

Oracle
Primavera
Where to Get Analytics Documentation, Training, and Support

Version 20
December 2020

Contents

Introduction	5
Where to Get Documentation	5
Documentation Accessibility.....	5
Where to Get Training.....	5
Where to Get Support	5
Copyright.....	7

Introduction

This document provides links to resources that will help you use Primavera Analytics.

Where to Get Documentation

Complete documentation libraries for Primavera Analytics releases are available from:

<https://docs.oracle.com/en/industries/construction-engineering/>

The documentation assumes a standard setup of the product, with full access rights to all features and functions.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers 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.

Where to Get Training

To access comprehensive training for all Primavera products, go to:

<http://education.oracle.com>

Oracle Learning Library

The Oracle Learning Library (OLL) provides online learning content covering Primavera products. Content includes videos, tutorials, articles, demos, step-by-step instructions to accomplish specific tasks, and self-paced interactive learning modules.

To access the learning library's Primavera content, go to:

<http://www.oracle.com/oll/primavera>

Where to Get Support

If you have a question about using Oracle products that you cannot resolve with information in the documentation or help:

- ▶ Visit our support website for the latest information on contacting Oracle Global Customer Support and accessing our knowledge articles: <http://support.oracle.com>.
- ▶ Learn our tips and best practices for using our support services:
 - ▶ Watch the How-to Video Training Series:
<https://support.oracle.com/rs?type=doc&id=603505.2>.
 - ▶ Read our *Working Effectively With Oracle Support - Best Practices* guide:
<https://support.oracle.com/rs?type=doc&id=166650.1>.
- ▶ Access the Construction and Engineering support communities, which are moderated by Oracle and provide a place for collaboration among industry peers to share best practices:
<https://community.oracle.com/community/support/primavera>.

Using Information Centers

Information centers provide links to important support and product information. They organize documents found on My Oracle Support (MOS), providing quick access to product- and version-specific information, such as important knowledge documents, Release Value Propositions, and Oracle University training.

Visit <https://support.oracle.com/epmos/faces/DocumentDisplay?id=1486951.1> to access the information center for your product.

Information centers also provide access to:

- ▶ Communities which are moderated by Oracle providing a place for collaboration among industry peers to share best practices.
- ▶ Recently published knowledge base alerts and articles.

Creating a Service Request

To access tutorials on how to create a service request, select the "Create and Manage Service Requests" tab on our the How-to Video Training Series page:

<https://support.oracle.com/rs?type=doc&id=603505.2>.

When you create a service request, be sure to enter the correct product information and problem details so that the request is assigned to the proper Oracle Support team.

Support Renewals Process

If it's time to renew support for your Oracle products, or if you would like to sign up for auto-renewal of your support services, visit the My Support Renewals site:

<https://supportrenewals.oracle.com>.

Keeping Your On-Premises Software Current and Secure

To ensure you have the latest versions of your products, be sure to download and install all available patch sets from <http://support.oracle.com>.

To get the latest information about Critical Patch Updates, visit <http://www.oracle.com/technetwork/topics/security/alerts-086861.html>.

Copyright

Oracle Primavera Where to Get Analytics Documentation, Training, and Support

Copyright © 2020, Oracle and/or its affiliates.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate failsafe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

This software or hardware and documentation may provide access to or information on content, products and services from third-parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.