Oracle® Cloud

Using Oracle Analytics Cloud on Government Cloud

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Preface

Learn how to set up and use Oracle Analytics Cloud on Government Cloud.

Topics:

- Audience
- Related Documents
- Conventions

Audience

Using Oracle Analytics Cloud on Government Cloud is intended for administrators who set up Oracle Analytics Cloud in government regions and business users who use Oracle Analytics Cloud in government regions.

- **Administrators** set up and manage access to Oracle Analytics Cloud instances.
- **Analysts** load and model data and create reports and data visualizations for consumers. Analysts can select interactive visualizations and create advanced calculations to reveal insights in the data.
- **Consumers** customize dashboard pages and work with their favorite reports and data visualizations. Dashboards allow consumers to quickly analyze and manage activity across their system.

Related Documents

These related Oracle resources provide more information.

- Oracle Cloud for Government `https://www.oracle.com/government`
- Getting Started with Oracle Analytics Cloud
- Administering Oracle Analytics Cloud on Oracle Cloud Infrastructure (Gen 2)
- Configuring Oracle Analytics Cloud
- Visualizing Data and Building Reports in Oracle Analytics Cloud

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Conventions

Conventions used in this document are described in this topic.

Text Conventions

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

Videos and Images

Your company can use skins and styles to customize the look of the Oracle Analytics Cloud, dashboards, reports, and other objects. It is possible that the videos and images included in the product documentation look different than the skins and styles your company uses.

Even if your skins and styles are different than those shown in the videos and images, the product behavior and techniques shown and demonstrated are the same.

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Get Started with Oracle Analytics Cloud on Government Cloud

Let's explore what you need to know to get started with Oracle Analytics Cloud in Government Cloud regions.

Topics

- About Oracle Analytics Cloud on Government Cloud
- Before You Begin with Oracle Analytics Cloud in Government Cloud Regions

About Oracle Analytics Cloud on Government Cloud

Oracle Analytics Cloud is available on Oracle Cloud Infrastructure in several government regions. Government Cloud customers can use Oracle Analytics Cloud to explore and perform collaborative analytics for their organization. However, for you to securely run your workloads, you must be aware of your security and compliance responsibilities.

Before you start with Oracle Analytics Cloud, take some time to familiarize yourself with some general information that applies to all cloud services available on Oracle Cloud Infrastructure.

- **US Government Cloud**: See For All US Government Cloud Customers.
- **UK Government Cloud**: See Oracle Cloud Infrastructure United Kingdom Government Cloud.

Government Region Availability

Oracle Analytics Cloud is currently available in several government data regions in the US and UK. For the latest information on availability in regions, see Data Regions for Platform and Infrastructure Services - Government.

US Government Cloud with FedRAMP Authorization

Region Name	Region Identifier
US Gov East (Ashburn)	us-langley-1
US Gov West (Phoenix)	us-luke-1

US Federal Cloud with DISA Impact Level 5 Authorization

Region Name	Region Identifier
US DoD East (Ashburn)	us-gov-ashburn-1
US DoD North (Chicago)	us-gov-chicago-1
US DoD West (Phoenix)	us-gov-phoenix-1

UK Government Cloud

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Region Name	Region Identifier
UK Gov South (London)	uk-gov-london-1
UK Gov West (Newport)	uk-gov-cardiff-1

Before You Begin with Oracle Analytics Cloud in Government Cloud Regions

When you order Oracle Analytics Cloud through Universal Credits, you automatically get access to other required services in Oracle Cloud Infrastructure (OCI).

Here's some information about the OCI services that Oracle Analytics Cloud uses and what you need to do if you're setting up Oracle Analytics Cloud for the first time.

Service in OCI	What is it for?	Do I need to do anything?
Compartments	You use compartments within your tenancy to organize resources on Oracle Cloud Infrastructure. You use security policies in Oracle Cloud Infrastructure Identity and Access Management (IAM) to grant permissions to resources on Oracle Cloud Infrastructure.	Yes. Before you create your first Oracle Analytics Cloud instance, Oracle recommends that you set up one or more compartments in which you can deploy and secure your cloud resources. • Setting Up Your Tenancy • Managing Compartments Optionally, you set up security policies that give other users (groups) permissions to set up and manage Oracle Analytics Cloud. See Give Users Permissions to Manage Oracle Analytics Cloud (US Government).
Identity Domains (US Government Cloud)	(US Government Cloud) You *must* use identity domains in Oracle Cloud Infrastructure Identity and Access Management (IAM) to manage the users in your organization who will use Oracle Analytics Cloud and Oracle Cloud Infrastructure Console. Identity domains are available in all US government tenancies created *after* January 17 2023.If you want to use Oracle Analytics Cloud in a tenancy that was created *before* this date, you can either wait until your tenancy is upgraded to include identity domains or you can create a *child* tenancy (which will include identity domains) and use Oracle Analytics Cloud in the new child tenancy.	(US Government Cloud) Yes. Add users and groups to your identity domain. You can do this before you create the Oracle Analytics Cloud instance or after; you can decide. See Set Up Users, Groups, and Application Roles (US Government).

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Service in OCI	What is it for?	Do I need to do anything?
Oracle Identity Cloud Service (UK Government Cloud)	(UK Government Cloud) You use Oracle Identity Cloud Service for identity management.	(UK Government Cloud) Yes. Set up Oracle Identity Cloud Service in your tenancy. See Federate with Oracle Identity Service Manually. Add users and groups. You can do this before you create the Oracle Analytics Cloud instance or after; you can decide. See Set Up Users, Groups, and Application Roles (UK Government).

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Deploy Oracle Analytics Cloud on US Government Cloud

Let's explore how to deploy Oracle Analytics Cloud on Oracle Cloud Infrastructure in US Government Cloud.

Topics

- Understand Oracle Analytics Cloud on US Government Cloud
- Typical Workflow for Oracle Analytics Cloud on US Government Cloud
- Create an Oracle Analytics Cloud Instance (US Government)
- Set Up Users, Groups, and Application Roles (US Government)
- Give Users Permissions to Manage Oracle Analytics Cloud (US Government)

Understand Oracle Analytics Cloud on US Government Cloud

Oracle Analytics Cloud is available on Oracle Cloud Infrastructure in several US government regions. Your Oracle Analytics Cloud experience on US government regions is slightly different to commercial regions. This topic highlights any differences or restrictions.

Topics

- Tenancies on US Government Cloud Created *Before* January 2023
- Identity Management on US Government Cloud
- Users and Roles Pages in Oracle Analytics Cloud Console
- Data Source Support on US Government Cloud
- Oracle Analytics Publisher on US Government Cloud
- Desktop Tools on US Government Cloud
- Features Not Available on US Government Cloud
- Useful Resources for Oracle Analytics Cloud on US Government Cloud

Tenancies on US Government Cloud Created *Before* January 2023

Oracle Analytics Cloud uses *identity domains* in Oracle Cloud Infrastructure Identity and Access Management (IAM) to manage users. Identity domains are available in all US government tenancies created *after* January 17 2023.

If you want to use Oracle Analytics Cloud in a tenancy created *before* this date, do one of the following:

- Wait until your tenancy is upgraded to include identity domains.
- Create a new *child* tenancy (which includes identity domains) and use Oracle Analytics Cloud in the new child tenancy. See Creating a New Child Tenancy.

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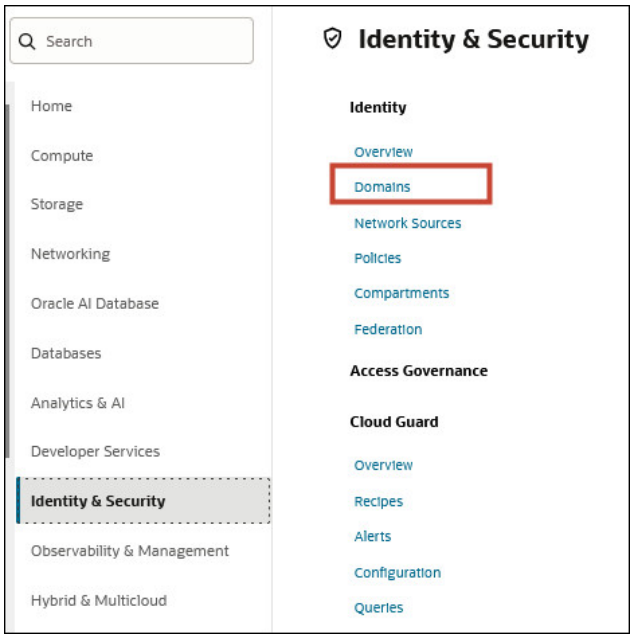
How do I know whether my tenancy includes identity domains?

It's easy to determine whether or not your tenancy offers identity domains. In Oracle Cloud Infrastructure Console, navigate to **Identity & Security**. Under **Identity**, check for **Domains**.

- If you see the **Domains** option, identity domains are available in the tenancy so you can use Oracle Analytics Cloud. See Set Up Users, Groups, and Application Roles (US Government).
- If the **Domains** doesn't appear in the list, identity domains aren't available in the tenancy.



Identity Management on US Government Cloud

In US Government Cloud, administrators must use *identity domains* in Oracle Cloud Infrastructure Identity and Access Management (IAM) to manage users and groups for Oracle Analytics Cloud.

Refer to the IAM documentation to learn how to add users and groups using the Oracle Cloud Infrastructure Console. See IAM with Idenity Domains.

When users and groups are set up, administrators can use the Application Roles page in Oracle Analytics Cloud to give individuals and groups permissions in Oracle Analytics Cloud. See Configure What Users Can See and Do.

> **Note**
>
> As a US Government customer, you can ignore all references to *Oracle Identity Cloud Service* in Oracle Analytics Cloud documentation. Only Commercial and UK Government regions use Oracle Identity Cloud Service.

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Users and Roles Pages in Oracle Analytics Cloud Console

Administrators determine what users can see and do in Oracle Analytics Cloud by assigning various application roles from the *Users and Roles* page in the Console.

This page presents user information in three different views:

Users and Roles Page	Description
Users	Lists users from the identity domain associated with your Oracle Analytics Cloud instance. From the Users tab, you can: • Discover the groups and application roles that each user directly belongs to. • Add or remove application roles assigned to a user. • Generate a report that lists the groups or application roles assigned to a user, either directly or indirectly. You can't add or remove user accounts through the Users tab. Use Oracle Cloud Infrastructure Identity and Access Management to manage user accounts.
Roles	Lists user groups from the identity domain associated with your Oracle Analytics Cloud instance. From the Groups tab, you can: • Discover the members (users or groups) directly assigned to each group. • Discover the application roles or any other groups that a group directly belongs to. • Add or remove application roles assigned to a group. • Generate a report that lists the users assigned to a group, either directly or indirectly. • Generate a report that lists the application roles (or other groups) a group belongs to, either directly or indirectly. You can't add or remove user groups through the Groups tab. Use Oracle Cloud Infrastructure Identity and Access Management to manage user groups.
Application Roles	Displays the predefined application roles for Oracle Analytics and any user-defined application roles that you add. From the Application Roles tab, you can: • Discover the members (users, groups, application roles) directly assigned to each application role. • Add members or remove members from each application role. • Discover whether an application role inherits permissions from other application roles. • Add or remove memberships for each application role. • Displays the predefined application roles for Oracle Analytics and any user-defined application roles that you add.

Data Source Support on US Government Cloud

Federal Information Processing Standards (FIPS) mandate specific security requirements to ensure secure communication and protect sensitive data. When you deploy Oracle Analytics

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Cloud on US Government Cloud, you can connect to several data sources that comply with FIPS.

FIPS-Compliant Data Source	Version	More Information
Oracle Autonomous Data Warehouse	19c and later	Connect to Oracle Autonomous Data Warehouse
Oracle Autonomous Transaction Processing	19c and later	Connect to Oracle Autonomous Transaction Processing
Oracle Fusion Cloud Applications Suite	-	Connect to Oracle Fusion Cloud Applications Suite *FIPS requires SSL
Oracle Database	12.1+ 12.2+ 18+ 19+	Connect to an Oracle Database
Oracle Essbase	11.1.2.4.0+ 21c	Connect to Essbase
CSV File	-	Create a Dataset from a File Uploaded from Your Computer
Microsoft Excel File	-	Create a Dataset from a File Uploaded from Your Computer

Oracle Analytics Publisher on US Government Cloud

Oracle Analytics Cloud offers pixel-perfect reporting using Oracle Analytics Publisher.

Requirements for Analytics Publisher on US Government Cloud

Feature in Analytics Publisher	Special Security Requirements on US Government Cloud
REST Service	You must use an *Auth Token* to connect to Oracle Analytics Publisher's REST service. You can't use *Basic* authentication.
SOAP Web Services	You can't use *login* credentials to connect to Oracle Analytics Publisher's SOAP web services. As an alternative, connect to SOAP web services using an *Auth Token*.
Oracle Content Server Connectivity	You can't connect to Oracle Content Server over Remote Intradoc Client (RIDC) using HTTPS. As an alternative, you can use a generic HTTPS connection but with this method the data size is limited.
Printer, Fax Server, HTTP Server, Proxy Server (Delivery Destinations)	You must use *Basic* authentication to connect to Printer, Fax Server, HTTP Server, Proxy Server. You can't use *Digest* authentication on these delivery channels. See Set Up Delivery Destinations.
Secure FTP (Delivery Destination)	You must use *Password* authentication to connect to SFTP. You can use *Private Key* authentication but you can't use passphrase protected *Private Key* authentication. See Add an FTP or SFTP Server.

Not Supported on US Government Cloud (Analytics Publisher)

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Feature Not Supported on US Government Cloud	Alternative
Desktop Tool	None.

Desktop Tools on US Government Cloud

Oracle Analytics Cloud offers tools that you can run from your desktop.

Requirements for Desktop Tools on US Government Cloud

Desktop Tools	Security Requirements on US Government Cloud
Oracle Analytics Client Tools (including Model Administration Tool, and Catalog Manager)	You must use login credentials (basic HTTP authentication) to sign-in and use these tools.
BIJDBC Application	You must use *OAuth2* client credentials to sign-in and use these tools. You can't sign-in with *login* credentials (basic HTTP authentication).

Features Not Available on US Government Cloud

Some features aren't available when you deploy Oracle Analytics Cloud on US Government Cloud.

Not Supported on US Government Cloud

Feature Not Supported on US Government Cloud	Alternative
AI Assistants using *Oracle-managed* generative AI models	Register and use *user-managed* generative AI models that you've hosted on dedicated AI clusters in Oracle Cloud Infrastructure (OCI) to power AI Assistants. See Register Your Own Generative AI Models to Use with AI Assistants.
Baidu maps	Use another Web Map Service (WMS) provider such as Google Maps to provide map backgrounds in your projects. See About Map Backgrounds.
Oracle Analytics Mobile apps	Use any mobile web browser. Oracle Analytics Cloud is adaptive and responsive on mobile browsers.
Option to load system resources using a content delivery network (CDN)	None.

Useful Resources for Oracle Analytics Cloud on US Government Cloud

Here are some documentation links that you might find useful.

Documentation	Main Differences in US Government Cloud
Administering Oracle Analytics Cloud on Oracle Cloud Infrastructure (Gen 2)	Ignore references to Oracle Identity Cloud Service. In US Government Cloud, you use identity domains in IAM to manage users and groups.
Configuring Oracle Analytics Cloud	Ignore references to Oracle Identity Cloud Service. In US Government Cloud, you use identity domains in IAM to manage users and groups.

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Documentation	Main Differences in US Government Cloud
Connecting Oracle Analytics Cloud to Your Data	For a list of FIPS-compliant data sources you can connect to, see Data Source Support on US Government Cloud.
Modeling Data with Oracle Analytics Cloud	There are a few differences in the way you connect and model data for pixel-perfect reports in US Government Cloud. See Requirements for Analytics Publisher on US Government Cloud.
Visualizing and Reporting Data with Oracle Analytics Cloud	There are a few feature differences in US Government Cloud. See Features Not Available on US Government Cloud.
Pixel-perfect Reporting with Oracle Analytics Cloud	There are a few differences in the way you connect to Oracle Analytics Publisher in US Government Cloud. See Requirements for Analytics Publisher on US Government Cloud.

Typical Workflow for Oracle Analytics Cloud on US Government Cloud

If you're setting up or using Oracle Analytics Cloud on a US government region for the first time, follow these tasks as a guide.

Task	Description	More Information
Place an order for Oracle Analytics Cloud or sign up for a free Oracle Cloud promotion	Sign up for a free credit promotion or subscribe to Oracle Analytics Cloud through Universal Credits. See Data Regions for Platform and Infrastructure Services.	Request and Manage Free Oracle Cloud Promotions Upgrade to a Paid Account
Activate your Oracle Cloud account and sign in for the first time	You receive a welcome email when your account is ready. To activate your account, you must sign in with the credentials provided in the email. As the Cloud Account Administrator, you can complete all the setup tasks for Oracle Analytics Cloud.	Signing in for the First Time
Understand what's different in US Government Cloud	Familiarize yourself with Oracle Analytics Cloud on US Government Cloud and appreciate any differences with commercial regions.	Understand Oracle Analytics Cloud on US Government Cloud
Determine your service requirements	Plan your Oracle Analytics Cloud deployment. Think about what you need before you start.	Plan Your Service
(Optional) Enable other users to set up services	If you don't want to set up Oracle Analytics Cloud yourself, give other users permissions to create services.	Give Users Permissions to Manage Oracle Analytics Cloud (US Government)
(Recommended) Create a compartment for your service	Create a compartment for your Oracle Analytics Cloud deployment.	Create a compartment
Create a service	Deploy a new service with Oracle Analytics Cloud.	Create an Oracle Analytics Cloud Instance (US Government)
Verify your service	When your service is ready, check that you can sign in and your service is up and running.	Verify Your Service and Sign-In

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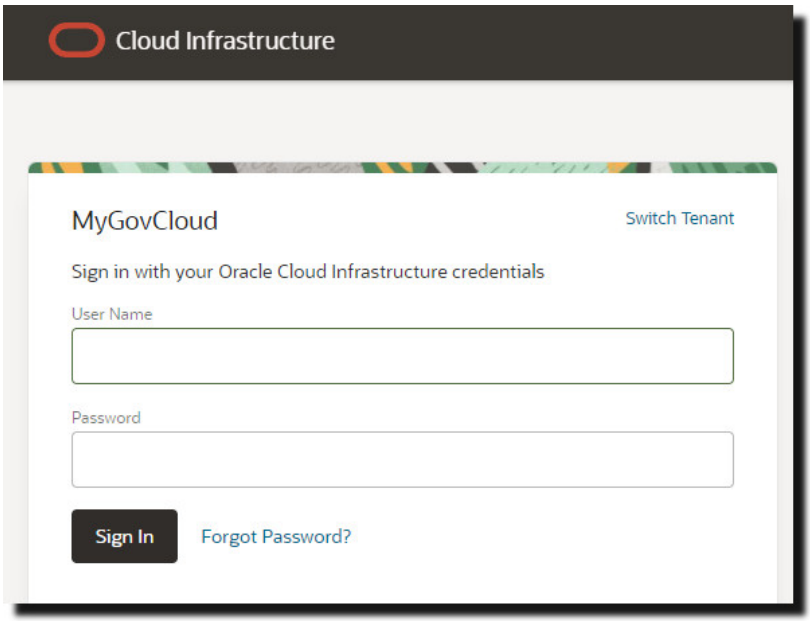
Task	Description	More Information
Set up users and groups	Set up users and groups for Oracle Analytics Cloud in your Oracle Cloud Infrastructure Identity and Access Management (IAM) identity domain and assign them to application roles.	Set Up Users, Groups, and Application Roles (US Government)
Set service-level options	Configure service-level options in Oracle Analytics Cloud Console.	Configure Options for Your Service
Migrate content	Leverage your existing content in Oracle Analytics Cloud.	Migrate Content from Non-US Government Regions
Administer services	Monitor services through Oracle Cloud Infrastructure Console and perform administrative tasks such as pause, resume, scale, delete, and so on. Delegate administrative responsibilities to others through security policies.	Administer Services Give Users Permissions to Manage Oracle Analytics Cloud (US Government)

Create an Oracle Analytics Cloud Instance (US Government)

To set up an Oracle Analytics Cloud instance on US Government Cloud, you must sign-in to your Oracle Cloud account as an *IAM user* and belong to an *IAM group* that is granted the required policies to create an Oracle Analytics Cloud instance.

As Cloud Account Administrator, you have full administration privileges in Oracle Cloud Infrastructure so you can complete all aspects of Oracle Analytics Cloud setup and much more. There's no need to delegate this responsibility but, if you want to, you can give someone else privileges to create and manage Oracle Analytics Cloud instances through the `manage analytics-instances` permission. See Add Users and Groups (US Government) and Give Users Permissions to Manage Oracle Analytics Cloud (US Government).

1. Sign in to Oracle Cloud.



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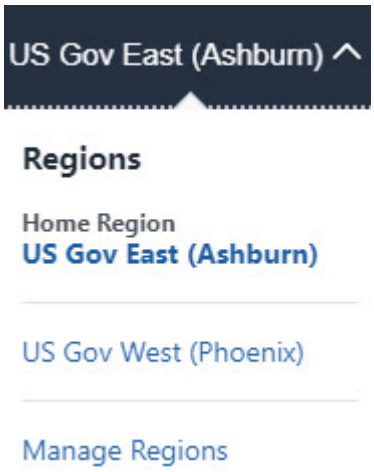
2. In the upper corner, note your selected region.

   Oracle Analytics Cloud instances are visible only in the region in which you create them.



3. To create an Oracle Analytics Cloud instance, follow the steps in Create a Service.

   When you're asked to select **Capacity** (the size of your deployment), you must select the capacity type that matches your subscription.

Set Up Users, Groups, and Application Roles (US Government)

One of the first jobs you do after setting up a service with Oracle Analytics Cloud is to add user accounts in Oracle Cloud Infrastructure Identity and Access Management (IAM) for everyone you expect to use the service and then assign them suitable permissions in Oracle Analytics Cloud (also known as *application roles*).

1. **Add users and groups.**

   You use **Identity Domains** pages (under **Identity and Security**) in Oracle Cloud Infrastructure Console to add users and groups. See Add Users and Groups (US Government).

2. **Assign users and groups to application roles in Oracle Analytics Cloud**.
   You use the Console (Users and Roles page) in your Oracle Analytics Cloud service to give users and groups suitable permissions through application roles. See Give Users and Groups Application Roles in Oracle Analytics Cloud (US Government).

Add Users and Groups (US Government)

In US Government Cloud, you use identity domains in IAM to manage users and groups for Oracle Analytics Cloud.

To learn how to create users in your identity domain and put them into one or more user groups, refer to the IAM documentation Working with Users and Working with Groups.

Give Users and Groups Application Roles in Oracle Analytics Cloud (US Government)

After setting up users and groups in IAM, you assign them suitable permissions in Oracle Analytics Cloud through *application roles*. Oracle Analytics Cloud provides several predefined

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application roles to get you started. In many cases, these predefined application roles are all that you need. See Predefined Application Roles.

To learn how to assign application roles, see Configure What Users Can See and Do.

Give Users Permissions to Manage Oracle Analytics Cloud (US Government)

In Oracle Cloud Infrastructure, you use security policies to control access to resources in your tenancy. For example, you can create a policy that authorizes users in Oracle Cloud Infrastructure Identity and Access Management (IAM) to create and manage Oracle Analytics Cloud instances on US Government Cloud.

The way you create policy statements for Oracle Analytics Cloud is the same on government and commercial regions. For details, read these topics in *Administering Oracle Analytics Cloud on Oracle Cloud Infrastructure (Gen 2)*.

Topics

- About Permissions to Manage Oracle Analytics Cloud Instances
- Example Policy Statements to Manage Analytics Cloud Instances
- Typical Workflow for Setting Up Policies to Manage Analytics Cloud Instances
- Give a User Permissions to Manage Analytics Cloud Instances (Identity Domains)

Migrate Content from Non-US Government Regions

You can migrate content and settings from one Oracle Analytics Cloud environment to another using a snapshot. For example, if you currently use Oracle Analytics Cloud in a commercial region, you might plan to migrate this content to your US Government region. Before you do so, take some time to understand any differences between the two environments and any impact on your content. For example, visualizations that use Baidu maps won't work in US Government regions.

See Understand Oracle Analytics Cloud on US Government Cloud.

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3

Deploy Oracle Analytics Cloud on UK Government Cloud

Let's explore how to deploy Oracle Analytics Cloud on Oracle Cloud Infrastructure in UK Government Cloud.

Topics

- Typical Workflow for Oracle Analytics Cloud on UK Government Cloud
- Features Not Available on UK Government Cloud

Typical Workflow for Oracle Analytics Cloud on UK Government Cloud

If you’re setting up or using Oracle Analytics Cloud on a UK government region for the first time, follow these tasks as a guide.

Your Oracle Analytics Cloud experience on UK government regions is mostly the same as on commercial regions. One difference is that you use Oracle Identity Cloud Service, as identity domains aren't yet available in UK government regions.

Task	Description	More Information
Place an order for Oracle Analytics Cloud or sign up for a free Oracle Cloud promotion	Sign up for a free credit promotion or subscribe to Oracle Analytics Cloud through Universal Credits. See Data Regions for Platform and Infrastructure Services.	Request and Manage Free Oracle Cloud Promotions Upgrade to a Paid Account
Activate your Oracle Cloud account and sign in for the first time	You receive a welcome email when your account is ready. To activate your account, you must sign in with the credentials provided in the email. As the Cloud Account Administrator, you can complete all the setup tasks for Oracle Analytics Cloud.	Signing in for the First Time
Determine your service requirements	Plan your Oracle Analytics Cloud deployment. Think about what you need before you start.	Plan Your Service
(Optional) Enable other users to set up services	If you don’t want to set up Oracle Analytics Cloud yourself, give other users permissions to create services.	Give Another User Permission to Set Up Oracle Analytics Cloud
(Recommended) Create a compartment for your service	Create a compartment for your Oracle Analytics Cloud deployment.	Create a compartment
Federate your account with Oracle Identity Cloud Service	Federate with Oracle Identity Cloud Service manually. In UK government regions, your tenancy isn't federated automatically.	Federate with Oracle Identity Cloud Service Manually

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Task	Description	More Information
Create a service	Deploy a new service with Oracle Analytics Cloud.	Create a Service
Verify your service	When your service is ready, check that you can sign in and your service is up and running.	Verify Your Service and Sign-In
Set up users and groups	Set up users and groups for Oracle Analytics Cloud in Oracle Identity Cloud Service and assign them to application roles.	Set Up Users, Groups, and Application Roles
Set service-level options	Configure service-level options for everyone using your service.	Configure Options for Your Service
Migrate content	Leverage your existing content in Oracle Analytics Cloud.	Migrate to Oracle Analytics Cloud from Other Environments
Administer services	Monitor services and perform administrative tasks such as pause, resume, scale, delete, and so on. Delegate administrative responsibilities to others through security policies.	Administer Services Give Users Permissions to Manage Analytics Cloud Instances

Features Not Available on UK Government Cloud

Some features aren't available when you deploy Oracle Analytics Cloud on UK Government Cloud.

Not Supported on UK Government Cloud

Feature Not Supported on UK Government Cloud	Alternative
AI Assistants using *Oracle-managed* generative AI models	Register and use *user-managed* generative AI models that you've hosted on dedicated AI clusters in Oracle Cloud Infrastructure (OCI) to power AI Assistants. See Register Your Own Generative AI Models to Use with AI Assistants.
Option to load system resources using a content delivery network (CDN)	None.

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4

Troubleshoot (Government Cloud)

This topic describes common problems that you might encounter administering services in Oracle Analytics Cloud and explains how to solve them.

Topics

- I'm having problems creating a service
- How do I diagnose other issues?
- Where do I find the OCID for my service?
- When do I contact Oracle Support?

I'm having problems creating a service

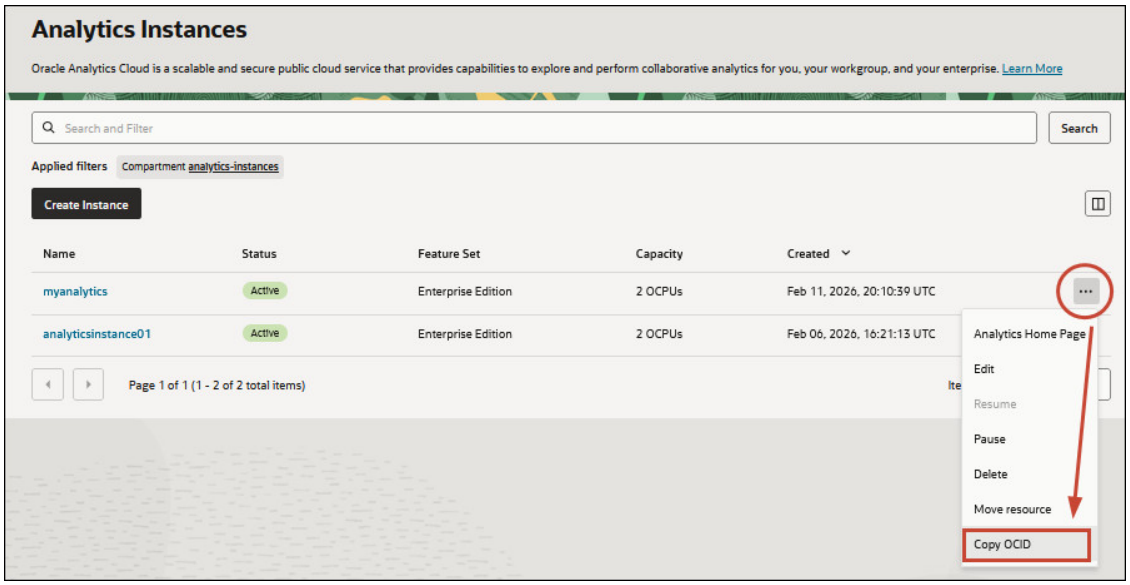
In the Oracle Cloud Infrastructure Console, navigate to the Analytics Cloud page. Check the Status to see why provisioning failed. If you're not sure what to do, contact Oracle Support for assistance.

How do I diagnose other issues?

If you experience issues with your service, make a note of the Oracle Cloud ID (OCID) allocated to the service and contact Oracle Support for assistance.

Where do I find the OCID for my service?

In the Oracle Cloud Infrastructure Console, navigate to the Analytics Cloud page. Click **Show** or **Copy** next to the **OCID** value for your service.



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When do I contact Oracle Support?

If you encounter a problem creating a service, record any error messages you see in the user interface, and contact Oracle Support for assistance.

Contact Oracle Support if you want help with your service:

- You experience performance issues.
- Your service isn't available.

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