available when using the configuration manager 10.3.2 or higher. See Chapter 8, "Collector" for more information.
>
> If you are not using the configuration manager, you can still use the My Oracle Support Conflict Checker Tool against an OPatch inventory file, which could result in a plan. See the "My Oracle Support Conflict Checker Tool" section for more information.

Patch Plan

A patch plan is a collection of patches which you might want to consider applying as a group to one or more targets. Each target can have a separate group of patches. A patch plan can include a description and a deployment date for the plan and one or more patches. A patch can be added to a target in a plan only if the patch has the same release and platform as the target to which it is being added. You will receive a

warning if the product for the patch being added is different from the product associated with the target to which the patch is being added. The warning does not prevent you from adding the patch to the plan.

You can include any patch for any target in a plan. The plan also validates Oracle Database, Fusion Middleware, and Enterprise Manager patches against your environment to check for conflicts with installed patches.

Upgrade Plan

An upgrade plan is similar to a patch plan. It is primarily used for planning an upgrade from a one release to another release of the same product on the same platform. In addition to including patches, it contains the media and patch sets required for the upgrade. Upgrade plans can only be created for a single target.

Upgrade planning enables you to determine the patches and software required to upgrade from an installed product release to another product release on the same platform. Upgrade planning is only available for customers who use the collector, unless you are accessing My Oracle Support from within Oracle Enterprise Manager. Not all target types are currently supported, but targets are constantly added. When you specify a target, the Upgrade Planner will analyze the configuration details of the selected target and provide you with:

Upgrade planning uses a target as the starting point for creating a plan. When you specify a target, the Upgrade Planner analyzes the configuration information of the target and provides you with:

- Required Software
- Recommended Patches
- Patches for the new release to match existing patches found on your old release

After you select an upgradable target, the list of currently supported releases available for you to upgrade to is displayed. When you select a release from the list, support details are displayed to help you choose an appropriate release. For example, if the release has the status Terminal Release, you know that no new releases on this line of products will be produced. The patch information is provided to help you judge the impact of your upgrade decision.

As with patch plans, upgrade plans are analyzed for conflicts. If conflicts are found, users can request a new patch and replace the current patch when the requested replacement patch becomes available. Upon replacement, re-analysis is required.

6.5.2 Using the Plan Wizard

The Plan Wizard enables you to create, view, and modify plans. When you create an upgrade plan, select an upgrade or patch plan from the Plans region, or view a plan, the Plan Wizard opens.You can open the wizard by clicking **View Plan** from the message center after you create a patch plan from patch recommendations, the patch search region, and the patch details region.

6.5.2.1 Step 1: Plan Information

> **Note:**   You must use a unique name for each plan.

To update general information about the plan, click **Step 1: Plan Information**. If you know the planned deployment date, you can enter it here.

Step 1 also provides a list of documents relevant to the plan, if available. Click a document link to view the document in the Knowledge Base. For Upgrade Plans, view the "Oracle Support Upgrade Advisor" document for a list of available upgrade advisors:

https://support.oracle.com/rs?type=doc&id=250.1

Upgrade advisors are dynamic documents that guide you through an upgrade lifecycle using step by step instructions. Each upgrade advisor is specific to a particular upgrade path of a product or suite between specific versions.

6.5.2.2 Step 2: Patches

For upgrade plans, any recommended patches for your configuration are automatically added to your plan, in **Step 2: Patches**. In addition any patches that you added manually are listed as well as suppressed patches, (patches that you want to keep in the plan for now, but do not want to be used in validation).

To manually add patches to your plan:

1. Click **Add Patch..** in **Step 2: Patches**. The Edit Search box appears.

2. Enter search criteria, then click **Search**. See "Patch Searches" for information about searching options.

3. Select the patches that you want to add, then click **Add to this Plan**. The Plan Wizard validates the selected patches and reports any problems associating the patches to targets in the plan. You cannot add invalid patches to the plan, for example patches for a different platform, but you can add patches with warnings, for example patches for different releases or products.

   Note: You should evaluate any warning before adding them to a plan.

6.5.2.2.1 What are the reasons that patches are added to a plan? The Reason column in the table in the Plan Wizard lists the following reasons for including a patch:

- Recommended - Oracle has flagged this patch as recommended for your new environment.

- Customer Added - Someone has manually searched for a patch and added it to the plan.

- Ignored - Another patch in the plan contains all of the fixes, so this patch is not necessary. This happens typically with an SPU when a PSU is also included in the plan.

- Replacement Patch - The system found that the patch recommended or added to the plan will not install correctly, so a patch that fixes the same issues replaced it.

- Manually Removed - The customer has suppressed the patch, so it is still in the plan but not part of the analysis and will not appear on the review and download screen.

- Maintains Existing Fix - A patch added by the analysis which fixes the same issues solved by a patch installed with the original release. This happens because the fixes patched were not fixed in the new release to which you are upgrading.

6.5.2.2.2 How do I remove a recommended patch from the plan? To delete or suppress a recommended patch, click the patch row in **Step 2: Patches**, then select **Suppress** or **Delete** from the menu. If you choose **Delete**, the patch is removed from the plan. If you choose **Suppress**, the patch is still included in the plan but is not analyzed in **Step**

3: Validation. You can restore a suppressed patch by clicking **Restore to the Plan** on the menu.

6.5.2.2.3 Why suppress patches in a plan? You can suppress patches to create a "what if" scenario. Maybe you don't have time to wait for a merge patch, so by suppressing patches you can see how your analysis would change. You might decide to perform a patch in a later maintenance window because of a merge patch.

6.5.2.2.4 What happens if I try to switch releases for an upgrade plan while in an existing upgrade plan? If you switch releases, the patches in the plan which no longer apply to the new release move to the Suppressed table in Step 2. If you switch back to the original release, the plan automatically moves those patches back into the plan.

6.5.2.2.5 Can I suppress a patch with the status Maintain Existing Fix? Patches found to be installed in your original release and then added to the new release to maintain the same fix level cannot be suppressed in this release.

6.5.2.3 Step 3: Validation

Validation determines whether the combination of new software and patches will result in an installation which maintains your existing fixes and will install correctly. For upgrade plans, you have run the analysis in **Step 3: Validation**, any patches identified in the old environment that are not present in the new environment that need to be reapplied are also listed.

The most important function of the wizard is to validate the plan. When My Oracle Support validates a plan, it checks for conflicts using patch information from Oracle, the inventory of patches on your system (gathered by the configuration manager), and information from the candidate patches. In addition to checking patch merge conflicts between patches listed in the plan, the validation function also checks for conflicts between the listed plan patches and patches that have already been applied.

For upgrade plans, any patches that are applied in the old environment that are not present in the new environment are listed in the Added from Analysis table. These added patches are also listed in **Step 2: Patches**.

Any patch that is ignored is listed in the Informational Messages table for one of the following reasons:

- The patch fixes the same issues as the installed patch it replaces.

- The patch is ignored because another patch fixes the same issues.

- The patch is part of another patch used during analysis.

6.5.2.3.1 Analyze Patches

Why should I validate a plan?

It is not possible to validate plans for all products. Currently, the validate function is available only for Oracle Database, Oracle Fusion Middleware, and Oracle Enterprise Manager products. You should validate the patches for these products to help you later when you want to deploy the patches. The validation process can catch a variety of problems which are easier to resolve now then when you are trying to deploy the patches. Validation identifies patches that conflict and require a replacement patch (also referred to as a Merged Patch, or MLR), missing prerequisites, patches not intended for a specific release, and other conditions that will cause problems at installation time.

Can I apply a plan without validating the plan first?

If validation is available for your product, you should validate your plan. If you do not validate, when you try to install the patch you may encounter issues that prevent you from completing the installation that could have been identified in the Plan Wizard.

6.5.2.3.2 Identify and Request Merge Patches

What is a patch request?

A patch request is a request for Oracle to create a patch to suit your specific configuration requirements. You should make a patch request when a patch that you previously installed will conflict with a patch that you are going to install or when a patch that you previously installed and still need is not yet available for a release to which you are upgrading. Because attempting to install the new patch over the old patch will cause problems, and backing out of the old patch is usually not an option, you must request a replacement patch which can be safely installed, maintain any bug fixes of the existing patch, and address the issues fixed by the new patch. If you want to maintain the existing bug fixes in an upgrade, sometimes you must request the patch for the release to which you are moving.

In the Plan Wizard, **Step 3: Validation**, if a patch is not available for the target release this is noted in the Issue column of the Issues to Resolve table. If the patch has not yet been requested, the **Request Patch** button is available in the Solution column of the table, on the same line as the patch number. Click **Request Patch** to request the patch for the selected target. Typically patch requests are completed within a week. However, most Database patch requests are completed within one day. When the patch is available, Replacement Available appears in the Solution column. Select the patch, then click **Analyze** to analyze the patch and add it to your plan.

What is a replacement patch?

When Oracle analyzes your system, support engineers might find that a patch that you installed already would conflict with a patch that you need to install now. Because attempting to install the new patch over the old patch will cause problems, and backing out the old patch is usually not an option, you must request a replacement patch which can be safely installed, maintain any bug fixes of the existing patch, and address the issues fixed by the new patch. After you request the replacement patch, the replacement patch is created. When the replacement patch is created, it is listed in the plan. You must then add the replacement patch to the plan and rerun the analysis.

What is a blocked patch?

The patch plan may report that a patch that you want to install is blocked. This occurs when a component of the patch conflicts with one or more other patches being analyzed

When will the replacement patch appear in my plan?

Typically this takes less than a week. In some cases, it can be immediate. If you request a replacement patch that was created previously (as might be the case if another customer encountered the same situation), it will immediately replace the other patches in your plan. If you do have to wait for the patch, the **Patch Requests** tab in the Plan region lists all replacement patch requests and their status.

Why can't I get a replacement patch for my Windows environment?

You can, however, it is just not part of the automation process. In addition, there is no patch conflict checking support for Windows. You need to follow the existing process

of filing a Service Request. In future releases, your Plans will allow for the automated request of replacement patches for Windows.

6.5.2.4 Step 4: Review and Download

> **Note:** If the Review and Download table is empty in Step 4, verify that you are using the configuration manager release 10.3.2 or higher.

Review the details you have provided for the patch plan, then click **Deploy**.

If your Customer User Administrator (CUA) has given you download privileges, you can download patches from Oracle.

Select one or more items, or click **Download All** to download all patches, patch sets, and media displayed. For more information about download options, see "Patch Downloads".

When is a plan complete?

A plan is complete when all replacement patches (and software for upgrade plans) are placed in your plan. This means that the validation check is successful, you can download all of the patches and software in the plan, and install them.

6.5.3 Viewing Patch and Upgrade Plans

You can view plans from the Patch Recommendations and the Plan regions. The second tab of the region called "Replacement Patches" keeps track of all outstanding patch requests for all of your plans.

To view only the plans that you created, click the icon of a person, next to the favorites icon.

Plans Region

To view patch and upgrade plans from the Plans region, select a patch or upgrade plan. Doing this starts the Plan Wizard, an intuitive tool that enables you to edit your plan and ensure there are no merge conflicts between any patches within the a plan.

- Select **All Plan Types**, **Patching**, or **Upgrade** from the menu to filter the plans table.

- To search for a plan, enter a plan name or partial plan name in the search box, then click the search button.

- Click a table heading to sort the table by that heading.

Patch Recommendations Table

Note: If you do not see the Patch Recommendations region on the dashboard, click **Customize Page**, then drag the Patch Recommendations region onto the dashboard. For more information about the Patch Recommendations region, see "Searching Using Configurations Based Recommendations".

In the Patch Recommendation table, a patch that is already part of a plan is shown with the plan icon in the **In Plan** column. Click the icon to display all plans with which the patch is associated, then click a plan to open the Plan Wizard.

Doing this enables you to add patches to more than one plan (for example, add a patch to one plan, remove it from another). Typically you would only expect to see a patch for a specific target in one plan.

For information about the Plan Wizard, see the "Patch and Upgrade Plans" help.

6.5.4 Miscellaneous Plans Questions

6.5.4.1 Why don't I see a particular release in the Release list in the Upgrade Planner region?

The Upgrade Planner uses the configuration information for the specified target collected by the configuration manager to produce a list of valid releases. If a release does not appear, either:

- The upgrade path is not feasible.

- It is possible to upgrade to the release. However, the release does not appear in the list because the software or patches have not been loaded by Oracle. Oracle will focus on the most popular upgrade plans first.

Note: Oracle Database release 10.2.0.4 is not available from the Select Release menu, in the Upgrade to Release section of the Upgrade Planner. For Windows, the Upgrade to Release, Select Release menu supports Oracle Database release 11.2.0.1 and higher.

6.5.4.2 Can I add any patch to a plan?

When you add a patch to a plan, you must associate patches with targets. Only patches which have a corresponding target can be added.

Select any patch from either Patch Recommendations or Patch Search results and choose one of the Add to Plan options. Follow the instructions to either add the patch to a new plan or to an existing plan.

When you add a patch to a plan from the Patch Recommendations region, My Oracle Support knows which target the patch applies to and correctly adds it to the plan. If you add it to the wrong plan, just click **Undo** when the confirmation message appears, or click the Patch Plan icon and click the remove from plan x.

6.5.4.3 How do I add a plan to my favorites?

To add a plan to your favorites, click the star on the row of the plan that you want to add or set it as a favorite in step 1 of the Plan Wizard.To view your favorites, click the favorites icon next to the plans menu.

6.5.4.4 Why can't I see specific targets in a plan?

You do not have the required view permissions for those targets. One possibility is that another user in your organization has view privileges to more targets than you (they may have more support identifiers in their profile) and may have added some patches to this plan for those targets.

Note: If your administrator removes an SI from your account then you will not have access to any target on that SI. This note does not apply if you are accessing My Oracle Support from within Oracle Enterprise Manager.

6.6 Patch Downloads

You can download patches from the Details page if:

- You are granted the Download permission by your CUA. The CUA can set your permission for downloading patches based on your company's policies. If you do

not have patch download privileges (you have View Only privileges), you will still be able to view patch details and readme documents from the Patch Search region.

To find your CUA, go to the **Settings** tab, then select **My Account**. In the Support Identifiers table (Administrators column), click the **View...** link for any Support ID to display a list of administrators. Select one of the names to send an e-mail and request download privileges.

■ You have the required level of support associated with the Support Identifiers (SIs) in your account. The Patch Download Access value of the patch must be included in the list of Patch Download Access values in your account. For example, if the Patch Download Access value is Operating System, but your SI does not have access to download operating system patches, then you cannot download the patch.

For more information about patch download privileges, see Knowledge Document 1369860.1, "How Patches and Updates Entitlement Works".

https://support.oracle.com/rs?type=doc&id=1369860.1

Some patches require a license to be accepted before these patches can be downloaded. When downloading a patch in this category (identified by a lock icon), click **Accept License** from the Download pop up. The license for the patch will be shown. Accept the license. After accepting the license, the patch can be downloaded

6.6.1 What is Extended Support?

Some patches require an Extended Support contract from Oracle for permission to download the patch. Without an Extended Support contract, you can view the patch details and patch readme file for an Extended Support patch but you cannot download the Extended Support patch.

You can find out more about Extended Support at:

http://www.oracle.com/us/support/lifetime-support/index.html

6.6.2 Download Direct

You can download patches directly from the Patch Search results page or the Patch Details page.

6.6.2.1 Download from the Patch Search Results Page

To download a single patch:

1. In the Patch Search Results table, highlight the row for the patch you are interested in by clicking anywhere except the patch name link. The context menu appears.

2. Click **Download**.

3. In the File Download window, click the patch file name link.

To download more than one patch, in the Patch Search Results table highlight the rows for the patches you are interested in by clicking anywhere except the patch name link. Use Shift or Control to select multiple rows. Click **Download** on the context menu. In the File Download window, you can download the patches by clicking the patch name links or by selecting **Download All**. Alternatively, use the WGET options.

6.6.2.2 Download from the Patch Details Page

To download a patch from the patch details page:

1. In the Patch Search Results table, click the patch name link to view the patch details page.

2. Click **Download**.

3. In the File Download window, click the patch file name link.

6.6.3 Download Using WGET

WGET is a UNIX download utility. The WGET options enable you to create a WGET download script that you can save as a file or copy to the clipboard.

> **Note:** The WGET download script is intended for advanced users. In most cases, there are no messages to indicate that an error has occurred. Before using the WGET script, you should be familiar with the WGET command and WGET log files. You should also be familiar with UNIX file management, know how to edit, delete, and copy UNIX files, create and edit shell scripts, change execute privileges in UNIX, and understand HTTP error codes. Alternatively, use a download manager to download multiple patches. If you do this, you must maintain and active My Oracle Support session while you download the patches.

> **Note:** Currently, the WGET script generated by My Oracle Support does not support Sun patches. See Note 1199543.1, *Patch Download Automation for Sun Products Using WGET*, for information about using the WGET utility outside of My Oracle Support to download Sun patches:
>
> https://support.oracle.com/rs?type=doc&id=1199543.1

1. In the File Download window, click **WGET Options**. The WGET Options window appears. Note the time that the authentication token expires, where applicable. You cannot use this script after that time.

2. Click **Download .sh** to download a shell script (sh.) file, or click **Copy to Clipboard** to copy the script content to the clipboard. If you clicked **Download.sh**, the download dialog box opens.

3. Click **Return to File Window** in the WGET Options window.

4. Open the .sh file in a text editor or copy the contents of the clipboard to a text editor.

5. Find the SSO_PASSWORD= line and enter your SSO password. This is the password that you used to login to My Oracle Support. You will see your username already populated on the SSO_USERNAME= line. If you do not enter the correct password, you will receive an error message when you run the script. Note that the password is case sensitive.

6. If you included a controlled patch in the WGET script, enter the patch password on the PASSWORD_*patchnumber*= line, where patchnumber is the number of the controlled patch you are downloading. If you do not enter the correct password, you will receive an error message when you run the script.

7. If necessary, edit the path on the WGET=/usr/bin/wget line, Edit this line if WGET is installed in a different location in your environment.

8. If necessary, edit the path of the log directory.

9. Save the WGET script.

10. Use the chmod command to add execute privileges to the script, for example chmod u+x *filename*.sh where *filename* is the name of the WGET.sh file.

11. Enter the following command to run the script and download the patches:$sh *filename*.sh

Note: The WGET download script does not provide feedback of whether or not the script was successful. View the log file to verify that the download was successful or to troubleshoot problems. The log file location is recorded in the script, on the LOGFILE= line.

Possible outcomes of the WGET script:

- Download was successful.

- A zero byte file is returned. A zero byte file indicates that the script failed, for example: -rw-r--r-- 1 userx g920 0 Sep 2 17:10 p8290402_111060_SOLARIS64.zip.

  Note: Delete any zero byte files before rerunning the script.

- Some patch files are downloaded successfully but several zero byte files are returned. If you exceed the number of connections allowed by Oracle, any subsequent requests are rejected. The following message will appear in the log file: Proxy request sent, awaiting response... 403 Forbidden

- A message appears indicating that the SSO password is blank.

- Password is incorrect or the wrong case. The following message appears: HTTP request sent, awaiting response... 401 Unauthorized Authorization failed.

- Your company's firewall may prevent WGET from downloading the patches.

6.6.4 Download Multiple Patches

To download more than one patch, in the Patch Search Results table highlight the rows for the patches you are interested in by clicking anywhere except the patch name link. Use Shift or Control to select multiple rows. Click **Download** on the context menu. In the File Download window, you can download the patches by clicking the patch name links or by selecting **Download All**. Alternatively, use the WGET options.".

6.6.5 Download Language Patches

From any patch detail page, you can chose the languages for the patches you want to download.

> **Note:** You can choose languages or platform, but not both

6.6.6 Frequently Asked Download Questions

6.6.6.1 Why is the Download button disabled?

A patch has one or more of the following download access types:

- Software

- Operating system

- Firmware

- Vintage Solaris

- Extended Support

- Tier 1

A patch's download access type is listed on the Patch Details page. If your SI does not have the required patch download access, you cannot download the patch. For example, if a patch has Operating System download access, but your SI does not have access to download Operating System patches, then you cannot download the patch. Contact your Customer User Administrator (CUA) to request the required download access.

In addition, if the CUA has set the download patches privilege to **No** (View Only) for an SI in your profile, you cannot download patches unless another SI in your profile has the download patches privilege set to **Yes** (Download).

For more information about patch download privileges, see Knowledge Document 1369860.1, "How Patches and Updates Entitlement Works".

https://support.oracle.com/rs?type=doc&id=1369860.1

6.6.6.2 What is the fastest way to download all of the files and language packs for a patch?

If the language menu appears, then the language packs are available for this patch. You must install the platform patch (English version) first, then select the applicable language. To download a patch, click **Download**, then click each patch file link to download and save them in a location of your choosing, or use a download manager to help speed the process. Alternatively, you can generate the wget script for all patches selected from the Download window.

> **Note:** For PeopleSoft products, you must select either American English or one of the translations (including UK English) but not both.

6.6.6.3 How do I download a patch from the Patch Details page?

Every Patch Detail page provides options to view the patch readme as well as download the patch. You can also select individual patches on the patch search results from either the Patch Search or Patch Recommendations pages.

To download a patch from the Patch Details page:

1. In the Patch Search Results table, click the patch name link to view the patch details page.

2. Click **Download**.

3. In the File Download window, click the patch file name link.

The context bar for each patch provides a download option. Note that you can select multiple patches from a list by using Ctrl or Shift.

6.6.6.4 Why do you recommend using a download manager?

Many customers feel it is the most effective way to download many files. The size of the files can be large, and if you need to download many of them, it could be easier and more convenient over time to use a download manager. There are many download managers available. Oracle has no specific recommendation on which download manager to use.

6.6.6.5 How can I download more than one patch from the list on the left when looking at a single patch?

To download more than one patch:

1. Choose the Close link above the patch details to return to the patch search results.

2. From the patch search results, click anywhere in the row except a link to select that row. Use Ctrl or Shift to select multiple rows.

3. Choose the Download button from the context bar.

4. In the File Download window, you can download the patches by clicking the patch name links or by selecting **Download All**.

6.6.6.6 When I download a patch, why am I asked for a password?

Some patches have a limited distribution. These patches have the classification Controlled and are password protected. If you try to download a controlled patch, you are prompted for the password. Log a technical service request (SR) to request the password for a controlled patch.

6.6.6.7 What hardware-related downloads are available from Patches & Updates?

In addition to patches, you can also use Advanced Search to download firmware updates, drivers, and the following support-related downloads:

- Auto Service Request (ASR)

- Services Tools Bundle (STB which includes Explorer, SNEEP, LWAC and RDA)

- Sun Automated Service Manager (SASM)

- Secure File Transport (SFT)

For more information about Sun disk storage patches and updates, see Knowledge Document 1350703.1:

https://support.oracle.com/rs?type=doc&id=1350703.1

6.7 Patch Related Activity

The Patch Related Activity region lists recent activity related to patching. Click a patch link to view the patch details. This region has the following tabs:

- **Downloaded** - lists patches that have been downloaded. Select the star icon to mark a patch as a favorite. Favorite patches are listed in the Favorites tab.

- **Viewed** - lists patches that have been viewed. Select the star icon to mark a patch as a favorite. Favorite patches are listed in the Favorites tab.

- **Discussed** - lists patches for which the user posted messages.

- **Favorites**- lists favorite patches. Click the star icon to remove the patch from Favorites. Click the patch link to view the patch. For more information about favorites, "Favorites".

6.8 Video Training

See the following Knowledge Documents for video training on Patches and Updates:

- Knowledge Document 1543731.1, "Discover how to use My Oracle Support - Patches and Updates"

https://support.oracle.com/rs?type=doc&id=1543731.1

- Knowledge Document 1941934.1, "My Oracle Support Patch Conflict Checker Overview"

  https://support.oracle.com/rs?type=doc&id=1941934.1

7

Community

This document contains the following topics:

- **What is My Oracle Support Community?**
- **Do I Use My Oracle Support Community to receive support from Oracle?**
- **Who can participate in the My Oracle Support Community?**
- **How do I access My Oracle Support Community?**
- **What software does My Oracle Support Community run on?**
- **What is proper Community etiquette? Where can I find the Rules of Conduct and other guidelines?**
- **What about Terms of Use?**
- **How is My Oracle Support Community content organized?**
- **Which languages are supported?**
- **Can I change my My Oracle Support Community profile information such as my name or e-mail address?**
- **How do I start a discussion or post a question?**
- **How do I share content with a community?**
- **How do I find information that I need or posted?**
- **Can I follow content, people, or places?**
- **How do I create a link to a Knowledge article or bug on My Oracle Support?**
- **What are Advisor Webcasts?**
- **What browsers are officially supported?**
- **I do not see any community related to my areas of interest. How can I get that added?**
- **What is the User Reputation Model and Rewards & Recognition Program?**
- **How can I change my username and setup my profile and preferences?**
- **Can I attach or upload images into a discussion thread to illustrate an issue that I'm having?**
- **What do the different colors represent in a reply to a question thread?**
- **What is featured content?**
- **What should I do if I am experiencing a technical issue?**

- [Video Training](#)

7.1 What is My Oracle Support Community?

My Oracle Support Community is a multi-channel interactive gated community for premium support customers to share information, post questions and answers, and collaborate with peers about Oracle products, services, and related technologies. It is a privileged set of spaces moderated by Oracle Support staff. It is only available to My Oracle Support users.

7.2 Do I Use My Oracle Support Community to receive support from Oracle?

Yes. In addition to using the robust knowledge base, service request (SR), and configuration management functions, My Oracle Support Community is designed to share knowledge, ideas, and expertise with your industry peers. The community enables you to obtain real-time access to an expanded network of trusted industry professionals, including Oracle experts, to help you get the information you need faster and more efficiently.

7.3 Who can participate in the My Oracle Support Community?

My Oracle Support Community access is included in your Premier Support agreement.f you have access to My Oracle Support, Oracle's customer support portal, you automatically are a member. There is no additional registration required.

7.4 How do I access My Oracle Support Community?

Sign in to My Oracle Support, click the Community tab. My Oracle Support Community opens in a new browser window. To return to other areas of My Oracle Support, select the previous browser session.

Alternatively, enter the following URL in a browser:

```
https://community.oracle.com/community/support
```

7.5 What software does My Oracle Support Community run on?

As of July 18, 2014, My Oracle Support Community runs on the Jive Engage platform, version 7.0.

7.6 What is proper Community etiquette? Where can I find the Rules of Conduct and other guidelines?

Always be courteous.There are different levels of experience represented.

To access the complete Rules of Conduct, click the **Getting Started Community** space in the Getting Started region in the Support space or click the Getting Started space. In addition, use the following guidelines:

- Discussions: To create a discussion click the Create tab at the top of the page or the Start a Discussion option in the Actions region in the right hand column. When asking a question using the discussions feature, provide all of the details that other

members of the community need to understand your entry, including your database version, for example Oracle 10.2.0.4. If you encounter a poorly worded question, provide suggestions to help the community member asking the question provide more clarity.

- Documents: To create a document use the Create tab at the top of the page or click **Upload a File** or **Write a Document** in the right column of the Actions region. You can upload .doc, .pdf, .txt, or html files or create a document using the Community editor.

- Confidential or Proprietary Content: Other customers will see the information you post in My Oracle Support Community. Do not post any proprietary or confidential information. Also be careful not to disclose any sensitive information such as accounts, passwords, server IP addresses, and so on.

- Proofreading: Use both spelling and grammar checkers (or a good proofreader) to ensure correct spelling and take a few moments to review your documents. Remember that automated spell checkers have limitations so it is important to perform a final, manual review.

- References to other Oracle content: Always let other members know where you found the information you are providing. Use the following guidelines:

  - Do not copy and paste from another document unless you use double quotes around the text and use an in-text citation.

  - If you paraphrase from another document, make sure you indicate the page number where you found the information and include that document in your reference.

7.7 What about Terms of Use?

A document containing the community's Terms of Use is posted on the My Oracle Support Community Getting Started page:

https://community.oracle.com/community/support/getting-started

However, spam, defamation, obscenity, and bigotry are not tolerated and violators will be dismissed and excluded from the community. All communities are closely observed by moderators

Refer to the Rules of Conduct in My Oracle Support Community's Getting Started region. If you see objectionable content when viewing a discussion post or a Community document, click **Report Abuse** in the right hand column of the content being view.

7.8 How is My Oracle Support Community content organized?

My Oracle Support Community content is organized in places called spaces and subspaces, previously known as categories and communities.

- Individual subspaces belong to a space defined by a product area, topic, industry, and so on. Some subspaces are broad, covering a number of related products or topics. Others are specific and focus on a single product or area.

- A subspace is the area where individual discussions take place, knowledge is shared, and you can see the latest activity pertaining to your products.

- Threads are the discussions or questions that consist of one or more messages. These messages are displayed in a flat or threaded structure depending on

whether you chose "discussion view style" or "comment view style" in the preferences.

- Posts are the individual discussion messages made by community members.

- Content is also tagged with keywords which are then grouped into different categories to make it easier to find similar content based on the tag in a specific category.

7.9 How do I rate content in My Oracle Support Community?

You can rate or like content so others know that it is useful. You can help improve the popularity of a discussion, document, or other type of content by rating or liking it. Popularity determines whether a piece of content is promoted in certain content widgets, for example, the Top Liked Content and Top Rated Content widgets. The more people who view, like, and award 3- to 5-star ratings to a piece of content, the more popular it becomes.

To like something, click the **Like** link. Notice the Like counter increments by one. Click the Like counter to see who else liked the content. Likes also contribute to status rankings for the person who created the content, and content with likes will be showcased under **Latest Likes** and L**atest Acclaim** in the Activity stream.

To rate something, click the stars beneath **My Rating** at the end of a document or other type of content. You will see the ratings counter increment by one and the average number of stars that the content has received updates. To share that an answer to your question has helped to resolve your issue, you can mark the answer as **Correct** or **Helpful**.

7.10 Which languages are supported?

English and Chinese are supported at this time. If you would like additional languages to be considered for support, please provide your suggestions to the Community Suggestions community.

7.11 Can I change my My Oracle Support Community profile information such as my name or e-mail address?

Oracle's privacy policy enables you to manage any information used to personally identify you. You have full control over the information provided including your name, email address (for receiving private message emails only, not your My Oracle Support login username), and so on.

To edit your Community profile, click the arrow beside your user name in the My Oracle Support Community window then select **Edit Profile**. On the Edit Profile page, select the Your Profile tab. Modify the information you see listed, then click **Save** in the area you modified.

Securing Your Profile

If you're concerned about privacy, you can limit who sees different parts of your profile by using profile privacy settings, as follows:

1. Click your name to view your profile.

2. Click the arrow beside your user name, select **Edit Profile**, then select the Privacy tab.

3. For each profile field, select the type of user who can view it. If you select everyone, then all users can see the contents of that field. Make sure you do not hide too much about yourself so that others will connect with you. Your administrator may control who sees certain fields, such as those without a **Visible to...** option.

> **Note:** You can preview how others will see your profile by using the **Preview Your Profile** tool. Just select the person whose view of your profile you want to see. Click **Save and Finish** to save any changes, or click **Close** to return to the **Privacy Settings** page.

4. Click **Save** if you are still on the Privacy Settings page.

7.12 How do I start a discussion or post a question?

To start a discussion or post a question, do one of the following:

- Navigate to the subspace that you are interested in. From the **Actions** menu, select **Create**, then select **Discussion**.

- Click the **Create** link besides the search box at the top of the window. Select **Content** then select **Discussion**. Enter your content then select the space where you want to post the discussion.

Monitoring Your Content

Complete your profile setup then specify where you would like your notifications to go. For example, you can enable all notifications to display in the Communications tab when anyone responds to your content or changes a document that you own.

You can now create your own custom streams and customize how you view activity across the site. While Activity displays site-wide activity and Connections Stream highlights the activity of all of the connections that you have established, the Custom Stream feature enables you to further refine your view by picking and choosing people and places to follow in a very targeted way. You can set up custom streams for teams, person, specific threads and so forth.

You can setup email notifications for your content by changing the preference in your profile. To access preferences, click the menu next to your username in the upper right corner then select **Preferences**. A number of options for email notifications based on content type appear.

7.13 How do I share content with a community?

To share knowledge or content in the community, do one of the following:

Option 1 - Upload a Document

1. Navigate to the Community sub space where you want to share content.

2. Select **Upload** from the **Action** menu.

3. Upload a file and add a description to your document using the editor.

Option 2 - Create a Document

1. Select **Write a Document** from the **Action** menu.

2. Add the text for your document.

3. Scroll to the bottom of the page and use the Collaboration Options to set the editing and commenting permissions for the document.

4. Optionally, specify that another user must approve the document before it is published.

The document will be visible to the all of the group members of the place where you publish it. You can control who can edit it. Alternatively, select **Your Documents** to limit the document's visibility to only yourself or a group of people you specify.

7.14 How do I find information that I need or posted?

To find information effectively, use a combination of strategies including search, browsing, filtering, bookmarks, and the communications page.

Tip: Browse the content, people, or places that your coworker or someone with similar interests follows by going to their profile. This way you can quickly find things and people you should also follow.

Search for something specific: The search box is located on the right hand side of the space or subspace page. With predictive searching, when you start typing suggestions are displayed.

Browse for something more general: From the browse tab, select what you want to browse: Content, People, Places, or Bookmarks. Did you write the content? Did you participate in the discussion? Did you create the bookmark? Do you want to look at all content out there? Click Authored, Participated, Your, or All.

Filter what you're browsing: When you are browsing, you have even more sorting, filtering and key-word search options, including the ability to sort by date, filter by tags, or search specific text, which all help you find what you need as quickly as possible.

Bookmark: Using a bookmark and getting back to your bookmarked content has been streamlined to one click. From any piece of content, you can create a bookmark by clicking **Bookmark**. You can also browse through your own or other people's bookmarks when you click **Browse**. To find the content you've bookmarked, just click the bookmark icon besides the search box on the top right.

History: To find your recently viewed and frequently viewed history, review your Jive browsing history and bookmarks by clicking the history icon besides the search box on the top right of the window.

7.15 Can I follow content, people, or places?

If you want to add awareness of content, people, or places to your activity stream, you must follow them. Following content or places keeps them in your periphery by filling your Followed Activity stream with their activity only. To follow people, the people must be your friends. Following ensures that you can separate out a stream of content that you have personally selected. In your Activity page, you can then toggle between **All Activity** and **Followed** to narrow down the stream. You can start following content, people, or places whenever you browse to them or when you open a profile or overview page.

There are two connection models for people. Our community is setup with "Friends" model, friends share a two-way relationship. The two users are connected to each other when one sends a friend request and the other accepts it.

Tip: Browse the content, people, or places that someone with similar interests follows by going to their profile. This way you can quickly find things and people you should also follow.

Depending on your community's setup, you may have either friends or connections and followers. For communities set up with a "Friends" model, friends share a two-way relationship. The two users are connected to each other. For communities set up with a "Connections" model, connections/followers have a one-way relationship. User A follows User B, but User B does not have to follow User A. By default, if your community is an internal one, you are already following your colleagues--people at the same level in your organization chart. You can see your place in the organization chart by clicking your name and then clicking **View Org Chart** next to your title.

If you follow a lot of activity, for example busy groups or people, you may find that it is easier to set email notifications on individual pieces of content rather than enabling email for all followed activity under communications or browse tab. To change this, click the arrow next to your name at the top right of the community, select **Preferences**, the set **People, Places and Content I'm Following** (Followed Activity) to notify you about followed content either in digest format, or never. You can still see your followed content in the Activity page under the communications or browse tab.

There are a few ways to begin following a piece of content, a person, or a place in the community.

From the **All Activity** stream, click a person's name or avatar, a content item, or the name of a place, then click the Follow icon. You can then select the streams in which you want to follow the place or content item. You can also add a person as a friend. After the request is accepted, you will automatically start following that person.

Use the Find feature to search for keywords of things that might interest you. When you find something that you want to follow, click it, then click the Follow icon and select the stream in which you want to follow the place or item.

To stop following something, go to the item or place by either clicking it from a stream or searching for it under the Find tab, then click the Follow icon. From there, select the streams from which you want to stop following the person, place, or content item. You will no longer see the check mark next to the streams and you will no longer see updates for that person, place, or content item in those streams. Updates will still appear in the All Activity stream, however, because that stream shows all public activity in the community.

7.16 How do I shout to people, places, and things?

Using @mention, you can alert people and places that you are talking about them. For example, you can add links to a document or group by typing some of the words in the title after typing @. You can even use both formats in the same status update, for example to announce "Joey Ramone and Johnny Ramone, check out my new Album Review of Rocket to Russia in the community"!

To use @mention:

1. Type the "@" symbol (or click the "@" icon if it is available). A search dialog opens and suggests possible matches. To narrow matches, use an underscore (_) as a space. For example, @Mike_D would match the Mikes whose last name begins

with "D." Your picker will include documents, discussions and places as well as people.

2. Keep typing to narrow the choices further.

3. Select the correct match from the list. The new link shows up in your content.

7.17 How do I create a link to a Knowledge article or bug on My Oracle Support?

To create a link to a Knowledge article, use the format `Note XXXXXX.X` where `XXXXXX.X` is the Knowledge article number.

To create a link to a bug, use the format `Bug XXXXXX` where `XXXXXX` is the bug number.

7.18 What are Advisor Webcasts?

Advisor Webcasts offer a convenient way for you to interact with professional, technical, and application experts regarding topics to help you get the most from their support services. Our support experts will present information such as troubleshooting tips, best practices, new release information, and so on. Included with your premier support agreement, each webcast is delivered using Oracle Web Conferencing technology and includes a live Q&A session. Advisor Webcasts are offered regularly and are recorded for on demand viewing anytime, anywhere. Take advantage of this beneficial resource and attend a session today. For a dates and times of the Advisor Webcasts:

1. Logon to My Oracle Support.

2. Select the Knowledge tab

3. Select **Tools and Training** from the Knowledge Links region.

4. Select **Training (Web Seminars)**.

7.19 What browsers are officially supported?

My Oracle Support Community runs on the Jive Engage platform, version 7.0. Jive works with most current web browsers, however, see the following URL for a list of supported browsers:

http://docs.jivesoftware.com/jive/7.0/community_
admin/index.jsp?topic=/com.jivesoftware.help.sbs.online/admin/SupportedBrowsers.ht
ml

Other browsers may work however, if you encounter any unusual behavior use one of the supported browsers.

7.20 I do not see any community related to my areas of interest. How can I get that added?

Please post your request in the Community Suggestions subspace with as much detail as possible.

7.21 What is the User Reputation Model and Rewards & Recognition Program?

For information about this program, review Oracle's Rewards & Recognition Program, found in the Getting Started region of the My Oracle Support Community home page.

7.22 How can I change my username and setup my profile and preferences?

To change your username and setup your profile and preferences:

1. Log in to https://community.oracle.com/community/support.

2. Click the arrow beside your username at the top right corner of the page.

3. Select **Edit Profile** then select the Your Profile tab.

4. To change your handle/username, on the Edit Profile tab click **Edit** next to your username, update your handle name, then click **Save**.

5. Scroll down on the page to enter your new Public Display name under the OTN Community Display Name section.

> **Note:** The box next to Oracle Technology Network, under the My Community Memberships section, must be selected.

6. Click **Confirm**.

7. Log out, then repeat steps 1 to 3 to confirm your new handle/username.

8. In the Edit Profile tab, update your profile information as desired, then click **Save**.

9. Click the Privacy Settings tab, update your profile sharing preferences as desired, then click **Save**.

7.23 Can I attach or upload images into a discussion thread to illustrate an issue that I'm having?

Yes. Threads (discussions or questions) and their replies now support the ability for a user to upload video (50MB maximum), documents, and pictures. You can drag and drop images from your Windows Explorer window in to the editor window or you can attach images using the icons in the editor.

7.24 What do the different colors represent in a reply to a question thread?

A gold (or yellow) border indicates a helpful answer which is also indicated by a gold (or yellow) star. A green border indicates a correct answer which is also indicated by a green star.

7.25 What is featured content?

Featured content consists of discussion threads or documents that are relevant to the community. It is displayed in the featured content region.

7.26 What should I do if I am experiencing a technical issue?

If you are experiencing technical issues in the My Oracle Support Community website, send an e-mail to Oracle_Support_Community_ww@oracle.com or post a thread in the Using My Oracle Support or Community Suggestions community.

7.27 Video Training

For more information about My Oracle Support Community, including video training, see Knowledge Document 1616733.1, "My Oracle Support Community":

https://support.oracle.com/rs?type=doc&id=1616733.1

8

Collector

This document contains the following topics:

- Why should I use the configuration manager collector?
- Is the configuration manager collector required for support?
- I downloaded the configuration manager collector for one platform but the file is for a different platform. Why?
- Why don't I see my new collections yet?
- How do I uninstall the configuration manager collector?
- Is OCM required if I am using Oracle Harvester?

8.1 Why should I use the configuration manager collector?

Besides giving you priority handling on every service request that you file with an associated configuration, if you use the configuration manager collector you can take advantage of the following services in My Oracle Support:

- Health Recommendations - Alerts you to potential problems based on your uploaded configurations.
- Patch Recommendations - Informs you of missing Oracle recommended patches specific to your configuration.
- Patch Plans - Enables you to apply a collection of patches to one or more targets.
- Upgrade Planner -Enables you to determine the patches and software required to upgrade from an installed product release to another product release on the same platform.
- Configuration History, Changes, and Comparison - Enables you to understand how your systems have changed over time so you can identify and resolve issues
- Inventory Tracking - Enables you to know where your data center is growing and where you should consolidate or upgrade
- Advanced Filtering with PowerView - Enables you to refine your view of large environments, focus your search based on specific types of targets, and have a true customized view of your systems

8.2 Is the configuration manager collector required for support?

Not for most products. Customers who are part of the Platinum Support offering are required to use the collector. For more information, see the Oracle Platinum Services web page:

http://www.oracle.com/us/support/premier/engineered-systems-solutions/platinum-services/overview/index.html

8.3 I downloaded the configuration manager collector for one platform but the file is for a different platform. Why?

A particular collector download will run on multiple platforms, including the selected platform.

8.4 Why don't I see my new collections yet?

If you have more than one support identifier (SI) in your profile, check the Message Center (the envelope icon located next to your username in the upper right of the page) for Associate Collectors messages.

To associate a system with a service request, view configuration details or history, and be included in health recommendations and patch recommendations, the system must be associated with an SI. This does not happen at the time of upload if the SI for the system is not specified and you have more than one SI in your profile. Associate the SI with the system, then the system will be made available in My Oracle Support.

8.5 How do I uninstall the configuration manager collector?

For information about uninstalling the configuration manager collector:

1. From the Oracle Configuration Manager Documentation web page, click the **Oracle Configuration Manager Online Documentation Library** link for the release that you want to uninstall:

   http://www.oracle.com/technetwork/documentation/ocm-092152.html

2. On the Configuration Manager Documentation page, click the HTML or PDF link for the *Installation and Administration Guide* then go to the Installing Oracle Configuration Manager chapter.

3. Follow the instructions in the "Uninstalling Oracle Configuration Manager" section.

4. After you have disabled the collectors, you can deactivate systems you no longer wish to view in My Oracle Support by doing the following:

   1. In the Systems region, select the system that you want to deactivate by clicking the link in the **Name** column.

   2. In the System Details region, right click the top level system then select **Deactivate System.**

      Doing this will deactivate the top level system as well as all of the targets that comprise that system.

      To deactivate a target that is not part of a system, in the Targets region click anywhere on the row of the Target that you want to deactivate except the Name or

Host links or the Favorites column, then select **Deactivate Target** from the Other Actions menu item.

To deactivate a system, you must be the owner of the system or the Customer User Administrator (CUA) for the SI that was used to upload the system. To deactivate a target, you must be the CUA for the SI that was used to upload the target. If you do not disable the collector first, the collector might upload again to Oracle. If this happens, the systems and targets are reactivated automatically and reappear in the Systems and Targets regions.

Note: Only the CUA for the SI associated with a system or target can reactivate that system or target.

8.6 Is OCM required if I am using Oracle Harvester?

If you are using Oracle Harvester, OCM must be installed and configured on the system from which you are collecting data. For more information about Oracle Harvester, see the "Collecting OCM Data Using Oracle Harvester" section of the *Enterprise Manager Cloud Control Advanced Installation and Configuration Guid*e:

https://docs.oracle.com/cd/E24628_01/install.121/e24089/data_
collection.htm#EMADV11808

9

Certifications

This document contains the following topics:

- Certifications
- Searching for Certifications
- Understanding Certification Information
- Video Training

9.1 Certifications

> **Note:** For more information about certifications, including how to determine which combinations of products work together, refer to Knowledge Document 1945326.2, "How to Use My Oracle Support Certifications":
>
> https://support.oracle.com/rs?type=doc&id=1945326.2

9.1.1 What are certifications?

A certification is a combination of Oracle and third-party products, operating systems, or hardware that Oracle has tested and should work together. The Certifications tab provides access to product certification information. A product is certified for a specific release of an operating system on a particular hardware platform, for example, Oracle Database (11.2.0.3.0) on Oracle Solaris 11 (SPARC).

9.1.2 What is the difference between *certified* and *supported*?

Certified is not the same as *supported*. Each product has its own support policy and timeframe, completely separate to certification. For example, a product combination may have been certified by Oracle in 1995. However, one or more of the products in that certification may no longer be supported by Oracle or a third-party vendor.

For information about Oracle's Lifetime Support Policy, view the following URL in a browser:

http://www.oracle.com/us/support/lifetime-support

9.1.3 What is the Product Delivery link?

The Product Delivery link in the Quick Links region provides access to the Oracle Software Delivery Cloud web site where you can download Oracle products.

9.1.4 What is the Lifetime Support Policy link?

The Lifetime Support Policy link in the Quick Links region provides access to information about Oracle support policies.

9.1.5 Where can I learn more about certifications?

To see what's new, review the list in the Recent Updates to Certify banner at the top of the page then click **View the Latest Additions**.

For more information about certifications, review the following information under **Certification Quick Links**:

- What's New for Certifications

    http://blogs.oracle.com/certify

- Tips for Using Certifications (Knowledge Document 1945326.2)

    https://support.oracle.com/rs?type=doc&id=1945326.2

- How to Use My Oracle Support Certifications [Video Only] (Knowledge Document 1948539.1)

    https://support.oracle.com/rs?type=doc&id=1948539.1

If you have questions about specific certifications or cannot find what you are looking for, log a technical service request (SR) with the appropriate product group.

9.2 Searching for Certifications

9.2.1 How do I find a certification?

To find a certification for a product on a specific platform and release:

> **Note:** Ensure that the **Compare Releases and Platforms** option is not selected.

1. In the Certifications Search region, enter a product or partial product name in the **Product** box. As you type, a list of products that match your text appears. You can continue typing the product name or select a product from the list.

    > **Note:** Certifications Search includes aliases for products. For example, if you enter iAS, Fusion Middleware appears in the list.

2. Select a release from the **Release** list.

3. Optionally, select a platform from the **Platform** list.

The default Any returns results for all platforms that the selected product is certified against joined with all of the platforms for products that the selected product is certified against.

For example, in the following scenario platforms P1 and P2 will appear in the Product A Platform list.

- Product A is certified on platform P1
- Product B is certified on platform P2
- Product A is certified with Product B

4. Click **Search**. The results appear in the lower half of the screen, grouped by category.

5. Expand the Operating Systems list then select a platform and operating system version. The certification for the product on the selected operating system appears.

9.2.2 How can I check whether a product is certified for use with another product?

You can check for certified product combinations in two ways:

- After clicking **Search**:

After you have searched for certifications for a product and release combination, product categories are listed in the results area in the **Certified With** column. To find what other products are certified with the specified product release:

1. Expand one of the categories, for example Management and Development Tools.

2. Select a release number link for a product, for example Oracle Internet Directory 10.1.4.2.0.

If available, the list of platforms for the product combination appears with the certification status.

3. Click a platform link to view the certification.

The certification for the first product in combination with the second product on the selected platform appears.

- Before clicking **Search**:

Before performing the initial product search:

1. Specify a product and release.

2. Click **Check Certifications With Another Product**.

3. Select **Any**, **Product**, or **Product Category**. If you select **Any**, the search will return all products and operating systems certified with the product specified in the first **Product** box. If you select **Product**, enter a product name or partial name in the second Product box or select a product from the list. If desired, specify a release and platform.

If you select **Product Category,** select a category from the **Category** list for which you want to locate certifications, for example Operating Systems, Middleware, and so forth.

4. Click **Search**.

5. Expand one of the categories, for example Management and Development Tools.

6. Select a release number link for a product, for example Oracle Internet Directory 10.1.4.2.0.

If available, the list of platforms for the product combination appears with the certification status.

7. Click a platform link to view the certification.

9.2.3 How do I compare certifications?

To search for certifications for multiple product, release, and platform combinations:

1. In the Certifications Search region, select **Compare Releases and Platforms**.

2. Enter a product or partial product name in the **Product** box. As you type, a list of products that match your text appears. You can continue typing the product name or select a product from the list.

3. Select one or more releases from the **Release** list or select **All** to find all releases for the selected product.

4. Select up to five platforms from the **Platform** list.

   The results appear in the Certification Results table. The product, release, and platform combinations are listed in each row, along with the status for each platform.

   > **Note:** If you selected only one release and platform, the Certification Results page appears as it does if you had not selected **Compare Releases and Platforms** and had searched for a single product, release, and platform combination.

5. If a platform has the status Certified, you can click the **Certified** link to view the certification details.

   > **Note:** If you click the product link in the Product Release column, the Certification Results page appears as if you had searched for certifications for that single product.

9.2.4 What are the different certification statuses?

A certification has one of the following status:

- Certified - the product combination is currently certified.

- Planned - the product combination is not yet certified, but may be certified in the future.

- Not Certified - the product combination is not certified. Certifications with the status Not Certified are not searchable. They only appear in the Details page as exceptions to a hierarchical certification.

- Withdrawn - the product combination was previously certified but the certification has been withdrawn. Typically this is because Oracle found issues which prevent this from being a certified combination. It could also be due to the end of support for a vendor product or platform.

9.2.5 How do I save a certification search?

To save a certification search, after you perform a search click **Save** in the Certification Search region then give the search a name. The saved search appears on the **Saved** tab.

9.2.6 How do I print or export a certification search?

To print certification search results, select **Print** from the **View** menu in the Certification Results window.

To export certification search results to a Microsoft Excel file (.xls), select Export to XLS from the **View** menu in the Certification Results window.

9.2.7 How do I share a link to a certification search?

To share a link to a certification search, click **Share Link** in the Certification Results region then copy the link displayed.

9.2.8 How can I find previously found certifications again?

The system maintains a list of the most recent searches in the Recent tab of the Certifications Search region. Click a search to find the certification again.

9.3 Understanding Certification Information

This section explains the information on the Certification Results page. The selected certification may not have all of the categories listed in this section.

9.3.1 What does it mean to have an operating system certification for Oracle E-Business Suite?

The platform and release which run the concurrent manager are shown in the Operating System category. Look in the Application, Database, and Middleware categories for those corresponding products and their supported platforms and versions.

9.3.2 What information is in the Notes section?

The Notes section contains information about the certification product combination. Where available, the section includes links to relevant documents including more details certification information.

9.3.3 What are required patches?

Required patches are patches that must be applied to the product or operating system for the certification to be valid. Each required patch is listed on the Certification Results page. Click the patch number link to go to the Patch Details page on the Patches & Updates tab to view the patch and options for downloading.

See the Patch Downloads help for information about downloading patches.

9.3.4 What is the Downloads section?

If the certification that you are viewing has software products associated with it that you can download, you will see the Downloads section.

9.3.4.1 How do I download software?

To download software from the Downloads section:

1. Select a software product from the table, or select the box at the top of the selection column to download all software products available in the table. There may be only one software product available for download.

2. Click **Download**.

   The File Download window appears with a list of available files. If the files require a license, the license agreement appears on the right side of the window.

3. If the window includes a license agreement, click **View More...** to view the entire license, then click **Accept** to accept the terms of the license.

   You can now download the files.

4. If desired, click **Show Digest Details** to view the MD5 message-digest hash value for each file.

5. Click the link for each file to download that file.

9.3.4.2 What is the WGET Option?

WGET is a UNIX download utility. Click WGET Options to download a WGET script that you can save as a file or copy to the clipboard. For more information about WGET, see the "Download Using WGET" section of the Patches & Updates help.

9.3.4.3 Why do you recommend using a download manager?

Many customers feel it is the most effective way to download many files. The size of the files can be large, and if you need to download many of them, it could be easier and more convenient over time to use a download manager. There are many download managers available. Oracle has no specific recommendation on which download manager to use.

9.3.4.4 When I download a patch, why am I asked for a password?

Some software products have limited distribution. These products have the classification Controlled and are password protected. If you try to download a controlled software product, you are prompted for the password. Log a technical SR to request the password for a controlled software product.

9.3.5 What are the different types of support?

The Support Information section lists the dates, if available, that different levels of support end.

- **Premier Support**: Provides you with maintenance and support of your Oracle Database, Oracle Fusion Middleware, and Oracle Applications for five years from their general availability date.

- **Error Correction**: Provides updates through patches for the product. For more information about error correction, see the following documents:

  - Knowledge Document 209768.1, "Database, FMW, EM Grid Control and OCS Software Error Correction Support Policy"

    https://support.oracle.com/rs?type=doc&id=209768.1

  - Knowledge Document 1195034.1, "Oracle E-Business Suite Error Correction Support Policy"

    https://support.oracle.com/rs?type=doc&id=1195034.1

- **Sustaining Support**: Available for as long as you license your Oracle products. With Sustaining Support, you receive technical support, including access to our online support tools, knowledge bases, and technical support experts.

- **Extended Support**: Provides you with an extra three years of support for specific Oracle releases for an additional fee.

For more information about Premier, Sustaining, and Extended Support, see the Lifetime Support Policy:

http://www.oracle.com/us/support/lifetime-support/index.html

9.3.6 What are exceptions?

The Exceptions area of the Certification page lists any products or components that are not included in the certification. This typically only occurs when a product line is mostly certified, but maybe one product within the line is not.

9.3.7 If a product is certified for plus releases, how do I know what releases the certification includes?

For some products, the certification includes a release plus higher releases, for example JRE 1.5_16+. In this example, the certification includes JRE 1.5_16, JRE 1.5_17, JRE 1.5_18, but not JRE 1.6. If the release number ends with an asterisk (*), any new release is certified. For example, JRE 1.6_* indicates that any release starting with 1.6 is certified and JRE 1.* indicates that 1.1, 1.5, or any 1.6 release is certified, but JRE 2.0 is not certified.

9.3.8 What is 32/64-bit compatibility?

Where appropriate, the Certification Results page explains that the product can be run in 32-bit or 64-bit mode and is certified on 64-bit operating systems to run in one of these two modes. You cannot run in 64-bit mode on a 32-bit operating system.

9.4 Video Training

For video training on Certifications, see Knowledge Document 1948539.1, "How to Use My Oracle Support Certifications [Video Only]":

https://support.oracle.com/rs?type=doc&id=1948539.1

10

Managed Cloud Services

This document contains the following topics:

- Managed Cloud Services
- Managed Cloud Home
- Services
- Requests
- Outages
- Access Control
- Reports
- Documents
- Calendar
- Organization
- Policies
- CEMLI

10.1 Managed Cloud Services

10.1.1 What is the Managed Cloud tab?

The Managed Cloud tab enables Oracle Managed Cloud customers to track their services and requests for changes (RFCs).

10.1.2 Who can see the Managed Cloud tab?

The Managed Cloud tab is visible to customers with at least one Managed Cloud Support ID (SI).

10.1.3 Should I use PowerView with the Managed Cloud tab?

Yes. PowerView enables you to filter information for specific SIs. To use the Managed Cloud tab, you must use PowerView to select the SIs associated with a single customer. An error occurs if you have SIs associated with more than one customer and you do not use PowerView to filter for a single customer. See the Getting Started help for information about creating PowerViews.

10.2 Managed Cloud Home

10.2.1 What is the Managed Cloud Home page?

The Managed Cloud Home page provides general announcements, pending requests, information about planned changes (RFC's), and service requests (SRs) associated with your SIs.

10.2.2 What is the Announcements region?

The Announcements region contains information about My Oracle Support for Managed Cloud Services users. Click each title to view information about the different topics. A yellow triangle with an exclamation mark (!) appears next to the title if it contains important news. The date represents the date that this announcement was posted.

10.2.3 What is the Pending Requests region?

The Pending Requests region lists RFCs waiting approval. Click an RFC link to view the RFC.

10.2.4 What is the Planned Changes region?

The Planned Changes region lists planned RFCs for your SIs.

10.2.4.1 How do I search for an RFC?

Note: To display or search for closed RFCs, select **Include Closed RFCs** above the search box. This option slows the search, so only use it when you want to search for closed RFCs. To view only RFCs created by you, select **My RFCs**.

To search for an RFC:

1. Select **RFC Number**, **Target**, **RFC Type**, **Summary**, **Contact Last Name**, or **Status** from the list next to the search box. The default category is **RFC Number**.

2. Enter search criteria in the search box, then click the search icon. My Oracle Support searches all RFCs for which you have an SI.

Note: Search is case sensitive and finds matches based on the first few characters entered. For RFCs or partial RFCs, use the format *Y-XXXXXX*, where *Y* is a number and *X* is an alphanumeric character.

10.2.4.2 How do I create an RFC?

Note: Only users with the Create RFC privilege have the option to create an RFC.

To create an RFC:

1. In the **Planned Changes** region, click **Create RFC**. The Create RFC wizard appears.

2. Complete the steps in the Create RFC wizard.

3. On the Details page, make the appropriate changes, then click **Submit**. The RFC will appear in the Planned Changes region, depending on the filters you have selected.

10.2.4.3 How do I view my RFCs?

To view an RFC, click the RFC in the Planned Changes region.

10.2.4.4 How do I update an RFC?

To update an RFC that you created:

1. Click the RFC in the Planned Changes region. The page for the selected RFC appears.

2. Choose one of the provided buttons to perform the update.

10.2.4.5 How do I close an RFC?

You can close RFCs that you created. To close an RFC:

> **Note:** You can only close RFCs that you created.

1. Click the RFC that you want to close in the Planned Changes region. The page for the selected RFC appears.

2. Click **Close**. The Close RFC page appears.

3. Enter comments, if desired, then click **OK**.

10.2.4.6 How do I cancel an RFC?

To cancel an RFC:

1. Click the RFC that you want to cancel in the Planned Changes region. The page for the selected RFC appears.

2. Select **Cancel** from the **Actions** menu. The Cancel RFC page appears.

3. Enter comments, if desired, then click **Cancel RFC**.

10.2.5 What is the Service Requests region?

The Service Requests region lists SRs for your Managed Cloud Services SIs. If you have PowerView turned on, the SRs listed will be for the SIs specified by PowerView.

You can resize columns in the region, sort the region by clicking on the triangles next to the column names, and add, hide or rearrange columns by clicking **Columns**, then selecting **Mange Columns** in the **View** menu.

Select **Detach** to expand the Service Requests region.

10.2.5.1 How do I search for an SR?

To search for an SR, select the search criteria from the list next to the search box, enter text in the search box, then click the search arrow.

> **Note:** To display or search for closed SRs, select **Include Closed SRs** above the search box. This option slows the search, so only use it when you want to search for closed SRs. To view only SRs created by you, select **SRs Created by Me**.

10.2.5.2 How do I create an SR?

To create an SR, click **Create SR** in the Service Request region.

> **Note:** For information about creating a Managed Cloud Services SR, see the **How do I create a Managed Cloud Services SR?** section of the Service Requests help.

10.2.5.3 How do I view SRs?

To view an SR, click the SR link in the Service Requests region.

10.2.5.4 How do I update an SR?

To update an SR, click the SR link, click **Add Update**, enter information in the Update Details box, then click **Post Update.**

10.2.5.5 How do I close an SR?

To close an SR, click the SR link, click **Close SR,** select a reason for closing from the list, enter information in the Update Detail box (optional), then click **Post Update.**

10.3 Services

The Services page displays your environments sorted by the services that they are attached to. Click an environment to view basic information about that environment, for example the go-live date and type of environment.

10.4 Requests

10.4.1 What is the Managed Cloud Services Requests page?

The Managed Cloud Services Requests page provides information about planned changes (RFCs) and SRs.

10.4.2 What is the Changes page?

The Changes page provides information about planned changes and RFC profiles.

10.4.2.1 What is the Planned Changes region?

The Planned Changes region lists Requests for Changes (RFCs) for your SIs. See the Managed Cloud Home help for more information about the Planned Changes region.

10.4.2.2 What is the RFC Profiles region?

Profiles include header information for RFCs, for example instance name, contact information, and the type of RFC. You can use profiles to save time and effort when

creating an RFC. For example, you can create a profile to use when you want to create an RFC to refresh a Development environment from a Production environment.

To create an RFC profile:

1. If necessary, click the arrow next to the RFC Profile region title to expand the region.

2. Click **Create RFC Profile**, enter profile details, then click **Create Profile.**

   The new profile appears in the RFC Profiles region.

To view or delete an RFC profile:

1. If necessary, click the arrow next to the RFC Profile region title to expand the region.

2. Click a profile link in the Profile Name column, edit profile details as required, then click **Update Profile** or **Delete Profile**.

10.4.3 What is the Incidents page?

The Managed Cloud Incidents page provides information about SRs. To view the Incidents page if you are viewing the Changes page, click **Incidents** above **Cloud Services Requests - Changes.**

10.4.3.1 What is the Service Requests region?

Service requests (SRs) are either technical or Contact Us SRs (non-technical SRs). Submit a technical SR to receive product support related to hardware and software products. The Service Requests region displays the most recent technical service requests for your Support Identifiers (SIs), with the most recently updated SR listed first. When you click an SR link, the SR opens in a new tab or window depending on your browser and configuration settings.

10.4.3.2 How do I create a Managed Cloud Services SR?

For information about creating a Managed Cloud Services SR, see the "How do I create a Managed Cloud Services SR?" in the Service Requests help.

10.4.3.3 What is the Contact Us Service Requests region?

A Contact Us SR is related to issues other than product support. Use a Contact Us SR for help concerning your account, permissions, issues with the web site, license and entitlement, sign in issues, ordering physical media, or if you are having issues filing a technical SR. Both primary and alternate contacts listed in the service request can edit a Contact Us SR.

The Service Requests region displays technical SRs. The Contact Us Service Requests region displays Contact Us SRs.

10.4.3.4 What is the Auto Generated Service Requests region?

The Auto Generated Service Requests region lists SRs that are automatically generated for your Managed Cloud Services environments, for example by Oracle Enterprise Manager. You can perform the same actions with Auto SRs that you can with manually created SRs. For information about managing SRs, see the "Managed Cloud Home" page help.

10.4.3.5 What is the Draft SRs region?

When you create an SR, you can choose to save it as a draft before you submit it. The Draft SRs region lists any draft SRs associated with the visible SIs. After you click **Submit** in the Service Requests wizard, the SR is moved to the Service Requests region.

10.5 Outages

10.5.1 What is the Managed Cloud Services Outages page?

The Managed Cloud Outages page provides information about service outages related to environments listed under your Power View SI in the past 365 days.

10.5.2 How do I filter the outages displayed?

By default, the Outages region displays all outage types. Click the arrow next to the **Show** menu then select **New**, **Planned**, or **Unplanned** to view other types of outages.

To view more information about an outage, click an environment name link.

10.6 Access Control

Use the Access Control page to change passwords for and request access to your Managed Cloud environments.

10.6.1 What is the Authorized Approvers page?

The Authorized Approvers page contains the Authorized Approvers region that lists the approvers and their privileges for the selected SI.

To change the SI, select a different SI from the Support Identifier menu.

To add an approver click **Add**, enter details on the Add Authorized Approvers screen, then click **OK**.

10.6.2 What is the Environments page?

The Environments region lists the Managed Cloud environments associated with the SIs listed in your profile. To view the Environments page if you are viewing the Authorized Approvers page, click **Environments** above **Cloud Services: Access Control - Environment**s. From the Actions menu you can:

- Save an environment alias.

- Reset the password for all host (Production) accounts.

- Reset the access policy for all accounts.

- View your access request history.

You can also select **Reset Access Policy for All Accounts**. Do this to synchronize with Oracle's Access Provisioning System when users roles have been added or revoked.

10.7 Reports

10.7.1 What is the Managed Cloud Reports page?

The Managed Cloud Reports page contains the following interactive reports:

- Change Request report
- Availability report
- Assessments report
- Security Scorecard
- Exadata report

Click a report name in the Reports page to view that report.

10.7.2 What are Change Request reports?

The Change Request Report page displays information about all work which is scheduled for execution or has been executed already.

To generate a change request report:

- Select and RFC Status. All is selected by default.
- Choose to search by creation date or planned start date.
- Select a date range for all changes that started within that range.
- From the **Configurations** option, select all configurations or select service types or instances to view the changes associated with those configurations.
- Click **Get Report**.

10.7.3 What are Availability reports?

The Availability report page provides reports about unplanned outage events and service interruption events at the environment level.

To generate an availability report:

1. Select a report type.
2. Select an environment.
3. Specify a time period.
4. Click **Get Report**.

10.7.4 What are Assessments reports?

The Assessments reports page provides information about production assessments. Production assessment occurs throughout the lifecycle of each customer project. Oracle Managed Cloud schedules production assessment checklists automatically based on the customer implementation type, modules implemented, service offering, and the planned go-live date.

From the Assessments reports page, you can do the following:

- View the checklist area, the checklist name, the assessed instance, who initiates the assessment, and who reviews the assessment.
- Click Export to download the checklist file and the execution process.
- Check the deployments and implementations to which the assessment applies.

10.7.5 What are Security Scorecard reports?

The Security Scorecard shows any security scorecards that have been uploaded. The scorecards are also visible under Documents in the Security Scorecard subfolder.

10.7.6 What is the Exadata report?

> **Note:**   The Exadata report is visible to customers who have an SI associated with an Exadata service.

The Exadata report page, also known as the Exadata Dashboard, displays information about your Exadata Cloud including:

- Basic service information

- Status by instance, host, and storage cell

- System metrics

The Exadata report is organized into four parts:

- Overview - includes general information about the Exadata service.

- Overall Statistics -includes the average number of transactions per second and the average response time.

- Servers - includes servers associated with the instance specified in the Overview section.

- Storage Cells - includes storage cells associated with the instance specified in the Overview section.

10.8 Documents

10.8.1 What is the Managed Cloud Documents page?

On the Managed Cloud Documents page you can view and manage documents that relate to the customer that you are viewing.

10.8.2 How do I expand the folder tree?

When you view the Documents page, the folder tree may be collapsed. To expand the folder tree, click the arrow next to the ROOT folder. You will see any sub folders that have been added.

10.8.3 How do I add a new folder?

Note: This is section is for Customer User Administrators (CUAs) only.

To add a new folder:

1. Select the folder under which you want to add the new folder.

2. Click **Actions**, then select **New Folder** from the list.

3. In the dialog box that appears, enter a name for the folder then click **OK**.

4. Click **Actions**, then select **Refresh** from the list.

10.8.4 How do I upload a file?

To upload a file:

1. Select the folder under which you want to add the file.

2. Click **Actions**, then select **Upload File** from the list. In the dialog box that appears, click **Browse...** to locate the file.

3. If desired, enter a description of the file, then click **Upload**.

4. Click **Actions**, then select **Refresh** from the list.

10.8.5 How do I view a file?

To view a file, click the link in the **File Name** column.

10.8.6 How do I rename a file or folder?

To rename a file or folder:

1. Select the file or folder.

2. Click **Actions**, then select **Rename** from the list.

3. Enter a new name, then click **Rename**.

10.8.7 How do I delete a file or folder?

Note: This is section is for CUAs only.

To delete a file or folder:

1. Select the file or folder.

2. Click **Actions**, then select **Delete** from the list.

3. In the confirmation dialog box, click **OK**.

10.8.8 How do I refresh the page?

To be sure you are viewing the most recent changes, click the browser's refresh button.

10.9 Calendar

10.9.1 What is the Managed Cloud Calendar?

The Managed Cloud Calendar displays all scheduled RFCs for selected Oracle SIs and gives you the ability to create your own calendar entries. You can view calendar entries from November 2009 to one year from the current calendar date. The Managed Cloud Calendar is available to users with View or Create & Update change request privileges. Manual calendar entries can only be made by authorized approvers for a specified environment. You must select a time zone to see your calendar entries.

10.9.2 How do I change the calendar time zone?

To change the time zone, select a different time zone from the Time Zone menu.

10.9.3 Can I view data for a specific environment?

Yes. By default, the calendar displays data for all of the environments associated with the specified Oracle SI. To view data for one environment, select the environment from the Environment menu.

10.9.4 How do I manually add a calendar entry?

When planning changes, you might want to manually create a calendar entry and add RFCs to the entry to enable you to preschedule or prioritize changes.

> **Note:** Only users that are authorized approvers for a specified environment can create or edit manual calendar entries for that environment.

To manually add a calendar entry:

1. Select a time zone.

2. Click an empty space on the Calendar page or right click, then click **Create Event**. The Create Event dialog box opens.

3. Enter the required information.

> **Note:** Only environments for which you are an authorized approver appear in the Environment menu.

4. If desired, enter an RFC or a comma-separated list of RFCs in the RFCs to schedule box. A list of RFCs appears.

5. Click the RFC numbers in the list to add them to the RFC to Schedule box.

6. Click **OK**. The entry appears on the calendar.

> **Note:** RFCs entered in the RFC to Schedule box are not validated against the SI associated with the manual entry.

10.9.5 How do I delete or edit a manual entry?

To manually delete a calendar entry, right click the entry in the calendar, select **Delete Event**, then click **OK**.

To manually edit a calendar entry, right click the entry in the calendar, then select **Update Event** or click on the calendar entry. Edit the information in the window that appears, then click **OK**.

10.10 Organization

10.10.1 What is the Organization page?

On the Managed Cloud Organization page you can view information about the companies, Managed Cloud services, and Oracle contacts related to the SI that you are viewing.

10.10.2 What is the Contacts region?

The Contacts region list all contacts associated with the SI you are viewing. Contacts are maintained by a Service Delivery Manager (SDM).

10.10.3 What is the Locations region?

The Locations region lists the addresses for the company associated with an SI you are viewing.

10.10.4 What is the Customer Management Team region?

The Customer Management Team region lists all Oracle contacts associated with the SI that you are viewing. Contacts are maintained by a Service Delivery Manager (SDM).

10.11 Policies

10.11.1 What is the Policies page?

The Policies page provides links to Managed Cloud policies and reference documents.

The link **About My Oracle Support for Managed Cloud Services** (MOS-MCS) navigates to MOS-MCS specific release notes and to more detailed process documentation about MOS-MCS.

10.12 CEMLI

Oracle CEMLI Services enables you to manage configurations/customization, extension, modification, localization, and integration (CEMLI) of your Oracle E-Business Suite deployment.

Click **Help Contents** on the left side of the CEMLI page to view the CEMLI help.

11

CRM On Demand

This document contains the following topics:

- What is the CRM On Demand tab?
- Who can see the CRM On Demand tab?
- How do I search for an SR?
- How do I create an SR?
- How do I view my SRs?
- How do I view SRs created by other users?
- How do I update an SR?
- How do I close an SR?
- How do I reopen a closed SR?

11.1 What is the CRM On Demand tab?

The CRM On Demand tab enables Oracle Customer Relationship Management (CRM) On Demand customers to log and track CRM On Demand service requests (SRs). On the CRM On Demand page, the My SRs region displays open SRs that you have created, and the My Company's SR region displays SRs with a customer service identifier for which you have view SR privileges. From the CRM On Demand page, you can perform the following tasks:

- Create an SR
- View an SR
- Update an SR
- Close an SR
- Reopen an SR

11.2 Who can see the CRM On Demand tab?

The CRM On Demand tab is visible to customers with at least one CRM On Demand support identifier (SI) in their profile.

11.3 How do I search for an SR?

You can search for an SR in the My SRs or My Company's SRs region. To search for an SR:

1. Select a search category from the list next to the search box in the My SRs or My Company's SRs region. The default category is Title.

2. Enter search criteria in the search box, then click the search icon.

   The results appear in the My SRs or My Company's SRs region.

   - If you are searching in the My SRs region, CRM On Demand searches all SRs that you created.

   - If you are searching in the My Company's SRs region, CRM On Demand searches all SRs for which you have an SI.

Note: Searches are case sensitive and find matches based on the first few characters entered. For SR numbers or partial numbers, use the format *X-XXXXXX*, where *X* is a number.

11.4 How do I create an SR?

To create an SR:

1. In the **My SRs** region, click **Create SR**. The Create Service Request wizard appears and displays the Identify Issue page.

   Note: The **Create SR** button is not visible unless you have at least one CRM OD SI in your profile.

2. Enter or select the appropriate information, then click **Next**. The Complete and Submit page appears.

3. If the **Solve Your Problem Now** section displays a list of related knowledge articles, review the list of articles and, if desired, select an article. The selected article appears on the screen.

4. If you selected an article, you can:

   - Click the icon next to **Rate this Document** to complete a questionnaire about the article, then click **Rate Article**.

   - Select a rating, enter comments in the **Comment** box, then click **Send Rating**.

   - Select one of the following:

     This Article Solved my Problem - If you select this link, you receive a message saying changes to the SR will be lost. Click **OK** to cancel the SR and view the article in the Knowledge base.

     Next - If you click **Next**, the Complete and Submit page appears.

5. On the Complete and Submit page, make the appropriate selections, then click **Submit**. The SR will appear in the My SRs and My Company's SRs regions.

11.5 How do I view my SRs?

To view an SR that you created, in the My SRs region click the link in the **Title** column. The SR page appears.

If you are viewing an SR that you created, you can do the following:

- Update an SR

- Close an SR

- Reopen a closed SR

■ Add an attachment to the SR

11.6 How do I view SRs created by other users?

SRs that you created as well as SRs created by others against SIs contained in your user profile are listed in the My Company's SRs region. To view an SR in the My Company's SRs region, click the link in the **Title** column. The SR page appears.

The SR page displays the selected SR. If you did not create this SR, this page is read only.

> **Note:** Oracle Customer Care must enable the SR View privilege in your Oracle profile before you can view your company's SRs.

11.7 How do I update an SR?

You can update and add an attachment to an SR that you created. To update an SR:

1. View the SR. The SR page appears. See "How do I view my SRs?" for information about viewing SRs that you created.

2. Click **Add Update**.
   The Update page appears.

3. Add update information, then click **Post Update**.

4. In the Summary section of the Update page, update the following sections as required.

   ■ Select the e-mail notification option **When SR Is Updated.**

   ■ Update the alternate phone number in the **Alternate Phone Number** box. Click Edit next to the **Alternate Phone Number** box, enter a phone number, then click **Save**.

5. To add an attachment, click **Add Attachment**, click **Update**..., click **Choose File**, select a file, click **OK**, then click **Attach File**.

6. To view attachments, click the **View Attachments** link in the Summary region then click an attachment link.

11.8 How do I close an SR?

You can close SRs that you created. To close an SR:

Note: You can only close SRs that you created.

1. In the My SRs region of the CRM On Demand page, select the SR that you want to close.

2. Click **Close SR**. The Update page appears.

3. Enter comments in the **Update Detail** box, then click **Post Update.**
   The SR page reappears and the status in the Summary box is Customer Closed.

11.9 How do I reopen a closed SR?

You can reopen an SR that you created within 14 days of the SR being closed. After 14 days, an SR cannot be reopened. To reopen a closed SR:

Note: You can only reopen SRs that you created.

1. In the My SRs region, view the SR that you want to reopen. The SR page appears. See "How do I view my SRs?" for information about viewing SRs that you created.

2. Click **Re-Open SR**.

3. Enter comments in the **Update Detail** box, then click **Post Update**. The SR page reappears and the status in the Summary box is **Update from Customer**.

12

Systems

This document contains the following topics:

> **Note:** The Systems tab is visible only to:
>
> - Customer User Administrators (CUAs)
> - Users with at least one hardware support identifier (SI) and View Asset privileges in their profile
> - Users with active targets associated with the hardware or software SIs in their profile

- Systems, Targets, and Configurations
- Patch Recommendations
- Health Recommendations
- Inventory Report
- Assets
- Hardware Identified by Collector

12.1 Systems, Targets, and Configurations

A system is a manageable entity such as a database, an Oracle E-Business Suite installation, or an application server. A system can contain other systems and targets, which are the lower level items such as an OC4J (part of an application server), an Enterprise Manager Agent, a host, or the components which make up the Oracle E-Business Suite installation.

The Systems region displays all of the systems on which the configuration manager is running. You can customize the Systems region to display different columns, filter the list of systems, group systems by attributes, or search across systems. You can also mark individual systems as Favorites for filtering and quick access through the Favorites menu. You can use PowerViews with systems and create service requests (SRs) on the Systems page. The configuration data which is collected for a system can be used to find problems or be used by Support to help diagnose and resolve issues.

You can select a system to drill down into the Systems dashboard.

> **Note:** For effective administration, you should have administrator privileges for the SI used to register and upload configuration manager collected information. For information about how to deactivate, delete, remove, and reactivate a system or target, see the following note:
>
> https://support.oracle.com/rs?type=doc&id=1175546.1

By default, when you install the configuration manager collector in an Oracle home and as you add collectors to each Oracle home, the collector uploads the configuration information to Oracle. This information is used to derive the logical relationship between targets, which is then used to create a logical grouping presented as a system in the Systems region of the Dashboard tab. A system is composed of manageable entities, called targets. System names typically end in an underscore followed by letters that identify the system type, for example, _dbsys for an Oracle Database system or _wbl for an Oracle WebLogic system. Target names typically include the short name. For example, A1332DIS_apps_cm is an Oracle Concurrent Manager target. Each target contains a configuration, which contains categories of items. Each item has a name and one or more properties. A system can contain other systems. For example, an Oracle E-Business Suite system contains an Oracle Database system.

You can also configure the OCM collector in "disconnected" mode. In this mode, a file with the configuration data must be manually uploaded to a draft SR.

Oracle E-Business Suite can contain an Oracle Real Application Clusters (RAC) installation, which is also a system. It also contains an Oracle Concurrent Manager target, which has a configuration shown in the target's details region. This configuration contains the category Workshifts for Concurrent Managers. In that category is a table of Application IDs with values for a set of properties.

> **Note:** If you have edit privileges on the systems, you can edit the system's name to something more meaningful. This name will also appear to other users with access to the system or target.

12.1.1 Systems Region

Note: Configuration manager collectors must be deployed to populate the Systems region with data.

The Systems region lists all systems associated with the SIs listed in your profile, up to a maximum of 2000 systems. You can use the Search feature, the Advanced local filter or PowerViews to locate the systems that you are interested in.

From the Systems region, you can select a system to drill down to detailed information about the system. For example, drilling down on an Oracle E-Business Suite system enables you to view the contents of that Oracle E-Business Suite system, including SRs, system details, and related Knowledge Base articles.

System Details Region

When you drill down on a system in the Systems region, the System Details region displays the component targets that make up the selected system. From the System Details region, you can drill down on an individual target to display details for that target.

12.1.2 Targets Region

Note: Configuration manager collectors must be deployed in order to populate the Targets region with data.

The Targets region lists targets that are part of the systems associated with your SI. The Targets region enables you to access targets directly from the Dashboard page without having to drill down into a specific system. This provides you with instant access to target information such as the host on which it is located, the target home location, or which targets are not currently part of a system. You can also deactivate targets directly from this region if you are the administrator of the SI to which the collector is associated.

The Targets region displays all of the individual components that configuration manager collectors discover, such as OC4J (part of an application server), an Enterprise Manager Agent, a host, or the components which make up the Oracle E-Business Suite installation. You can set up the Target region to display a variety of columns, search for a named target, filter the list of targets, or group targets by attributes. You can also mark important targets as Favorites for further filtering and quick access through the Favorites menu. Additional features are available for working with PowerViews and exporting the table. The configuration data that is collected for a target is useful for finding problems or by Support to help diagnose and resolve issues.

The Targets region is limited to displaying 2000 targets. You can use the Search feature, the Advanced local filter or PowerViews to locate the targets you are interested in.

The Targets region enables you to view a snapshot of a target at a given point in time and to compare a historical snapshot with the current snapshot or another historical snapshot.

Drill down to an individual target's page to go directly to either the host target that this particular target is located on, or to the Oracle home target where this particular target is located. An Oracle home is particularly useful because it contains applied patch information.

Typically, you can browse the details of a system, and then browse the details of a target in that system. You might decide to make that target a favorite, and then access it at any time from the Favorites menu.

12.1.3 Configuration Region

When you drill down on a system or target, you can see the current configuration settings in the Configuration region.

> **Note:** Some systems do not display configuration information and therefore do not display the Configuration region.

You can also see the configuration settings as they were at a prior point in time, compare configuration settings between two points in time, and see configuration changes over a period of time. These features are helpful in pinpointing configuration setting changes that may have contributed to a problem.

12.1.4 Working With Systems and Targets

12.1.4.1 How do I view system and target configurations?

You can find a specific system configuration within the Systems region and you can find a specific target configuration within the Targets region. The Systems and Targets regions are available from the Dashboard and Systems tabs.

A useful way to locate a specific system or target from these regions is to use the grouping or search filters. After you have located a system or target, you might decide to make the system or target a favorite so that you can access it quickly at any time directly from the Favorites menu.

After you have selected a specific system or target, you can view the configuration settings by drilling into that system or target configuration.

12.1.4.2 How do I use the configuration to diagnose a problem?

Sometimes a recent configuration change can cause an issue with your system. You can check the configuration changes that occurred by drilling down into the specific system or target of interest. From within the Configuration region, you can compare today's configuration to a configuration on a date when the system was working correctly. To compare configurations:

1. In the Configuration region, from the Compare menu select **Latest with Another Date**.

2. Select a date from the calendar that appears, then click **Apply Date**.

   If there was no collection on the date that you selected, the collection on the closest possible date is used.

   On the left is a list of categories, and on the right is a list of items that have some differences. Categories that are disabled have no changes.

12.1.4.3 How do I find a system or target?

If you can't find a system or target, have you seen it in the past? Could it have been deactivated? Maybe the Oracle home was upgraded and there is a problem with the collection? First look at the **Settings > Manage (or View) Deactivated Collections** table. If it is not there, check to see if it was renamed. Otherwise you might look on the Collector tab for the FAQ document for the collection manager.

12.1.4.4 How do I remove targets no longer in use?

Note: Ensure that all SRs associated with the target have been closed. To deactivate a target, you must be the Customer User Administrator (CUA) for the SI that was used to upload the target.

1. Select the target in the Targets region. The context menu appears.

2. Select **Other Actions**.

3. Select **Deactivate Target**.

12.1.4.5 Why does my system not appear in the Systems region?

When the collector performs an upload, systems are generated on the repository side. When a system does not show up, look for these possible causes:

1. For a database, iAS, and Oracle E-Business Suite, make sure that the database instrumentation ran and a collection was performed. The steps are described in the *Oracle Configuration Manager Installation and Administration Guide*, available from the Collector tab.

2. The collector was not installed in the correct Oracle homes. Consult the *Oracle Configuration Manager Installation and Administration Guide*, available from the Collector tab.

3. No system is generated for the upload (for example, host).

4. The upload was performed by a user with multiple SIs, but the upload was not associated with an SI. Ask the user to check the Message Center at the top of the window for Associate Collectors messages. See the "Message Center" help for more information.

5. Check for errors in the log files under the ORACLE_HOME/ccr.logs file.

Note: You can only see systems associated with the SIs in your user profile. To view your profile, select the Settings tab, then select **My Account** to verify whether the SI is listed. If not, enter the SI, then click **Send Request**.

12.1.4.6 Can a system or target be restricted to some users?

A single system or target cannot be hidden from other users who have visibility for the SI. However, the CUA can remove a user from an SI, which will remove access to the systems and targets within that SI.

12.1.4.7 What is the Lifecycle property?

Lifecycle is a property that you can specify for systems and targets. It enables you to filter many views, including health recommendations, according to the lifecycle stage of the target. You can specify one of the following stages:

- Mission Critical
- Production
- Stage
- Test
- Development
- Not Specified

For example, many customers are not interested in seeing health recommendations for Development systems.

All targets associated with a system will inherit the lifecycle of the system, when set. It is also possible to override this inheritance for a specific target. The last lifecycle stage set for a target is displayed.

12.1.4.8 Who can set the Lifecycle property?

Any Customer User Administrator (CUA) can set or unset the Lifecycle property for a system or target.

If you have owner or update privileges for a system or target you can set or unset the Lifecycle property for that system or target from the System Overview region.

12.1.4.9 How do I set the Lifecycle property for multiple targets and systems?

To set the Lifecycle property for multiple targets and systems:

1. Within the Targets or Systems region, click the left side of any rows to select multiple rows.

2. When you have all of the targets or systems selected for which you want to set a the Lifecycle property, click **Other Actions** in the toolbar for any of the selected rows, then select Edit Properties.

3. In the Edit Properties dialog that appears, select one of the following lifecycle options, then click **Save**:

   - Mission Critical

   - Production

   - Stage

   - Test

   - Development

   - Not Specified

4. To see a summary of the existing Lifecycle values for the targets or systems that you selected and for which you are the CUA, click **Show Existing**.

   Note: The counts only include systems or targets from the selected list for which you are the CUA

5. Follow the prompts to confirm your selection. Depending on how many targets or systems you selected, the operation can take more than 10 seconds and up to a minute.

6. When the operation is complete, a message appears in the My Oracle Support message bar at the top right of the page. The message indicates whether the operation was successful or if an error prevented changing the Lifecycle property on some or all of the targets or systems.

To review the Lifecycle property after making changes, do one of the following:

- Ensure that the Lifecycle column is visible for the applicable target or system region, by clicking **Edit** on the left of the region table header.

- Open the target or system detail page directly, then view the Target Overview or System Overview region, where the Lifecycle property is displayed.

12.1.4.10 What happens to member targets associated with a particular system if I set the Lifecycle property on that system?

All member targets associated with a system inherit the latest Lifecycle set for the system. Targets associated with more than one system can have only a single Lifecycle attribute.

To make the Lifecycle property for a single target different from that of its 'parent' system, first set the system Lifecycle property, then override it on the individual target by selecting the **Target** and editing its Lifecycle property.

12.1.4.11 What is the difference between a target and a system?

A system is a collection of targets that form one logical group. System names typically end in an underscore followed by letters that identify the system type, for example, _ dbsys for an Oracle Database system or _wbl for an Oracle WebLogic system. Target names will typically include the short name (for example, A1332DIS_apps_cm is an Oracle Concurrent Manager).

12.1.4.12 How do I determine the value of a configuration item on a specific date?

Go to the target of interest. From the Configuration region, select **Change History** from the **Action** menu, then choose the date for which you wish to view the configuration. You can view any date between today and the date of the first collection.

If you choose a date on which no collection occurred, you will see the latest prior collection date. Typically this means that the requested date had no changes, so the values on the requested date equal the displayed date. Because collections occur only when a change is detected, the dates shown represent the occurrence of changes, and therefore collections.

12.1.4.13 How do I determine whether a value in a configuration changed?

Go to the target of interest, then select **Compare** from the **Action** menu to perform a comparison. After choosing the date range, you will see only categories of items that have differences. Other categories will be disabled.

You cannot search within a configuration. If you have a large category of items and want to find one item, right-click, then copy and paste the table into a spreadsheet or document. The table is also sortable.

12.2 Patch Recommendations

For information about the Patch Recommendations region, see the What is the Patch Recommendations region? section of the Patches and Updates help.

12.3 Health Recommendations

This section describes health recommendations and health recommendation suppression.

12.3.1 About Health Recommendations

Note: The Health Recommendations region is available only when you use the configuration manager collector. See the Collector tab for information on how to take advantage of collections.

The Health Recommendations region displays health check information for all of your systems on which the collector has run, for which recommendations have been found, and which are not currently suppressed. Health checks alert you to potential problems based on your uploaded configurations. New and updated checks are released on a regular basis. Review the health checks for your systems periodically and follow the recommendations. You can suppress the health check if you feel it is unnecessary or wish to defer it to a later time.

The Health Recommendations region is also available when you drill down to a system or target. In this case, the region displays information only about the selected system or target.

From the Health Recommendations region, you can drill down to the Health Recommendations page to see the details of health recommendations. The Health Recommendations page is limited to 2000 recommendations. You can use filters to find the recommendations that you are interested in.

12.3.1.1 Why is my Health Recommendations region empty?

The Health Recommendations region may be empty for the following reasons:

- No health recommendations have been identified for the target configurations that you have uploaded.

- There are currently no health checks available for the target types for which you have uploaded configurations. My Oracle Support currently has health checks available for Oracle Database, Middleware, Oracle E-Business Suite, Oracle Enterprise Manager, Siebel, PeopleSoft, and JD Edwards.

- You have a PowerView filter set that is affecting the display of target information.

12.3.1.2 How can I turn off the recommendations?

To turn off, or suppress, a recommendation, select a recommendation in the Health Recommendations table, then click **Suppress**.

Recommendations are automatically removed after the problem is resolved. After the collector uploads a new configuration, the configuration is analyzed and, if the correction is found, the recommendation will no longer appear as a problem. The default collector uploads configuration changes daily. The analysis is complete when a change is detected. If you suppress a specific recommendation and Oracle determines it is resolved, then the recommendation is cleared and the suppression is hidden. If the recommendation appears in the future, the suppression will still apply. If you suppress an entire check or target, this will continue to stay in effect even if no targets or checks apply.

12.3.1.3 Why does nothing happen when I select a Health Recommendation?

Typically, if you select a row in the Health Recommendation table the detail is shown below. If the area is not shown, you might have reduced the size of the region to close to zero. Drag the resize handle in the bottom middle of the window up to display the detail area. The detail area provides advice to change a configuration property or adjust your installation. (For example: increasing a default value for the SGA, using more than one redo log on a database, or applying a best-practice rule such as enabling database auditing). The details provide reasons for each item and, when appropriate, a link to a Knowledge article or to a patch.

12.3.1.4 When will health checks clear after I fix the problem?

If you perform multiple changes in a day, rerun the configuration manager collector manually to view the most recent Health Recommendations information.

Health Check execution is performed on a queued basis so there may be a lag between when you upload your updated configuration and when the Health Recommendation is refreshed. The refresh will occur within 24 hours of your configuration upload. Therefore, any violations fixed by changes to the system are reflected after the system collection occurs. If you want to verify the fixes immediately, you can trigger the collector to perform a collection by running the collector manually. If you do not rerun the collector manually, changes can take up to 48 hours to appear.

Refer to the *Oracle Configuration Manager Installation and Administration Guide* to learn how to perform a manual collection for each platform:

https://support.oracle.com/rs?type=doc&id=728989.5

Links to collector documentation are available on the Collector tab.

12.3.1.5 How do I see which targets are impacted by a specific check?

Use the tables Group By feature. Click the icon in the top left of the table and choose **Group By Health Check**. Now you can see all targets impacted for each recommendation.

12.3.1.6 How do I see checks for only one type of target, such as the Database?

Use the tables Group By feature. Click the icon in the top left of the table and choose **Group By Target** or **Group By Type**. Now you can view a grouping by each type impacted for each recommendation. If you want to see only a subset of types, use PowerView. Create a new filter with the Type filter and choose the types of interest.

12.3.1.7 When I do multiple select, sometimes I can't choose Suppress.

If you have Group By turned on, then you have probably selected a group header. The table does not know how to handle selecting the group header. Unselect that row (using the Control key held down) and the Suppression options will become available.

12.3.1.8 What does the Certification Check Failed message mean?

If you receive a Certification Check Failed message, Oracle has detected a non-certified configuration for this system or target. More information is available in the Information Health Check section. Within the health check you typically have the option to view certified configurations. Click **View Certified Configurations** to open the Certify application to view alternatives which are certified.

Note: If you do not have the configuration manager release 10.3.4 or higher installed and your product and platform combination is not certified, you may not see the Certification Check Failed message.

12.3.1.9 What are the Severity, Task/Intent, and Lifecycle classifications?

Each health recommendation contains a Severity, Task/Intent, and Lifecycle classification to help you understand the context in which the recommendation occurred.

The Severity classification indicates the relative seriousness of the recommendation and the urgency to which it should be remediated:

- Critical: The issue has the potential to cause a system crash or failure or a severe security issue.

- Warning: The issue can lead to instability in the environment.

- Informational: The best practice advice should be considered as part of future system maintenance.

The Task/Intent classification indicates the context in which the recommendation exists. It relates the recommendation to the tasks typically performed throughout the lifetime of the Oracle product. The Task/Intent categories are Availability, Certification, Configure, Install, Patching, Performance, Scalability, Security, Support Policy, and Upgrade.

The Lifecycle classification indicates the lifecycle status of the associated target. It conveys whether the target is located within a Production, Stage, Development, or Test environment. If the lifecycle of a target has not been set, the value is "Not Specified".

You can use a combination of the Severity, Task/Intent and Lifecycle filters to limit the set of recommendations that you see. You can further refine the set returned by using the Recommendation, Target Name or Target Type search filter. You can also use the PowerView filters to limit the view.

12.3.1.10 What are Health Recommendation discussions?

Health Recommendation discussions are discussion threads on the Community tab that enable you to view and share feedback, tips, and workarounds as well as view replies from Oracle Support staff and other experts.

When viewing the details for a health recommendation, you can see comments that others have made about that health recommendation, enter your own comment, or start a discussion on the health recommendation if one does not already exist.

Click **Read All** to view all of the replies in a discussion.

12.3.1.11 How do I subscribe or unsubscribe to a discussion?

In the Health Recommendation Details area, to subscribe to a discussion click **Subscribe to Discussion** at the bottom of the discussion region. To unsubscribe to the discussion, click **Unsubscribe**. On the Oracle Community site, to subscribe to a discussion, while viewing a discussion click **Subscribe Discussion** in the Actions region. To unsubscribe from the discussion, click **Unsubscribe Discussion**.

If you subscribe to a discussion, you will receive e-mail notifications for that discussion.

For more information about subscribing, see the "Community" help.

12.3.1.12 What is Sustaining Support?

Many Oracle products provide sustaining support. Sustaining support provides technical support for as long as you operate your systems, including access to Oracle's online support tools, knowledge bases, preexisting fixes for your solution, and assistance from technical support experts.

For more information about Sustaining Support, see the Lifetime Support Policy.

12.3.1.13 Why should I get Extended Support?

With Extended Support, you have the freedom to upgrade on your timetable. It provides you with an extra three years of support for specific Oracle releases for an additional fee. You benefit from the security of knowing you can expand your systems when the time is right.

For more information about Extended Support, see the Lifetime Support Policy.

12.3.1.14 What if I want to focus on health recommendations for production systems permanently, and ignore stage, test, and development systems?

To do this, establish a target lifecycle for each of your targets and systems then use Suppression to confine all of your health recommendation activities to production systems.

Note: It is important to keep the target lifecycle designations for your targets and systems up to date. Neither My Oracle Support nor Oracle Configuration Manager (OCM) knows automatically the intended lifecycle of a system. For more information about suppression, see "Suppress Recommendations".

12.3.1.15 How do I quickly find a specific health recommendation, or a health recommendation for a specific target?

To find a specific health recommendation or a health recommendation for a specific target:

1. At the right hand end of the filters row of the main Health Recommendations page, select Health Recommendation or Target Name from the menu.

2. Enter all or part of the recommendation title or target name in the text entry box, then click **Search**. The table displays the recommendations or targets (depending on which you selected) matching your entry.

12.3.1.16 Where can I find details about a specific health recommendation and what do I do next?

To find details about a specific health recommendation, select a single health recommendation in the table on the Health Recommendations page. The pane below the table will display all the available details for the selected recommendation, including:

- A header with all its attributes

- Key attributes of the target where the recommendation was detected, including lifecycle (if set)

- An explanation of the recommendation's risk

- A full explanation of the recommendation itself, with detailed instructions.

The right-and side of the pane will also display comments others have made about the selected health recommendation. You can contribute comments if you wish.

12.3.2 About Health Recommendation Suppression

Suppression is a tool that helps to hide health check recommendations that you do not want to deal with right now. Suppression is a user-level setting, and does not affect users who can view the same health information.

Note: If all of the health checks are suppressed, the counts in the chart will be zero. Click **View the Suppressed Health Check** to view suppressed health checks.

12.3.2.1 How do I use Suppression?

Suppression is a way for you to either temporarily or permanently hide a health check which does not matter to you, all checks for a specific target (such as a Development system), or a specific health check found on a specific target (referred to as a recommendation). Suppression reduces the number of recommendations which appear in the dashboard Health Recommendations region, and in the Health region found on the target pages.

There are four types of suppression:

1. Suppression of a specific recommendation means you will not see this check for this target. This is the smallest type of suppression. One check for one target. So, you might suppress a check for a Development target, but keep it active for a Production target. Being the smallest type of suppression, it can be over-ridden by the other two types of suppression. When this is done, this removes the recommendation suppression.

2. Suppression of a Health Check means you will not see it appear on any target. This is useful when the check will never apply to your environment. Maybe you are in a secure location with no direct Internet connection so checks related to Internet security might be suppressed. (You can still receive recommendations in this kind of disconnected environment).

3. Suppression of a Target means you won't see any checks for that target.

4. Suppression of a Target Lifecycle means you won't see any recommendations for targets that share that lifecycle. (This is dependent on the lifecycles for your systems having been manually defined.)

Note: When you suppress an entire check or for an entire target, any recommendations suppressed will be permanently removed. Removing the check or target suppression will not make the recommendation suppression re-appear.

12.3.2.2 How do I turn on Suppression?

To turn on suppression after selecting a single row or multiple rows in the Health Recommendations region, choose an option from the Suppress menu on the context bar.

12.3.2.3 What is the difference between the Suppressed Targets, Suppressed Health Checks, Suppressed Recommendations, and Suppressed by Lifecycle tabs?

The suppression model is complex enough, so we try to keep it simple. This means that each type of suppression has its own tab. For a full understanding of what is suppressed you need to review all four tabs, but hopefully that is not very often. Use the tabs from left to right. Only tabs that have suppressed recommendations are enabled.

The Suppressed Targets tab has a column for Health Checks.This window will show all of the current recommendations for that target. However, these will not show up in the Suppressed Recommendations tab. Only recommendations which are specifically suppressed are shown there.

In the Suppressed Health Checks tab, check if there are any checks hidden. Use the number linked in the Targets column to see the list of targets which are currently affected by this check. So a check which is listed here will not result in every one of those recommendations being shown on the Suppressed Recommendations tab. Only recommendations which are specifically suppressed are shown there.

One-off suppressed items appear on the Suppressed Recommendations tab. Individual recommendations suppressed will not appear in the other two tabs.

You can use the Suppressed by Lifecycle tab to see what target lifecycles have been suppressed.

12.3.2.4 Will my suppressions be seen by others on my team?

No. Your suppression settings are personal. This enables other administrators or auditors to decide on what is important to them.

12.3.2.5 Tips for Using Suppression

1. Triage your recommendations for inclusion into your next maintenance window. Use suppression to hide items which you want to do in a later window. Use the Suppressed column in the Suppression tables to multiple select and unsuppress a collection of recommendations you deferred previously.

2. Suppress targets which you do not manage so that your focus is on your targets and systems. Use the Group By feature on the table (click on the icon in the top left of the table), and select Group By Target. You can control-click to click one row in each group by for targets you do not manage, and then choose the Suppress menu and choose the second option to Suppress Health Checks (Current & Future) for the Targets.

12.4 Inventory Report

> **Note:** The Inventory Report displays data that is uploaded by the configuration manager collector.

You can use the Inventory report to:

- Find previous releases of products which are no longer supported and export this list as a work list for upgrades.

- Plan staffing, for example ensuring that you have enough Linux or middleware administrators to keep up with growth.

- Compare and contrast the trends of the installation of selected platforms or products and compare to your staffing plans to find gaps or overlap.

- Look for single releases or products so you can consider migrating these products to one of your standard products to save administration effort.

- Create reports or export data to show the uptake of a new Database release, for example, while showing the number of previous releases still being supported.

- Drill down into a specific set of targets to compare configuration data, file SRs, or view patch recommendations.

- Review new items in your environment.

The Inventory Report region contains the following interactive reports:

- Hosts

- Databases

- Middleware

- Applications

- Management Software

Click a report name in the **Show** menu to view that report, then select an item from the report menu to change the report grouping.

You can view trend information, compare and copy results, and print reports based on aggregate information from all of your collections. The interactive reports show trends over time. In the reports, you can:

- Browse through the details of a system to view up to three years of historical data.

- View charts for hosts, databases, applications, and application servers.

- View the Report Details panel to browse the specific information of a target.

- Copy report data into external documents or e-mail

12.4.1 Viewing the Pie Chart

The Inventory Report region displays a pie chart that gives an over view of the selected category, for example, Hosts. To change the category, select a different category from the View menu.

12.4.2 Filter Report Data

To filter the report data by PowerView favorites or support Identifiers (SIs)

1. Click **Advanced**.

2. In the Advanced Inventory Search window, select Support Identifier or Favorite.

   If you select Favorite, select **True**, then click **Save**. Only data for systems and targets that you have made favorites appears.

> **See Also:** For more information about using PowerView, see the "PowerView" section of the Getting Started help page and the "Adding or Removing a Favorite" section of this page.

12.4.3 Viewing Inventory Reports

To view an inventory report, click See Report or click the pie chart. The report for the selected category appears.

To change the report, select a different category from the **Show** menu.

In each report, click the menu next to the report category to group the report data by one of the categories listed. For example, in the Hosts report, select **Platform** to group the data by operating system platform.

12.4.4 Viewing Comparison Trends

By default, the right side of each report contains a comparison trend chart for the past three years. You can perform the following tasks on trend comparison data:

- Use the magnifying glass to zoom in or out of the trend chart.

- Hold down the Control key, then click a box in the **Trend Color** column to show or hide an item in the chart.

- Click the **View Trend Data** link to view the trend in table format.

12.4.5 Viewing Report Details

Each report has a Report Details area that displays detailed information about the items in the report. Click one or more rows in the report to see details of only those rows.

12.4.6 Viewing System or Target Information

Click the link in the first column of each report and each Report Details area, or click a row in the Report Details table, then select **View** from the context menu.

12.4.7 Creating a Service Request

To create an SR, click a row in the Report Details table, then select **Create SR** from the context menu.

12.4.8 Starting the Upgrade Planner

To start the Upgrade Planner, click a row in the Report Details table, then select **Plan Upgrade** from the context menu.

Note: **Plan Upgrade** is enabled only for supported targets. For more information about the Upgrade Planner, see the "Patch and Upgrade Plans" section of the Patches & Upgrades help.

12.4.9 Deactivating a Target

Note: You must have administrator privileges to deactivate a target.

To deactivate a target:

1. Select the target in the Report Details area by clicking anywhere on the a row except the link.

2. Select **Other** from the context menu, then select **Deactivate Target**.

12.4.10 Adding or Removing a Favorite

To add or remove a favorite:

1. Select the target in the Report Details area by clicking anywhere on the a row except the link.

2. Select **Other** from the context menu, then select **Add to Favorites** or **Remove from Favorites**.

12.4.11 Printing Reports

To print the Report Details table, click Print in the **View** menu.

12.5 Assets

> **Note:** The Assets region is visible to Customer User Administrators (CUAs), Asset Administrators, and users with a hardware support identifier (SI) and View Asset privileges in their profile.

12.5.1 Asset Administrator Role

Users with the Asset Administrator role have the same privileges to update asset details as CUAs. A CUA can grant users the Asset Administrator role through the Manage Users page on the Settings tab. See "How do I edit privileges for users?" information about assigning user roles.

12.5.2 Managing Assets

The Assets region lists the hardware assets associated with the SIs that you are managing. By default, no SI is selected, and all of the assets visible to the current user are listed in the Asset table. To view assets grouped by support identifier, select Support Identifiers. The asset table will change to Group By mode automatically.

Select or deselect SIs from the **Support Identifier** menu then click **Select** to add or subtract SIs from the Assets table. Drag the bottom of the Assets table to display more assets. My Oracle Support displays the SIs that you selected the next time that you view the Assets page.

When you select an SI, the view automatically changes to Group By. To turn off Group By, select **Group By** from the **View** menu, then select **Off**. If any SIs are selected, a message appears saying that the selected SIs will be cleared before the Group By view is turned off.

There are three types of assets, listed in the Asset Type column of the Assets table:

- Standalone: An asset that does not have any children (or components) associated with it.

- System: An asset that has one or more children (or components) associated with it. For example, an Oracle Exadata system is a system with server and switch components.

■ Component: Is contained within a system.

You must select **Show Components** to display the components in the Assets table. When you select **Show Components**, the **System Serial Number** column appears. You can search and filter the asset based on this column.

You can click the **System** or **Component** link in **Asset Type** column or the serial number in the **System Serial Number** column to view to all of the components in a system.

By clicking the system asset serial number link, you can drill down to the component assets list for the selected system asset.

In this view, click the second link in the table breadcrumb to view the system asset details.

To go back to the previous table view with all the assets, click the assets link in the table breadcrumb.

Select Multiple Assets

To select multiple assets within an SI so that you can perform the same operations on the selected assets:

> **Note:** You can only select assets within the same SI.

1. Click **View**, select **Group By**, then select **Support Identifier**.

2. Select the assets that you want to update.

> **Note:** Only CUAs and Asset Administrators can update asset details.

To select a contiguous range of assets, click the first asset, then Shift-Click the last asset in the range. Use Control-Click to select non-contiguous assets. You can then make changes to the asset details associated with the selected assets in one operation by selecting actions from the **Action** menu or the context menu. Click anywhere except a link in the asset row to view the context menu.

Filter Assets

To filter the Assets table by asset name, serial number, product name, hardware description, Auto Service Request (ASR) status, or host name:

1. Select an option from the filter menu.

2. To view expired assets, select **Expired**.

3. To see each system's components and asset serial number listed in addition to the system asset, select **Show Components.**

4. Enter search criteria, then click the Search icon.

To filter the Assets table by ASR status:

1. Select ASR Status from the filter menu. The status menu appears.

2. Select an ASR status, click the Search icon (magnifying glass), then do one of the following:

   ■ To display assets that have not been activated for ASR and have an empty status value, select **None**.

- To display assets in all statuses, select **All Statuses**.

- To display assets that are qualified for ASR, but are not in an Active ASR status, select **ASR Qualified**.

Restore Default Selection

To restore the Assets table to the default list of SIs, remove any criteria from the search box, then click the search icon.

View Assets in the Assets Table

Click the arrows in the **Serial Number** column to sort assets by serial number.

Asset Details

To view the details of an asset, from the Systems page click the link in the **Serial Number** column in the Assets table. If you are in the Manage Assets page, click a single row. The Asset Details area below the table is populated with information about the selected asset. Make any desired changes in the Asset Details area, then click **Save**. Click **Revert** to discard your changes.

> **Note:** You must be a CUA or Asset Administrator to make changes to asset details.

It is important to update the physical installation address of your asset. This address is used to route SRs created by ASR to the correct location and as the address to ship replacement parts.

If the asset has moved to a new location or the address is not correct, click **Edit Location** in the Asset Details area, edit the existing location address, then click **Change Address**.

When editing an address, the changed address is subject to an address validation step in the address change process. The address is accepted if there are no other addresses associated with this asset or if the address that you entered is an exact match with an existing address. However, if the address that you entered partially matches an existing address, the found address is displayed. To keep the found address, click **Keep This Address**. Alternatively, you can further edit the address that you entered or click **Use This Address** to use the address listed under **We Found**.

> **Note:** If a country or region requires a post code, and error will appear if you leave the **Post Code** box empty. If a country or region does not require a post code, the **Post Code** box is ignored even if you enter text in it.

In addition, you may enter a distribution e-mail list that will also receive ASR and My Oracle Support e-mail update notifications. The distribution e-mail list is limited to 100 characters and must contain one or more e-mail addresses separated by either a comma or a semicolon. For example:

```
asr_notifications@mycompany.com, sysadmins@mycompany.com
```

```
asr_notifications@mycompany.com; sysadmins@mycompany.com
```

Update Asset Details for All Components

In the Assets region, you can update asset details for all components from the system level asset. When you select the system asset to update asset details, you can choose to

apply the update or changes to just the system asset, or to all the components associated with that asset.

12.5.3 Generating a Database Appliance CPU Core Configuration

If you are a CUA and you have a Support ID in your profile that contains a Database Appliance (DA) Core Configuration, you can view and request a DA key for appliance assets:

1. Select an appliance asset.

   The context menu appears.

2. Click **Manage Key...**

   Note: **Manage Key.. i**s available only if you select a single appliance asset. This button is also available in the Asset Details area.

   The Manage Core Configuration Key window appears. If you previously generated a license key, the license key information appears in the window.

3. Specify the number of cores, click **Generate Key...**, then click **Generate Key** in the confirmation window.

   Note: Even if a key exists, you can select different options then regenerate the key. However, you cannot regenerate a key for downgrades. After you request a core configuration key, when you regenerate the core configuration you can only increase the number of cores. You cannot reduce the number of cores.

4. After the key is generated, click **Download Key** to download and save the key.

12.5.4 Auto Service Request

Auto Service Request (ASR) is a feature of Oracle hardware warranty and Oracle Premier Support for Systems. ASR resolves problems faster by automatically opening SRs on your behalf for Oracle's qualified Oracle Sun server, storage, and engineered systems when specific hardware faults occur. The Assets table lists the ASR status of an asset in the **ASR Status** column. Click the column heading to sort assets by ASR status.

Assets have one of the following ASR statuses:

- Active: ASR is running. Any events detected will generate an SR.

- Active - Pending Contract: The support contract has expired. ASR will not be able to create SRs until the support contract is renewed.

- Inactive - Deactivated state. Must be activated before ASR can create SRs.

- Pending: You must add a contact and validate the address information.

- Active - No Heartbeat: Review Knowledge Document 1346328.1 and take further action:

  https://support.oracle.com/rs?type=doc&id=1346328.1

- ASR Qualified. The asset is qualified for ASR, but has not been activated.

- Empty: The asset has not sent an ASR activation request event.

If a yellow warning icon appears in the ASR Status column in the Assets table, required information is missing. Complete the required information in the Asset Details area.

> **Note:** The ASR Qualified icon is also a yellow icon but is simply means that you can enable ASR if you want.

To activate an asset with the ASR status **Inactive** or **Pending**:

> **Note:** You must have the Administrator or Asset Administrator privilege to manage assets.

1. Select the contact to receive SR notifications and other e-mails regarding ASR in **Contact Name**. The list of contacts includes the My Oracle Support users that have access to the asset's SI and have the Create and Update Service Request privilege.

2. Verify that the asset address is entered. If it is not, you must enter it.

3. Optionally, enter an asset name to help you organize your assets. Asset names are limited to 30 characters.

4. In the Asset Details area, click **Activate** (if the current status is Inactive) or **Approve** (if the current status is Pending). The host name is automatically entered when ASR activation is initiated from the system itself. It cannot be edited. Note that some storage products do not have host names. You can enter contact and distribution e-mail list information for a system and choose to update the system's components with the same information.

To deactivate an asset for ASR, select the asset then click **Deactivate**. Doing this will prevent fault events from opening SRs. You can activate the asset for ASR by clicking **Activate**.

ASR software is recommended for Oracle hardware because it enables the system to detect and report back to Oracle known faults and issues before the administrator is aware of the issues. For more information about ASR, see `http://oracle.com/asr`.

12.5.5 How do I add an asset to an SI?

If you have an asset that should be included in an SI, follow the instructions in the "How do I find my Support Identifier if I have a hardware serial number?" section. If no SI is found for the asset, click **Contact Us** at the top of the Settings window to log an SR. Include the asset serial number and supporting information.

12.6 Hardware Identified by Collector

The Hardware Identified by Collector region provides easily accessible hardware centric views for data collected either through Oracle configuration manager (OCM) or Oracle Enterprise Manager. These views are available to users who have collected data uploaded to Oracle where the collection contains a valid serial number for Oracle Hardware. This view enables you to see at a glance if any of your hardware systems have patch recommendations or health recommendations. If so, you can drill down to the details and take action.

When you click a serial number link, you can view information specific to that serial number, including:

- Collected hardware configuration information
- Components that are part of that hardware system
- Additional information related to the hosts with that serial number

- Patch recommendations and health recommendations for those hosts

- Software targets and systems associated with those hosts

13

Advanced Customer Support Services

The Advanced Customer Support Services (formerly Advanced Customer Services) tab provides a catalog view containing brief descriptions of all of the service offerings of Advanced Customer Support Services. If you are an existing Advanced Customer Support Services customer, the service delivery dashboard provides online access to your service delivery plans, enhancing your ability to communicate effectively with your service delivery team. The dashboard provides details about your contracted services, current status, and key contacts. In addition, you can upload and view content related to the delivery of your services.

14

Proactive Hardware Services

The Proactive Hardware Services tab is visible to customers with at least one hardware support identifier (SI) in their profile.

When you click the Proactive Hardware Services tab, you are taken to the Proactive Analysis Center (PAC), a single holistic system health reporting solution for proactive and reactive services accessible through the My Oracle Support portal. The system health reports have become a cornerstone in improving overall system availability to:

- Quickly identify at risk systems with vulnerabilities

- Manage risk through tracking and improving the Operational Risk Index (ORI)

- Decrease operational costs by managing downtime that can be scheduled by the customer

PAC features include:

- Self service capabilities to determine operational risk at any time

- Dashboard for at-a-glance measurement of system health with drill-down capabilities into details

- Automatic analysis of system telemetry for faster resolution of service requests

- Analysis of collected telemetry to determine trends in fault profiles that enable early warnings of potential problems

- Collected telemetry to help understand usage and failure profiles to assist in driving product improvements

- Role-based access to information that is controlled on a strict need-to-know basis

Proactive Analysis Center provides analysis by leveraging a rules and knowledge engine currently capable of identifying more than 24,000 known situations based on configuration, products, and versions. The Proactive Analysis Center rules and knowledge base covers critical areas such as:

- Sun Alerts

- Field Action Bulletins

- Operational Risk Index

- Host Bus Adapter (HBA)

- Network Interface Cards

The Proactive Activity Center with its end-to-end holistic Proactive System Health Reporting provides customers unparalleled system health reports that enable customers to effectively plan and better manage their IT infrastructure to meet business requirements.

> **Note:** See the following Knowledge Documents for more information about the Proactive Analysis Center:
>
> - Knowledge Document 1947641.1, "Access and Use the Proactive Hardware Services [VIDEO]"
>
>   https://support.oracle.com/rs?type=doc&id=1947641.1
>
> - Knowledge Document 1634073.1, "How to use the Proactive Analysis Center "
>
>   https://support.oracle.com/rs?type=doc&id=1634073.1

> **Note:** Use the following URL to explore Proactive Hardware Services from your smart phone:
>
> http://support.oracle.mobi
>
> For more information about Getting Proactive at Mobile My Oracle Support, see Knowledge Document 1683083.2, "My Oracle Support How-to Series: How to use Mobile My Oracle Support":
>
> https://support.oracle.com/rs?type=doc&id=1683083.2

15

Settings

This document contains the following topics:

- Personalization
- My Account
- Hot Topics E-mail
- Knowledge Preferences
- Service Requests Profiles
- Manage or View Users
- Pending User Requests
- Support Identifiers
- Audit
- Associate Collectors
- Deactivated Collections
- Custom System Properties

> **See Also:** To find solutions for your My Oracle Support issue, before you log an SR review Knowledge Document ID 1466493.2, "My Oracle Support - Support Issues":
>
> https://support.oracle.com/rs?type=doc&id=1466493.2
>
> This dynamic document is designed to provide you with the most relevant knowledge base documents to help you answer your questions and solve your issues.

15.1 Personalization

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

15.1.1 How do I change the language that My Oracle Support displays?

You can view My Oracle Support in English, Korean, Japanese, and Simplified Chinese. To change My Oracle 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.** My Oracle 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.

15.1.2 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 My Oracle Support interface.

- E-Mail - You will be notified of updates through e-mail.

- Phone

- Fax- Updates will be sent by fax.

15.1.3 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:

> **Note:** Changing the service request language does not change the language of the My Oracle 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. Select **Personalization** from the Settings tab. The Personalization page appears.

2. Select a language from the **Service Request Language** list, then click **Apply Changes**.

15.1.4 How do I change the default time zone?

By default, My Oracle Support detects the time zone based on your workstation time zone. However you can override the auto detected time zone by setting the time zone manually.

All of the timings in My Oracle Support will be displayed according to this time zone setting so ensure that you select the correct time zone. In addition, your time zone is used to calculate service request (SR) initial response time, the time zone for software SRs, the asset level time for hardware SRs, and to display the date and time in your time zone in My Oracle Support. To change the default time zone (the time zone that you specified when you registered for My Oracle Support):

1. Select **Personalization** from the Settings tab. The Personalization page appears.

2. Select **Off** next to Auto Detect Timezone. The **Select Timezone Manually** option appears.

3. Select a time zone from the list, then click **Apply Changes**.

15.1.5 How do I customize accessibility options in My Oracle 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 My Oracle 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**.

15.1.6 How do I make messages appear in pop-up windows?

To make messages appear in pop-up windows, select **Show Messages in Pop-Ups**.

15.1.7 How do I reset message warnings?

If you selected **Do Not Show Again** on a support identifier (SI) expiration warning message, you will not be reminded when SIs are nearing their expiration dates. To reset SI expiration warnings so that you will be notified when an SI is nearing expiration:

1. Click **Messages and Warnings...**.

2. Select **Support Identifier Expiration Warnings**, then click **Reset**.

> **Note:** The expiration warning is displayed at the account level. It only appears when the last SI for which you are approved will expire in less than 28 days. If you have more than one SI and one of those SIs is nearing the expiration date, but you still have at least one SI that is has more than 28 days left in the contract, you will not receive the warning. After your last SI expires, you will only have access to the My Oracle Support My Account page.

15.1.8 How do I reset page customization selections?

If you are having issues with page rendering, reset page customizations to restore pages to their original state by resetting column choices and widths, filters, and the selections of regions on the screens. Doing this will not impact favorites, reset searches, or other data.

To reset page customizations:

1. Click **Reset Customization**.

2. In the Reset Page Customization dialog box, select a page group from the menu, or select **All Pages.**

   The page menu lists pages that have been customized.

3. Click **Reset Customization.**

4. In the confirmation box, click **Confirm Reset Customization**.

15.1.9 Can I specify the download protocol?

You can specify whether to download patches and Oracle software from My Oracle Support using the HTTP or HTTPS protocol. The default is HTTP, however if you are blocked from downloading HTTP content, you can set this preference to always download patches using the HTTPS protocol.

15.2 My Account

The My Account page provides information about your SIs and your account profile, including your personal information and your patch download privileges.

Additionally, site information is displayed for customers that have sites associated with the main location phone number, This includes a **View** option to see details of the associated SIs.

15.2.1 Support Identifiers

15.2.1.1 How do I find my Support Identifier if I have a hardware serial number?

You should register all of your SIs in your profile. To find your SIs if you have a hardware serial number:

1. Click **Request Access**, then click **Find Support Identifier** to look up your Oracle SI. An SI is a number similar to 3434354 that defines for Oracle the products you have licensed for support.

2. Enter your system serial number, select your organization, then click **Search**. The system serial number is serial number assigned to system-level hardware, located on back of the hardware cabinet or box.Your organization is your company's name.

> **Note:** The system serial number search is case sensitive.

> **Note:** If your organization is not listed, select **Other** from the Search list, enter your organization's name, then click **Search**. If no SI is displayed, click Contact Us at the top of the Settings window to log a non-technical SR. Include the serial number and supporting information.

3. Select an SI, then click **Request Access**.

15.2.1.2 How can I customize the Support Identifiers table?

To add or remove columns from the Support Identifiers table:

1. Select **Columns** from the **View** menu.
   The currently visible columns have a check mark next to them.

2. Select a column name to show or hide the column.

3. Click **Show All** to make all columns visible in the table.

To reorder columns, do one of the following:

- Hold down the mouse over the column header then drag into the position desired.

- Select **Reorder Columns** from the **View** menu, then use the arrows to move columns to the positions desired.

To export the Support Identifiers table into a spreadsheet, select Export from the View menu.

15.2.1.3 What are the Critical Systems and Milestones columns?

The Critical Systems column in the Support Identifiers table identifies Support IDs that have critical assets. Any technical SRs filed using a Support ID that is specified as containing critical systems is flagged as a critical systems SR.

Milestones record significant dates in the lifecycle of the SI, for example a production go-live date.

These options are only available for update by CUAs that have been enabled for Support Identifier Groups. Any CUA can request access to Support Identifier Groups. To learn more about Support Identifier Groups and how to enable them see Knowledge Document 1569482.2:

https://support.oracle.com/rs?type=doc&id=1569482.2

15.2.1.4 Who can set permissions?

Your privileges in My Oracle Support depend on the terms of the contract for your SI and also on the permissions that your company's Customer User Administrator (CUA) grants. If you require permission to download patches, create service requests, view assets, or perform other tasks, ask your CUA to update your My Oracle Support permissions. If those functions are allowed as part of your SI contract, your CUA may grant them to you. To see the email addresses of the CUAs for the SI, click the **View** link in the **Administrators** column of the Support Identifiers table.

If your CUA edited your SI access or privileges since you logged in, click **Refresh** in the Refresh Your Profile section to update your access and privileges.

15.2.1.5 How do I add an SI to a Profile?

Most customers have only one SI. This is a number similar to 3434354 that defines the Oracle products for which your organization has a support license. After you add an SI to your profile, you may file service requests for products in that SI and upload collections for those systems. To add an SI to your profile:

1. Select **My Account** from the Settings tab. The My Account page appears populated with your account information.

2. Click **Request Access**.

3. Enter the SI that you want to add in the **Support Identifier** box.

4. If you do not have other approved SIs from same organization as the SI that you are requesting access to in your profile, you must enter the first five characters of the organization name in the **Organization Name** box.
   This box appears only if you are required to enter the organization name. A space is a valid character. If the organization name is less than five characters, enter the entire name.

5. Enter text explaining why you want access to this SI. The text is included in the email alert about this request that is sent to the CUAs. The CUAs can also see the text in the Pending Requests page and send an email back to you.

> **Note:** The system does not clear the text from the text box after you click **Submit**. The text is preserved in case you want access to many SIs where the note should be the same or similar in all requests. To clear the note for another request, click in the text box then press the Control key and A together to select the text. You can now overwrite the selected text.

6. Click **Request Access**.

15.2.1.6 How do I find my CUA?

To find your CUA:

1. Select **My Account** from the Settings region.

2. In the Support Identifiers table, find the row for the approved SI where you want to know the CUA, then select **View...** in the **Administrators** column.

15.2.1.7 How do I view SI license information?

To view the license information for an SI, click the SI link in the Support Identifier's column. In the table that appears you can see the end dates of the licenses and assets associated with the SI. Be aware that licenses can have different end dates.

In some cases the same license is listed many times in a single SI. This may be because the license includes different levels of service or because the license was moved from another SI.

Note that the contract expiration end date shown does not change until a new support contract has been activated. This is usually done annually. Therefore, it may appear that the expiration date is close when the support contract may have been renewed.

15.2.1.8 Who to contact if your Support Identifier is due to expire or has already expired?

Contact your CUA by email or phone to identify the contract administration or purchase team in your organization. See "How do I find my CUA?" to identify your CUA and their contact information.

If you cannot find your CUA or you are the CUA:

- If applicable, refer to the support renewal quote letter for information.

- Contact your Support Delivery Manager (not applicable to all customers).

- Contact your local Oracle Support Sales representative. To view the *Oracle Support Contacts Global Directory* enter the following URL in a browser:

  http://www.oracle.com/support/contact.html

> **Note:** The expiration warning is displayed at the account level. It only appears when the last SI for which you are approved will expire in less than 28 days. If you have more than one SI and one of those SIs is nearing the expiration date, but you still have at least one SI that is has more than 28 days left in the contract, you will not receive the warning. After your last SI expires, you will only have access to the My Oracle Support My Account page.

If you are an Oracle authorized distributor and your Partner SI is due to expire or has already expired, contact Oracle Partner Network (OPN) as follows:

1. Enter the following URL in a browser:

   `http://www.oracle.com`

2. From the **Partners** menu select **Talk to a Partner Expert**.

3. Click **Chat to a Partner Expert Now**.

15.2.1.9 How can I become a CUA for an SI?

To become a CUA, send an e-mail to an existing CUA for the SI that you want to administer asking them to grant you the CUA role for that SI. To find your CUA or your CUA's e-mail, see the "How do I find my CUA?" section.

> **Note:** It is good practice to have at least two CUAs for each SI and to ensure there is cover for vacation, sickness, and other absences.

15.2.1.10 What are service request details by email (user-SI)?

If the CUA for an SI has enabled Service Request Details by Email for you, you can choose to receive the SR details in email. To enable this feature, on the My Account page (available from the Settings tab) you must select the check box in the SR Detail column, click Save, then accept the warning message that appears. After you select this option, the email notification sent to you about an SR being updated will include the actual update details and not just a link to a My Oracle Support sign in page to see the SR details.

For security reasons, this option is turned off by default. Although this feature can be very beneficial, especially when using a mobile device, sending actual updates through mail is not as secure as logging in to My Oracle Support to view updates. Changes to these flags are audited.

> **Note:** Currently, this feature is available for SRs created in English only. It is not currently available for MIRCROS SRs.

> **Note:** To receive service request details by email, you must select **Email** as the contact method on the Severity/Contact page of the SR wizard.

15.2.2 Account Profile

15.2.2.1 How do I edit my account profile information?

> **Note:** If you made changes to your account profile, but you have not yet clicked **Save**, you can click **Revert** to restore the original settings.

To edit your account profile information:

1. Select **My Account** from the Settings tab. The My Account page appears populated with your account information.

2. Edit the information in the Personal Information section as required, then click **Save**.

15.2.2.2 Who can update my personal information?

You and any CUA that is managing any Support ID in your profile can update your personal information, including your name, address, phone number, and so forth.

15.2.2.3 How do I refresh my profile?

Your profile was cached when you signed in to My Oracle Support and the user interface reflects the privileges associated with the SIs that you had in your profile at that time.

If you, or your CUA, made any changes to your profile since you logged in, you can either sign out of My Oracle Support then sign back in or click **Refresh** in the Refresh Your Profile section to update your profile information. Changes include updates to privileges, SIs, or other account changes.

Refresh may take some time, depending on the number of SIs that you have in your profile.

15.3 Hot Topics E-mail

> **See Also:** For more information about Hot Topics E-mail, see Knowledge Document 793436.1, "How to use Hot Topics Email notification to subscribe to Support Product News, SRs, Bugs, etc. and events so that you Never Miss an Important Update":
>
> https://support.oracle.com/rs?type=doc&id=793436.1
>
> Start by viewing the short video for an overview of how to setup and use this feature.

15.3.1 What is Hot Topics E-Mail?

My Oracle Support enables you to subscribe to e-mail notification for a range of information (such as Knowledge Articles, bugs, desupport notices, product newsletters, and field action bulletins) associated with Oracle products. You can also subscribe to e-mail alerts for your service requests and health recommendations based on certain criteria.

Hot Topics E-mail sends a formatted message with links to content that has changed based on selections made on the Hot Topics E-Mail page. Because this feature can generate a high volume of e-mail, choose only products that are of immediate importance to you. As you become more involved with new products or less with other products, you can add or remove products from the list.

15.3.2 What are site alerts?

Site alerts notify you of My Oracle Support outages. Select this option to receive an email when a My Oracle Support outage is scheduled.

15.3.3 How do I set up and enable Hot Topics E-mail?

To set up and enable Hot Topics E-mail:

1. Select **Hot Topics E-mail** from the Settings tab. The Hot Topics E-Mail page appears.

2. Select the frequency to specify how often you want to receive the e-mails and choose the format of the e-mails.

3. In the **Content to Include** section, make other selections as required.

4. In the Selected Products section, click **Add...** then specify a product to monitor.

5. Make other selections as required, then click **Apply** or **OK**.

   If you click **Apply**, the Add Product window remains open so you can add additional products.

6. To receive e-mail notifications about health recommendations, in the Health Recommendations section, select a recommendation category (**Severity**, **Favorite Targets**, **By Support Identifier**, or **By Target Type**).

7. If you select **By Target Type**, click **Add...** then specify a target type to monitor.

8. Make other selections as required, then click **OK**.

9. To save changes to Hot Topics E-mail, click **Apply** at the bottom of the window.

15.4 Knowledge Preferences

Select Knowledge Preferences to specify your selections, then click **Apply Changes**.

Search Term Suggestion

Specify whether you want to receive search suggestions in the global search box and the Knowledge Base region and if so, how many. When set to **Yes**, search suggestions will be listed as you enter text in the **Search Knowledge Base** box, available at the top right side of any My Oracle Support window.

The search suggestions feature facilitates more precise searches by providing type-ahead functionality when you enter keywords in the Global Search Bar. Up to ten suggestions are presented as you type search words. Search suggestions work as follows:

1. Natural Language Processing is performed against the knowledge base.

2. Phrases are extracted according to specific criteria. A word or phrase must appear a specified number of times to be included.

3. Phrases are scored in direct proportion to the colocation of the words that make up the phrase. The higher the score, the more closely colocated the words that make up the phrase.

4. Phrases are displayed as you begin to type a keyword.

5. After you select a phrase, a normal search is conducted.

Because the suggestions come from the knowledge base, suggestions presented are based on what is known to exist. Spelling errors can be avoided and because a phrase that is suggested must have at least two words, My Oracle Support can guide you to use better search terms.

Solutions During SR Creation

By default, this option is set to **On**, and you will receive suggested solutions from the Knowledge Base after you enter basic information about your issue in the Service Request wizard, in step 2. Click **Off** to omit this step in the Service Request wizard.

Enable Search Product Boosting

By default, this option is set to **On**. When this option is selected, documents associated with the products in the Recent list will receive more weight or a "boost" in the search results.

Relevancy

By default, this option is set to **On**. When this option is selected, the document relevancy rating is displayed.

Inline Product Hierarchy

By default, this option is set to **On**. When this option is selected, knowledge base documents display the most relevant product hierarchy (for the document) under the document summary on the KM Results page.

Snippet

By default, this option is set to **On**. When this option is selected, the first occurrences of the search terms are displayed under the document title, in the KM Results page.

15.5 Service Requests Profiles

A service request profile is a group of settings that can be used to create a new SR. If you use the configuration manager collector, you can also set a profile based on a system. Profiles reduce the time required to create an SR. Profiles are managed from this page. When you create an SR, you have the option to create the SR from a service request profile. Doing this will automatically populate some fields with the information from the profile. This reduces the time required to complete the SR.

15.5.1 Adding a Service Request Profile

To add a service request profile:

1. Select **Service Request Profiles** from the Settings tab.

2. Click **Add SR Profile**. The Add Service Request Profile screen appears.

3. Complete the form, then click **Save**.

15.5.2 Editing a Service Request Profile

To edit a service request profile:

1. Select **Service Request Profiles** from the Settings tab.

2. Click a profile link in the Profile column of the table. The Edit window appears.

3. Make any desired changes, then click **Save**.

15.5.3 Deleting a Service Request Profile

To delete a service request profile, click the **x** in the row of the service request profile that you want to delete.

15.6 Manage or View Users

If you have administrator privileges, you will see **Manage Users** in the Settings tab. Otherwise, you will see **View Users**.

15.6.1 How do I view users?

To view users associated with the SIs listed in your profile:

1. Depending on your privileges, select **Manage Users** or **View Users**. The first time you select **Manage Users** or **View Users**, a list of users appears for all SIs that you are associated with. The next time you select **Manage Users** or **View Users**, the previous selection appears.

2. Choose the following options, as required:

   ■ To select the SIs for which to display users, select the SIs from the SI list.

   ■ To view users with a particular status, select or deselect statuses from the Status list. The default status is **All**. This option is available to CUAs only.

   ■ To search for a specific user within your SIs, enter the user's e-mail address in the **Search Username** box, then click **Search**.

3. To view a user's details, click the name in the Name column.

   The User Details table appear below the Users and Support Identifiers table.

   > **Note:** A warning icon appears in the Issues column for a user if there are items to be aware of, for example a user is in the Pending status or is denied access to an SI.

15.6.2 How do I edit privileges for users?

To change privileges for a user, you must be a CUA for the SI that the user is approved for. The privileges that you can set are:

■ Role (Administrator, User)

■ Service Requests (None, Read Only, Create and Update)

■ Patches (Download, View Only)

■ Assets (No Access, View, Admin)

■ Change Requests (No Access, View, Create) (Managed Cloud Services only)

To change privileges for a user in Manage Users:

1. Select a user in the Users and Support Identifiers table.

2. Select the desired privileges from the menus in the **Role**, **Service Request**, **Patches**, **Assets**, or **Change Requests** (if available) column, then click **Save**.

3. If desired, enter a termination date. If specified, after this date access to this SI will be automatically deleted for this user.

   > **Note:** Change Requests are available to Managed Cloud customers only.

> **Note:** You cannot change privileges for yourself (the current user) or pending users. You must first approve pending users in the Pending Users Requests window before you can change their privileges.

15.6.3 How do I grant user access to an SI?

The **Grant Access** button is only available to CUAs. It appears if you are a CUA and you edit the profile of a user that you administer. The user must be a member of an SI for which you are a CUA.

To grant a user access to an SI, click **Grant Access...**, use the arrows to move an SI to the Selected Support Identifiers list, select **User** or **Admin**, then click **Apply**.

> **Note:** This feature allows a CUA to enable a user with some or all of the same SIs as themselves. It can be used by the CUA to appoint another user as CUA (admin) for all SIs. It is best practise to have at least two current CUAs for SIs to allow for coverage of the task.

15.6.4 How do I fix accounts with problems?

The CUA can fix some problems with user accounts. If you are a CUA, you can approve additional SIs, and give permissions such as the ability to download patches, edit systems or projects, or create service requests in the Manager Accounts section of the Settings tab.

15.7 Pending User Requests

> **Note:** The Pending User Requests section is visible only to CUAs.

15.7.1 What is a pending user request?

When a user in your organization requires access to My Oracle Support or requires access to an additional SI, they must have the approval of the CUA in the user's organization. Oracle does not approve these requests. CUAs use the Pending User Requests page to approve or deny user access requests.

15.7.2 How do I approve a pending user request?

To approve a pending user request:

1. Select **Pending User Requests** from the Settings tab. The Pending User Requests page appears, listing all pending requests assigned to you.

2. Select one or more requests in the table, then click **Approve...**

   The Approve Requests window appears.

3. Click the text bubble icon in the Note column to view any notes that the requester added when submitting the request.

4. If desired, add a note in the Notes to Requester box, then click **Done**.

5. If desired, change the SI to any other SI that you are administering.

6. If desired, change the privileges for this user by selecting from the lists, then click **Approve**.

> **Note:** You should only approve users whose actions are sanctioned by your organization. On rare occasions, you might find that you recognize the user's account but the user made an error when entering an SI for their organization. In this situation, you should deny the request. Some customers require Oracle accounts to be created from a valid business address and not from a personal e-mail account. If this is the policy of your company, you should deny requests for accounts that use a personal e-mail address.
>
> If you do not know the person making the request, you should deny the request. If they are a valid user but used an incorrect e-mail account (for example a personal e-mail account) they must change their e-mail address or reregister using their business e-mail address.

15.7.3 How do I deny a pending user request?

To deny requests:

1. Select **Pending User Requests**. The Pending User Requests page appears, listing all pending requests assigned to you.

2. Select the request, then click **Deny**.

3. Click the text bubble icon in the Notes column to view any notes that the requester added when submitting the request.

4. If desired, add a note in the Notes to Requester box, then click **Done**.

5. Click **Deny** to deny the request.

15.8 Support Identifiers

Click **Support Identifiers** in the Administrative section of the Settings tab to view the support identifiers (SIs) that you are administrating.

> **Note:** This section is visible to CUAs only.

15.8.1 What are Support Identifier Groups?

> **Note:** For more information about SI groups including video training, see Knowledge Document1569482.1, "My Oracle Support How-to Series for SI Groups":
>
> https://support.oracle.com/rs?type=doc&id=1569482.1

Customers are no longer restricted to SIs generated and provided by Oracle as a result of orders that have been placed. A CUA has the option to decide to either create new SIs or use existing SIs as a basis to group hardware assets, software licenses, and users in a single SI, creating an SI based on their needs. CUAs can now organize their hardware, software, and users in a way that makes sense to the customer's business model. The power and ability to expand or reduce the number of SI groups is now within the control of a company's designated CUA.

Customers are not required to use SI groups. If you are happy with how hardware assets and software licenses are grouped today within your SIs, you can continue using the existing SIs with no changes.

Go to the Support Identifier section of the Settings tab to create a new SI, edit SIs, and specify default SIs that are used for new assets from new orders.

15.8.2 Support Identifiers - CUAs Enabled for Support Identifier Groups

> **Note:** For more information about SI groups including video training, see Knowledge Document1569482.1, "My Oracle Support How-to Series for SI Groups":
>
> https://support.oracle.com/rs?type=doc&id=1569482.1

This section contains information about managing SIs for CUAs with the SI groups privilege. By default, all CUAs are enabled for SI groups.

The Support Identifiers table lists the SIs that you are administering. To view the list grouped by organization select **Group By** from the **View** menu, then select **Organization**.

To edit SIs, click the SI number link in the Support Identifier column and edit the SI information in the Support Identifier Overview region. You can also edit some SI information directly in the Support Identifiers table.

15.8.2.1 How do I search for an SI that I am administering?

If you are the administrator for several SIs, you can use the search function to find a specific SI.

To find an SI that you are administering, enter a partial or full SI number or description in the search box, then click **Search**.

> **Note:** Searching by the user-specified SI name will be available in the future.

You can further refine your search by using the Organization filter, located to the left of the search box. Select one or more organizations from the Organization filter menu to search for SIs only from the selected organizations.

15.8.2.2 What are Default Support Identifiers?

The default SI is the SI that the CUA chooses to be used as the owning SI for all new hardware assets or software licences added from new orders for the organization or account. The benefit of setting a default SI for each account or organization (legal entity) is that My Oracle Support will then associate all assets from new orders placed against the account or organization to the default SIs selected saving the CUA the problem of having to manage the additional SIs created with each order. You can designate one default SI for software assets and one for hardware assets, or use the same SI for both.

Click the **View** link in the **Audit Data** column to view all SIs that were assigned to be a default SI. This shows who made the change, when it was changed, and the values. If you do not have access to the actual SI the system just shows 'No Access' instead of the SI number.

Be aware that a default SI applies to all assets from all new orders placed using the organization name. Before setting default SI groups you should consider if this is suitable for your organization, and consider if there are other users or CUAs who place orders using the same account and organization that would be affected.

> **Note:** If you use a default SI group, the system moves (does not copy) the assets automatically, therefore the original SI will not work in My Oracle Support.

To disable the default SI group select **Not Defined** then save the change.

15.8.2.3 Managing Support Identifiers

You manage SIs directly in the Support Identifiers table or in the Support Identifier Overview region. You must use the Support Identifier Overview region to change the SI name or description. Click the link in the Support Identifier column of the Support Identifier table to view the Support Identifier Overview region.

15.8.2.3.1 How do I add or edit the name of an SI? In addition to the SI number assigned automatically, you can specify a name for the SI to help you identify the SI. To add or edit a name:

1. Click the SI number link in the **Support Identifier** column.

2. In the Support Identifier Overview region enter or edit the name in the **Name** box then click **Save**.

You can enter the system name, location, or other useful information to help you identify your assets. Note that at this time you cannot search for the SI name.

15.8.2.3.2 How do I add or edit an SI description? To add or edit a description:

1. Click the SI number link in the **Support Identifier** column.

2. In the Support Identifier Overview region enter or edit a description in the Description box then click **Save**.

15.8.2.3.3 How do I hide an SI? You can hide an SI that has no active assets associated with it. If you have moved the assets from one SI to one or more other SIs, you might want to hide the original SI in the Support Identifiers table to get a clearer view of the active SIs that your administer. To do this, select the box in the **Hidden** column, then deselect **Show Hidden** at the top of the table.

> **Note:** When you hide an SI, the SI is not removed from your profile. You can unhide it at any time.
>
> The ability to hide an SI is provided to make the view of active SIs clearer to CUAs. Note that hiding an SI does not affect the view that a user may have of the SI in their My Account view.

Select **Show Hidden** to view all SIs.

To unhide an SI, deselect the box in the **Hidden** column.

15.8.2.3.4 How do I change default privileges for an SI? Access defaults are the privileges that are granted to new users by default. To change default privileges, select an SI in

the Support Identifiers table, select the desired privileges from the lists, then click **Save**.

You can also set access defaults in the Support Identifier Overview region.

> **Note:** Changing the default privileges for an SI does not change the privileges of the users that have the SI in their profile. You must update the existing users manually.
>
> Change requests apply to Managed Cloud customers only.

15.8.2.3.5   How do I set Auto Approve? Set the Approval option to **Auto** for an SI to automatically approve new user requests. The requestor will be approved only if they have been approved for at least one other SI from the same organization as the requested SI. To set Auto Approve, select **Auto** from the Approvals menu in the Support Identifier Overview section.

15.8.2.3.6   What are service request updates in email? If you select the check box in the **Service Request Details by Email** column, click **Save**, then accept the warning message that appears, each user with that Support ID in their profile can choose to receive the SR details in email. To enable this feature the user must select a similar option in their My Account page and accept a similar warning. After the user selects this option, the email notification sent to the user about an SR being updated will include the actual update details and not just a link to a My Oracle Support sign in page to see the SR details.

For security reasons, this option is turned off by default. Although this feature can been very beneficial, especially when using a mobile device, sending actual updates through mail is not as secure as logging in to My Oracle Support to view updates. Changes to these flags are audited.

> **Note:** To receive service request details by email, users must select **Email** as the contact method on the Severity/Contact page of the SR wizard.

15.8.2.3.7   What is the Critical Systems column? The Critical Systems column in the Support Identifiers table indicates Support IDs that contain critical systems. Any technical SRs filed using a Support ID that is specified as containing critical systems is flagged as a critical systems SR.

Select the box in the **Critical Systems** column then click **Save** to set this option. You can also set this option in the Support Identifier Overview region.

15.8.2.3.8   What are milestones? You can create a milestone for an SI to record significant dates in the lifecycle of the SI, for example a production go-live date.

To create a milestone, in the Support Identifiers table or the Support Identifier Overview region enter a milestone name, select a date, then click **Save**.

15.8.2.3.9   How do I create a new SI?

You might want to create a new SI to move or copy assets from one or more existing SIs to enable you to better manage your assets.

> **Note:** An SI must have assets associated with it to become active in My Oracle Support.

To create a new SI:

1. In the Support Identifiers table, click **New...**

2. On the New Support Identifier tab, select one of the following from the **Purpose** menu:

   - End Customer Assets and Systems

     Select this option if you are an Oracle Partner creating the SI on behalf of an end customer.

   - Own Direct Assets and Systems

     Select this option is you are creating this SI for your organization.

   > **Note:** If you manage only direct or partner SIs, the Purpose menu is not shown.
   >
   > After you create the SI, you cannot change the purpose or organization.

3. Select an organization or account.

4. Specify a name for this SI.

5. If desired, enter a description, specify whether the SI contains critical systems, enter a milestone, change the default access privileges, and change the approval to **Auto**, then click **Create**.

6. Add assets. The new SI must have assets associated with it to become active in My Oracle Support.

7. Add users. You can select existing users that you currently administer, or request users to register with the SI or request the SI themselves. You must approve these requests.

15.8.2.3.10   How do I duplicate an SI? You might want to create a copy of an SI so that you can have a new SI with almost all of the assets as in the original. Or if you want to track SRs for a project separately you can create a copy of the SI and ask the project team to use the new SI to track the SRs.

You can duplicate an SI with up to 5000 users and up to 5000 assets (total hardware and software assets combined). When you duplicate an SI, the access defaults are copied, but not the attributes for Hidden, Critical Systems, Milestones, Description, or Email Preferences.

> **Note:** If the SI that you want to duplicate has more than 5000 assets, you can:
>
> - Create a new SI and add users and assets to the new SI
>
> - Duplicate the existing SI, select only software assets or hardware assets, then add the other assets after duplication

To duplicate an SI:

1. Click the SI number link in the **Support Identifier** column of the Support Identifiers table.

2. Click **Duplicate this Support Identifier.**

> **Note:** This link is disabled for end customer SIs, SIs containing at least one asset that cannot be used with SI groups, CRM OD SIs, and Managed Cloud SIs.

3. In the Duplicate Support Identifier box, enter a name for the new SI.

4. Select the items that you want to copy (users, hardware assets, software assets), then click **Create Copy.**

   If you duplicate an SI without copying the users or any assets, the copy will have have the same default privileges as the original and you will be the administrator.

15.8.2.4 Managing Users

The Users region lists the users associated with an SI. You can add, remove, and change a user's privileges from this region.

To view the Users region, click the SI number link in the **Support Identifier** column of the Support Identifiers table.

To detach the Users regions so you can view the list of users in a larger window, click the second **>>** button to the right of **Privileges...** then click **Detach**.

> **Note:** CUAs with SI groups enabled can add validated users as well as remove users from the SI.

15.8.2.4.1 How do I search for a specific user associated with an SI? To search for a specific user associated with an SI:

1. Click the SI number link in the **Support Identifier** column of the Support Identifiers table.

2. In the Users region, if you have not detached the Users region click the first **>>** button to the right of **Privileges...**

3. Enter the user's full or partial e-mail address in the search box, then click **Search**.

15.8.2.4.2 How do I change a user's privileges? To change privileges for a user, you must be a CUA for the SI that the user is approved for. The privileges that you can set are:

- Role (Administrator, User)

- Service Requests (None, Read Only, Create and Update)

- Patches (Download, View Only)

- Assets (No Access, View, Admin)

- Change Requests (Managed Cloud Services only)

To change privileges for a user:

1. Click **Privileges**...

2. If necessary, use the search box to search for a user's email address.

3. For each user that you want to update, select the desired privileges from the menus in the **Role**, **Service Requests**, **Patches**, **Assets**, or **Change Requests** (if available) column, then click **Save**.

> **Note:** Change Requests are available to Managed Cloud customers only.

> **Note:** You cannot change privileges for yourself (the current user) or pending users. You must first approve pending users in the Pending Users Requests window before you can change their privileges.

15.8.2.4.3 How do I add a user from one SI to another SI? You can add a user from one SI to another SI that you manage as follows:

1. Click the SI number link in the **Support Identifier** column of the Support Identifiers table.

2. In the Users region, click **Add...**

   The Add Users window appears and displays a list of users associated with administrated SIs.

3. To group users by SI, select **Group By** from the **View** menu, then select **Support Identifier**.

4. Click the arrow next to an SI to expand or collapse the list of users.

5. To filter by SI, enter a partial name, number, description or organization name, in the Support Identifier filter box then select an SI from the list that appears.

6. To search for a user by user name, email, role, request status, select a search filter, enter text in the search box, then click the arrow.

7. Select the users that you want to add to the SI, then click **Add Users**. Click **Select All** to select all of the visible users.

   The users will be added with the user role and privileges of the destination SI.

15.8.2.4.4 How do I remove a user from an SI? To remove a user from an SI:

1. Click the SI number link in the **Support Identifier** column of the Support Identifiers table.

2. In the Users region, select the users that you want to remove, then click **Remove**.

   You can select a single user, use the shift key to select a range of users, or use the control key to select noncontiguous users.

3. In the confirmation box, click **Remove**.

15.8.2.5 Managing Assets

15.8.2.5.1 How do I edit assets? To edit assets:

- To add assets, in either the Hardware Assets or Software Assets region click **Add...**, select one or more assets in the screen that appears, then click **Move Selected** or **Copy Selected**. If you choose **Move Selected**, the assets are move from the source SI. If you choose **Copy Selected** the assets are copied and available in each SI.

To add assets from other SIs, select the SIs from the Support Identifier menu. Use the Search menus to search for an asset in the list.

■ To remove assets, in either the Hardware Assets or Software Assets region select the assets that you want to remove, then click **Remove.** Use the Shift key to select a range of assets. Use the Control key to select non-contiguous assets.

> **Note:** You can only delete an asset from an SI if the asset was previously copied to another SI.

15.8.2.5.2   How do I add hardware assets in batch mode?   To add hardware assets in batch mode:

1. In the Hardware Assets region, click **Add Assets in Batch Mode**.

2. Enter or paste up to 4000 hardware serial numbers in the box delimited by a space, pipe, comma, semicolon, or line feed, then click **Add Assets**. The assets must be listed in SIs that are in the same organization as the destination SI and you must be a CUA for the source and destination SIs.

15.8.3 Support Identifiers - CUAs Not Enabled for Support Identifier Groups

This section contains information for CUAs that have requested to not have access to the support identifier groups option.

The Support Identifiers table lists the SIs that you are administering. To view the list grouped by organization select **Group By** from the **View** menu, then select **Organization**.

15.8.3.1 How do I search for an SI that I am administering?

If you are the administrator for several SIs, you can use the search function to find a specific SI.

To find an SI that you are administering, enter a partial or full SI number or description in the search box (Support ID Number or Description), then click **Search**.

> **Note:** Searching by the user-specified SI name will be available in the future.

You can further refine your search by using the Organization filter, located to the left of the search box. Select one or more organizations from the Organization filter menu to search for SIs only from the selected organizations.

15.8.3.2 How do I change the name of an SI?

To change the name of an SI, edit the text in the SI column then click **Save** in the bottom right of the screen. You can enter the system name, location, or other useful information to help you identify your assets. Note that at this time you cannot search for the edited name of an SI.

15.8.3.3 How do I add a description to an SI?

To add a description to and SI, enter text in the Description column then click **Save** in the bottom right of the screen. You can enter the system name, location, or other useful information to help you identify your assets. You can search for SIs that contain text that you enter in the **Description** column.

15.8.3.4 How do I change default privileges for an SI?

Access defaults are the privileges that are granted to new users by default. To change default privileges, select an SI in the Support Identifiers table, select the desired privileges from the lists, then click **Save**.

> **Note:** Changing the default privileges for an SI does not change the privileges of the users that have the SI in their profile. You must update the existing users manually.

15.8.3.5 What are service request updates in email?

If you select the check box in the **Service Request Details by Email** column, click **Save**, then accept the warning message that appears, each user with that Support ID in their profile can choose to receive the SR details in email. To enable this feature the user must select a similar option in their My Account page and accept a similar warning. After the user selects this option, the email notification sent to the user about an SR being updated will include the actual update details and not just a link to a My Oracle Support sign in page to see the SR details.

For security reasons, this option is turned off by default. Although this feature can been very beneficial, especially when using a mobile device, sending actual updates through mail is not as secure as logging in to My Oracle Support to view updates. Changes to these flags are audited.

> **Note:** To receive service request details by email, users must select **Email** as the contact method on the Severity/Contact page of the SR wizard.

15.8.3.6 What is the Critical Systems column?

The **Critical Systems** column in the Support Identifiers table indicates Support IDs that contain critical systems. Any technical SRs filed using a Support ID that is specified as containing critical systems is flagged as a critical systems SR.

The options to specify that an SI contains a critical system is available only for CUAs that have enabled SI groups.

15.8.3.7 What are milestones?

A CUA with SI groups enabled can create a milestone for an SI, for example a production go-live date. If you do not have SI groups enabled, you will see milestones but you cannot edit them.

15.8.3.8 How do I change user privileges?

To change privileges for a user, you must be a CUA for the SI for which the user is approved. The privileges that you can set are:

- Role (Administrator, User)
- Service Requests (None, Read Only, Create and Update)
- Patches (Download, View Only)
- Assets (No Access, View, Admin)
- Change Requests (Managed Cloud Services only)

To change privileges for a user:

1. Select an SI in the Support Identifiers table, then click **View Users**.

2. Select a user in the Users table.

3. Select the desired privileges from the menus in the **Role**, **Service Request**, **Patches**, **Assets**, or **Change Requests** (if available) columns, then click **Save**.

> **Note:** Change Requests are available to Managed Cloud customers only.

> **Note:** You cannot change privileges for yourself (the current user) or pending users. You must first approve pending users in the Pending Users Requests window before you can change their privileges.

4. If desired, enter a termination date. At the end of this date access to the SI will be removed from this user automatically.

> **Note:** Change Requests are available to Managed Cloud customers only.

> **Note:** You cannot change privileges for yourself (the current user) or pending users. You must first approve pending users in the Pending Users Requests window before you can change their privileges.

15.8.3.9 How do I set Auto Approve?

If you are a CUA, set the Approval access to Auto for an SI to automatically approve new user requests. The requestor will be approved only if they have been approved for at least one other SI from the same organization as the requested SI. To set Auto Approve:

1. Go to the Support Identifiers section of the Settings tab.

2. In the **Approval** column in the row of the SI that you want to update, select Auto.

> **Note:** The Group By feature must be turned off to see the Approval column. To turn off the Group By feature, select **View**, **Group By**, then **Off**.

15.8.3.10 How do I search for a specific user associated with an SI?

To search for a specific user associated with an SI:

1. Select an SI from the SIs list, then click **View Users**. The Users table for the selected SI appears populated with the users that belong the SI.

2. Enter the user's e-mail address in the search box, then click **Search**.

15.8.3.11 How do I add a user to an SI?

To add a user to an SI:

1. Select the SI in the Support Identifiers table to which you want to add users, then click **View Users**. The Users table for the selected SI appears populated with the users that belong the SI.

2. Click **Add...**

    A list of users associated with administrated SI appears.

3. To group users by SI, select **Group By** from the **View** menu, then select **Support Identifier**.

4. Click the arrow next to an SI to expand or collapse the list of users.

5. To filter by SI, enter a partial name, number, description or organization name, in the Support Identifier filter box then select an SI from the list that appears.

6. To search for a user by user name, email, role, request status, select a search filter, enter text in the search box, then click the arrow.

7. Select the users that you want to add to the SI, then click **Add Users**. Click **Select All** to select all of the visible users.

    The users will be added with the user role and privileges of the destination SI.

15.8.3.12 How do I remove a user from an SI?

To remove a user from an SI:

1. Select the SI in the Support Identifiers table that contains the user that you want to remove, then click **View Users**. The Users table for the selected SI appears populated with the users that belong the SI.

2. Enter the user's e-mail address in the search box, then click **Search**.

3. Select the user, then click **Remove**.

4. In the confirmation box, click **Remove**.

15.8.4 SI Expiry Notification to CUAs in the My Oracle Support Message Center

The My Oracle Support 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. This item also includes the number of users associated with these SIs to indicate the number of users that might be affected. The CUA can click this item to go to the Support Identifier view with a filter automatically applied to show only these SIs. CUAs can drill into each SI to see the details. CUAs are advised to review the details to determine whether they need to take any of the following actions:

■ Assign users to alternative SIs (either add the SI to the user or ask the user to request to be added)

■ Contact the user's contract administration or finance team to ask about the renewal of the support contracts

■ Contact your company's Oracle Support Sales Representative

> **Note:** To reset the SI expiration message, go to the Personalization page on the Settings tab then click **Messages and Warnings** in the Reset Customization section. In the box that appears, select **Support Identifier Expiration Warnings**, then click **Reset**.

15.9 Audit

> **Note:** This section is visible to CUAs only.

Click **Audit** to view SI-related updates made for the users that you manage, sorted by date. Use the search box to search for a username or e-mail.

You can use the Support Identifier filter to view audit information for a single SI, or you can select **All Support Identifiers**.

Enter a full or partial email address to restrict audit information to the user with that e-mail address.

Use the Date Range filter to filter by date: Last 2 days, Last 7 days, Last 14 days, Last 30 days. You can also enter a date range. The date range should be less than 90 days.

15.10 Associate Collectors

To associate a system with a service request, view configuration details or history, and be included in health checks and patch recommendations, the system must be associated with a SI. This did not happen at the time of upload most likely because the SI for the system was not specified and you have more than one SI in your profile. Associate the SI with the system, then the system will be made available in My Oracle Support.

15.11 Deactivated Collections

Note: This region is only available when you have configuration manager collectors running. See the Collector tab for more information about how to take advantage of collections.

The region keeps track of any collectors which are no longer active. For those collectors for which you have permission, you can reactivate systems and any targets which appear in that system. You can choose to activate just a target in a system or the system and the targets. Choose the appropriate checkboxes, then click Reactivate to return the systems and targets to their active state.

Only the CUA has permission to reactivate systems and targets. If you do not have the ability to select items and click **Reactivate**, ask a CUA to do this for you.

15.12 Custom System Properties

There are several reasons you might want to add a custom attribute, for example:

- You know when you plan to upgrade the hardware on which a system is hosted

- You would like to have the name of the business owner or the phone number of the network engineer who is assigned to a system

- You want a URL that is linked to your ticketing system to appear with each target

You can add these and other attributes to any system or specific target type in My Oracle Support. These values will appear in the Overview region for the system or target.

You must be a CUA to create an attribute. However, any administrator with edit permission on the systems or targets can edit the attribute values. Any user with permission to see the systems and targets will be able to view the values. For example,

a user could set a PowerView filter for Business Owner with the value 'John' so that an administrator whose responsibility is solely for John Doe's business unit will be able to focus on those systems and targets.

You can add the following types of attributes:

- URL The URL attribute provides a convenient way to link to other systems in your organization. Because this is a simple URL, if you click it and you are not inside your own firewall or on a VPN, you will not be able to contact the site.

- Date The Date attribute can be used for milestones, anticipated hardware refreshes, or defining the next upcoming patch window.

- Text The text field can be used for tagging or entering simple names such as Business Owner, Network Owner, Host Engineer.

- Number The number field is validated to be a number, so you can do searches for values greater or less than a specified number. This is handy for any attribute that you might want to filter by in a PowerView, for example, a rack location or slot number. It could also be an inventory number or a business unit.

- True/False True/False attributes are useful for indicating whether attributes apply to a system (for example External to Firewall or In Lockdown).

15.12.1 Viewing Custom Attributes

To view an existing custom attribute, select **Custom System Properties** in the Settings tab. The Custom System Properties page appears, listing any previously defined attributes.

15.12.2 Adding a Custom Attribute

To add an attribute:

1. Select **Custom System Properties** in the Settings tab. The Custom System Properties page appears, listing any previously defined attributes.

2. Select **Add Attribute...** The Add Custom Attribute to Systems or Target page appears.

3. Enter or select information as required, then click **Save.**

15.12.3 Editing a Custom Attribute

To edit a custom attribute:

1. Click a link in the Field Title column. The Edit window appears.

2. Make any desired changes, then click **Save**.

15.12.4 Deleting a Custom Attribute

To delete a custom attribute, click the **x** in the row of the attribute that you want to delete.

Glossary

administrator

See Customer User Administrator.

Advanced Customer Services (ACS)

A global business within Oracle Support, focusing exclusively on facilitating the continual operational improvement of customers' Oracle environments throughout the full Oracle solution life cycle.

Advanced Development Environment (ADE)

One of the main systems Oracle Development uses to store product source code.

Auto Service Request (ASR)

A secure, scalable feature of Oracle support plans and warranty that automatically generates a service request (SR) for specific Oracle product faults.

> **See Also:** For more information, see "Auto Service Request".

bug

An error or flaw in computer software. Oracle bugs have an ID which can be used to monitor or view its contents. Bugs are sometimes associated with an SR.

Business Critical Service for Systems (BCS)

An ACS offering designed to provide enhanced service levels and responses for systems running mission critical business functions.

Oracle Bug Database

The bug tracking system used for logging both bugs and enhancements associated with Oracle applications and systems.

Contact Us service request

Also known as a non-technical SR, an SR submitted through the **Contact Us** link. Use a Contact Us SR for help concerning your account, permissions, issues with the web site, license and entitlement, sign in issues, ordering physical media, or if you are having issues filing a technical SR.

Community

A multi-channel interactive community for sharing information, posting questions and answers, and providing suggestions about Oracle products, services, and related technologies.

CSI

See Support Identifier (SI).

Customer User Administrator

A role assigned to one or more people within an organization who manage the rest of an organization's My Oracle Support user accounts.

> **See Also:** For more information, see "Registration and Sign In".

Dashboard

The Dashboard page provides an individualized summary view of My Oracle Support transactions and provides the ability to customize the information that is displayed.

draft service request

An SR that has been created but not yet been submitted to Oracle Support.

Draft SRs are saved for up to 30 days and can be viewed and submitted by any user who has update permissions to the support identifier associated with the draft SR.

> **See Also:** For more information, see "What is a Draft SR?".

favorite

Provides quick access to frequently used information such as Knowledge documents, bugs, and SRs. Use the Favorites menu to create and manage favorites.

> **See Also:** For more information, see "Favorites".

global toolbar

Appears at the top of the browser window and contains a variety of tabs, links, and a search feature.

Global Customer Support (GCS)

Formerly Global Product Support (GPS), Global Applications Support (GAS); Global Customer Care (GCC) & Global Software Support (GSS); Oracle Support Services (OSS); Global Customer Support provides a broad range of situation handling services, which compliment the Oracle Premier Support offering.

Global Customer HUB (GCH)

Oracle's front-line customer service organization specializing in handling the creation and or updating of any SRs for customers (including escalations), handling translations, creating and resolving nontechnical SRs, and technical support for My Oracle Support and other customer tools.

Guided Resolution

A task-based adviser (available through the Knowledge tab) that guides users through a series of steps in a task and assists in troubleshooting common issues.

Information Center

Formerly referred to as dynamic advisors, knowledge documents in the My Oracle Support knowledge base that aggregate content into two types. There are two types of Information Centers: overview and task. An overview information center consolidates content for a product, feature, function, or process level. A task information center

consolidates content for configuring, upgrading, certifying, optimizing performance, and reviewing security.

Knowledge document

An Oracle document stored in the Knowledge base that provides customers with information about My Oracle Support, solutions, and overall product usage.

> **See Also:** For more information, see "Knowledge".

Knowledge base

The Knowledge base is the repository of Oracle Knowledge documents. You can search the Knowledge base from most My Oracle Support pages.

Lifecycle Advisor

A knowledge document in the My Oracle Support Knowledge base that represents generally accepted and proven best practices on how to perform a task (in the form of step by step instructions). Lifecycle advisors involve significant participation by subject matter experts and rigorous testing of recommended practices.

message area

The area where system generated messages are displayed, located in the upper right portion of the screen. The message area can also be displayed as a pop-up window.

non-technical service request

See Contact Us service request.

Managed Cloud Services

My Oracle Support component that enables customers to interact with their Oracle managed systems and deploy their software based on specific needs. Hosted and managed applications and software-as-a-service (SaaS) deployment models are currently available.

> **See Also:** For more information, see "Managed Cloud Services".

Mobile My Oracle Support

Enables customers to view My Oracle Support on a smart phone or tablet. Enter the following URL in a brower to access:

http://support.oracle.mobi

> **See Also:** For more information, see Knowledge Document 1683083.2., "My Oracle Support How-to Series: How to use Mobile My Oracle Support":
>
> https://support.oracle.com/rs?type=doc&id=1683083.2

one-off backport (OOB)

A request for a patchset exception or interim patch for a customer bug for any product areas using Defect Workbench processes.

PowerView

Enables you to filter information that is displayed in My Oracle Support by SI, product, product line, host name, or other filter. I

> **See Also:** For more information, see "PowerView".

Product Information Center

Consolidates product information in one Knowledge document.

> **See Also:** For more information, see "Information Center".

region

An area of a page that displays a particular type of information, for example SRs or systems.

secure file transport (SFT)

A tool customers use to securely transport of reactive and proactive data to Oracle. Commonly used with Explorer.

service request (SR)

A formal request for assistance from Oracle Support to resolve an issue related to an Oracle product or system.

> **See Also:** For more information, see "Service Requests".

service request profile

A group of pre-defined settings that can be used to pre-populate the 'Where is the problem' field when a new SR is created.

service request escalation

A request to move an SR to a higher priority level. Use the Oracle Global Customer Support escalation process to escalate an SR when a business critical issue requires a higher level of attention from Oracle Global Customer Support management.

> **See Also:** For more information, see Knowledge document 199389.1, "How To Request Management Attention to a Service Request (SR) with Oracle Support Services"
>
> https://support.oracle.com/rs?type=doc&id=199389.1

service tools bundle (STB)

A bundle of support tools that customers can install to enable ASR or Oracle Software Security Assurance (OSSA).

single sign on

An Oracle service that enables you to sign in to more than one service with a single account and password, for example My Oracle Support, the Oracle Technology Network (OTN), and Oracle.com.

Site Alerts region

The region that displays important news items, such as maintenance, outages, or other potential changes related to the My Oracle Support web site.

Support Identifier (SI)

A number representing the "contract" between Oracle and the customer for support of a set of licensed products. A customer may have multiple SIs, depending on the Oracle products licensed. The CUA grants users privileges to an SI, such as the ability to

update service requests and download software. SIs are sometimes referred to as customer service identifiers (CSIs).

Support Identifier Group (SI Group)

Enables CUAS to group hardware assets, software licenses, and users in a single SI, creating an SI based on the needs of the customer.

> **See Also:** For more information, see "Support Identifiers".

toolbar

See toolbar.

toolbar (region)

The top-most area of a region, containing the Action menu, controls for display attributes, filtering information, and other functions.