

Oracle Argus

Product Verification Pack (PVP)



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Oracle Argus Product Verification Pack (PVP), Release 8.4.4

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Preface

This preface contains the following sections:

- [Documentation accessibility](#)
- [Diversity and Inclusion](#)
- [Related resources](#)
- [Access to Oracle Support](#)

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>.

Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

Related resources

For information about Oracle Argus patches, see [My Oracle Support](#).

All documentation and other supporting materials are available on the [Oracle Help Center](#).

Access to Oracle Support

To receive support assistance, determine whether your organization is a cloud or on-premises customer. If you're not sure, use Support Cloud.

Cloud customers receive support assistance through Support Cloud

Oracle customers that have purchased support have access to electronic support through Support Cloud.

Contact our Oracle Customer Support Services team by logging requests in one of the following locations:

- English interface of Oracle Life Sciences Support Cloud (<https://hsgbu.custhelp.com/>)

- Japanese interface of Oracle Life Sciences Support Cloud へようこそ (<https://hsghu-jp.custhelp.com/>)

You can also call our 24x7 help desk. For information, visit [Life Sciences Support | Oracle](#) or visit [Oracle Accessibility Learning and Support](#) if you are hearing impaired.

On-premises customers receive support assistance through My 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.

1

About the Product Verification Pack

The Product Verification Pack (PVP) is a collection of product release artifacts that are aimed at helping with your validation efforts.

The documents in the PVP are used by Oracle for product certification purposes, and Oracle makes the documents available to you at no charge with each major and minor product release. You can use the PVP as a blueprint for acceptance testing.

You'll find the following documents in the Oracle Argus Safety PVP:

- Summary report
- Test cases
- Traceability matrix
- Test results
- Objective evidence

A new PVP is made available for every release except patch releases.

We request you to use this PVP on as-is basis and modify as suitable to your intended use of the application, configuration and environment prior to using application in production.

2

How do I get it?

Use the following steps to get the Oracle Argus PVP:

- [Step 1. Get an account for My Oracle Support \(MOS\)](#)
- [Step 2. Associate your MOS account with your organization's customer support identifier \(CSI\)](#)
- [Step 3. Enter a ticket to obtain the password for the Product Verification Pack \(PVP\)](#)
- [Step 4. Download the Product Verification Pack \(PVP\)](#)

Step 1. Get an account for My Oracle Support (MOS)

Do I have to do this? Yes, unless you already have a My Oracle Support (MOS) account. Getting an account takes just a couple minutes.

How many times do I have to do this task? Just one time.

1. If you think you might have a MOS account but aren't sure of your user name or password, follow these steps to retrieve your sign-in details.

Note:

You already have a MOS account if...

- You were identified as the primary contact from your organization for the deployment of Oracle Clinical One Platform when the environment was first provisioned.

If you were the primary contact, you received the Welcome letter from Oracle and were provisioned with a My Oracle Support (MOS) account during the onboarding process.

or

- You've ever signed into [Support Cloud](#).

The two sites use the same account.

Open [My Oracle Support](#), and below the Sign In button, click **Forgot User ID / Password**.

Follow the instructions on the page to retrieve your sign-in details.

2. If you don't have a MOS account, follow these steps to get one:

Open [My Oracle Support](#), and below the Sign In button, click **New user? Register here**.

Step 2. Associate your MOS account with your organization's customer support identifier (CSI)

Do I have to do this? Yes. Even if you have a MOS account, you won't be able to download the Product Verification Pack (PVP) or see useful information until you associate your account with your organization's customer support identifier (CSI).

How many times do I have to do this task? Just one time.

1. Obtain your organization's CSI using one of the following methods:

- Find the CSI in the Welcome letter, if you received it.

If you were identified as the primary contact from your organization for the deployment of Oracle Clinical One Platform when the environment was first provisioned, you received the Welcome letter from Oracle.

- Consult the documents you received during the onboarding process.
- Reach out to your Sales contact.

2. Sign in to [My Oracle Support](#).

3. In the upper right, click the drop-down arrow to the right of your name, and select **My Account**.

4. Below Support Identifiers, click **Request Access**.

5. Fill in the fields:

- **Note to Approver:** Include an optional note about why you need to be associated with the organization's CSI.
- **Support Identifier:** Enter the numerical CSI for your organization.

6. Click **Request Access**.

7. Review these important guidelines so you understand how your request is approved, next steps, and future responsibilities:

- If you are the first person from your organization to request to be associated with the CSI:
 - You can expect to hear back from Oracle within a couple business days, letting you know that the association has been set up.
 - As the first user at your organization to be associated with the CSI, you automatically become the Customer User Administrator (CUA) for your organization.
- * **As the CUA, you'll be responsible for approving all future requests for associations to your organization's CSI.**
- * You'll typically receive requests only when another person at your organization needs to download the PVP. After someone requests access, you'll receive an email, and all you have to do is return to MOS to approve their access.
- * You also have the ability to identify other users as CUAs. **We highly recommend setting up more than one CUA for your organization.** That way, if the current CUA is on vacation or leaves the company, your organization will still be able to approve requests. If your last CUA leaves your organization, reach out to Oracle Support for help in manually updating the CUA.

- If you aren't the first person from your organization to request to be associated with the CSI, the request for approval is emailed to the Customer User Administrators (CUAs) at your organization.

One of them needs to sign in to My Oracle Support and approve your request, and then you'll be able to see the PVP. They can also make you a CUA so that you'll have approval rights for future requests.

Step 3. Enter a ticket to obtain the password for the Product Verification Pack (PVP)

Do I have to do this? Yes. Due to security considerations, the PVP can be downloaded only if you have the current password. But if you are responsible for validating, we think you'll find that the contents of the PVP are worth the extra step of getting the password.

How many times do I have to do this task? The password changes every 90 days, so you'll have to request a new password about four times per year.

1. Open [Support Cloud](#).

Tip: Your Support Cloud account is the same as your My Oracle Support (MOS) account.

2. Select the **Support Request** tab.
3. Enter a ticket and ask for the password for the product PVP. For help filling in the fields, see the following sample ticket.

Submit a Request to our Product Support Team

Select Customer
ABC Pharma

Select Product *
Oracle Argus

Select Business Service
Oracle Argus - ABC Pharma

Oracle Internal *
☐ Yes ☒ No

Environment *
Other

Application URL/Website Address

Severity *
4 - Low

Issue Category *
General Inquiry

Alternative ref number (if applicable)

Summary *
Please provide Password for the latest Oracle Argus Product Verification Pack (PVP)

Description *
Please provide Password for the latest Oracle Argus Product Verification Pack (PVP)
Thank you.

Step 4. Download the Product Verification Pack (PVP)

1. To find the PVP, go to My Oracle Support at <https://support.oracle.com> and in the search box in the upper right on any page, enter the patch number as **31721002**, and press **Enter**.
2. On the right, from the **Release** drop-down, choose the release for which you need the PVP.
3. Below the drop-down list, click **Download**.
4. In the File Download pop-up, perform the following tasks:
 - a. Check the download time for the PVP, and make sure you'll be able to leave your computer on for the duration of the download.
 - b. Enter the password you obtained from Support, and click **Unlock**.

The PVP downloads.

Did a Password is invalid error appear? If so, the password has expired since you last obtained it. [Enter a ticket to get the current password](#).

You're finished! Now all you have to do is save the PVP locally and unzip the file so you can view its contents.