



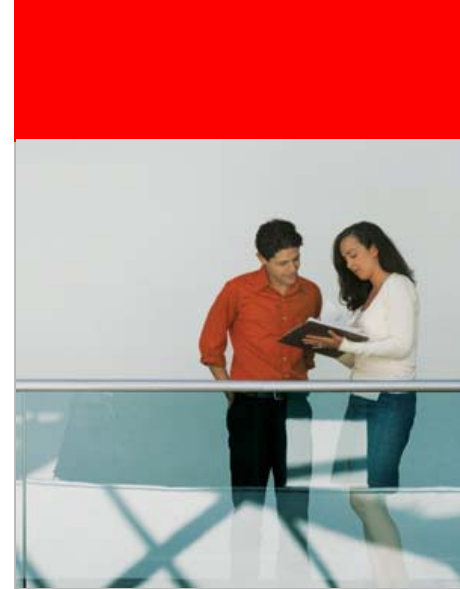
ORACLE®

Support Update

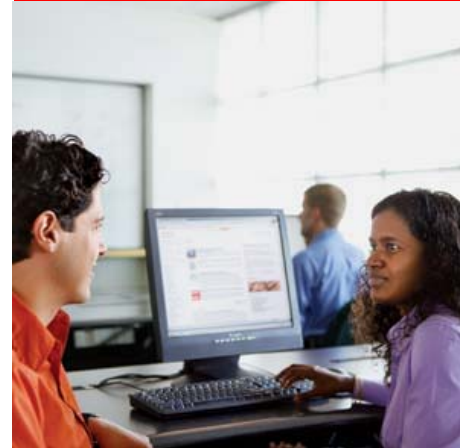
Ana Cristina Nickolayeva
Senior Manager – Oracle Global Customer Support

Agenda

- Metalink information
- New Software Error Correction Support Policy
- Proposal for this Year
- Technical Reference
- Summary
- Quick Reference
- Q&A

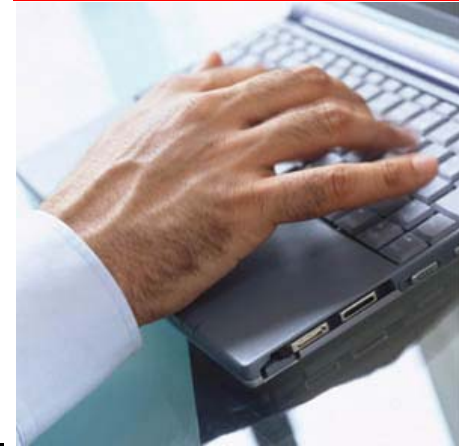


Metalink information



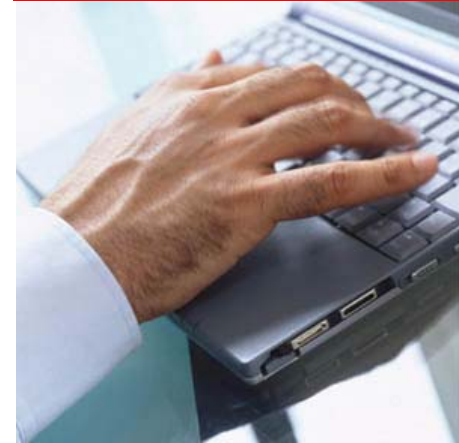
Metalink Login process

- Metalink does not remember the 'credentials' anymore
 - Input & possible workaround:
 - Several customers raised this issue with Oracle
 - Reason for the change: Security and Data Privacy issues
 - They are considering for the 'new' Metalink Portal (under way)
 - Possible workaround:
 - Use a browser, that like Mozilla Firefox, userid is remembered



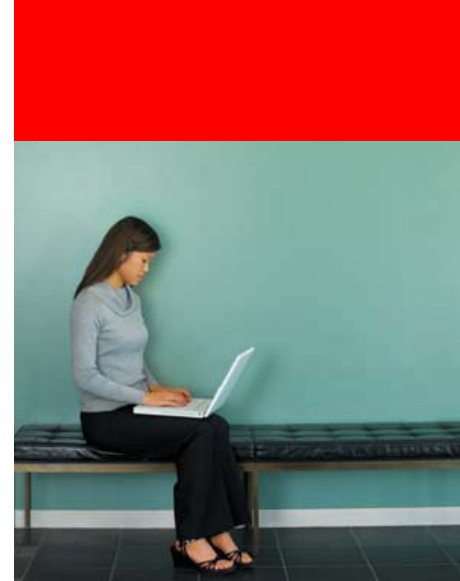
Not customer and needs Metalink access

- If a consultant does not want to use the CSI owned by his/her customer then the consultant typically uses a CSI for their Oracle Partner Network (OPN) membership. Please refer to <http://www.oracle.com/partners/index.html>



When searching Document in Metalink

- If you are searching for a specific Doc ID, select "Document ID (Knowledge Base, Forum, or Bug)" from the Quick Find dropdown list and you will get the target note back in results list of one."
 - If you use other options during your search and the Doc ID you want to find is referenced in other notes, it may be last document in the results list
 - This issue should be changed when MetaLink is replaced by a new version of the MetaLink portal



New Software Error Correction Support Policy



New Software Error Correction Support Policy

- Software error Correction Support Policy can be found as Note#209768.1 (Database, FMW, and OCS Software Error Correction Support Policy)
 - Highlights of what is new in this document:
 - Oracle announces a new longer (up to 12 months, minimum 3 months) grace period to install a new Database patch set. Also, this grace period is now the same with respect to generating both interim patches and Critical Patch Updates. See section 3.2.1.
 - The Grace Period for each platform starts with the release of the new patch set on that platform
 - Windows patch bundles for Database are now explained.
 - Expanded details around Critical Patch Updates

New Software Error Correction Support Policy (Cont.)

- CPUs follow the same rules for patch set support that other patches do: they are created for the current patch set and the previous patch set (if any) for the duration of the grace period (see section 3.2.1 above).
 - For example, if 10.2.0.4 is the current Database patch set, a CPU would be created on 10.2.0.4, and on 10.2.0.3 as long as it is within the grace period to install 10.2.0.4. Once a product has entered Extended Support, the only supported patch set is the terminal patch set, so CPUs will only be created for the terminal patch set. Note that only customers who have contracted for Extended Support are entitled to get and use CPUs created for a product that is in Extended Support.

Please take some time to review complete information

Proposal for this Year



Continue Knowledge Management work

- Engineers to continue to manage the information available on Metalink through internal actions
- We will continue to improve the content and the information available at logging SR time
- Send us your feedback



Technical Webcast

- Share with you our support expertise based on SR experience
- Not a training
- Not consulting
- Short call (30' maximum)
- Pre-registered session by Metalink
- Delivered by a Support engineer



Technical Webcast (Cont.)

- First technical Webcast: Overview of the Transparent Gateway for DB2 – May 14th
- How to get to Webcast schedule in Metalink
 - Go to 'News, Events & Training' under Headlines
 - Click on 'Product Related' under topic 'Advisor Webcasts' under 'Programs & Training'. These steps bring you to the 'Oracle Advisor Program' main page which is Note#398877.1
 - Click on 'Current Schedule'
 - Click on Abstract for the session you want to register
 - Click on 'Register for this session'
 - You will receive an email with conference information



Technical Webcast (Cont.)

- For this specific session, you can go directly to Note#557403.1 (Oracle Server Tech: Overview of the Transparent Gateway for DB2)
 - Good time to use the tip provided on searching for specific Doc ID 😊
- Send us some idea on what you would be interested on having a session on



Technical Webcast (Cont.)



✉ Action: Web conference enrollment : Overview of the Transparent Gateway for DB2 - Message (HTML)

File Edit View Insert Format Tools Actions Help

Reply Reply to All Forward

From: Ana Cristina Nickolayeva [ana-cristina.rezende@oracle.com] Sent: Thu 4/3/2008 3:44 PM
To: csgmit_us; Gallagher Damian Joseph; FOELLBACH LINDE; Jones Adrian Robert; CAMPINS-PUNTER SONIA; JAYAPPA RAKESH G; RENG RAIMUND; DELOBEL PHILIPPE; mark.j.jones@oracle.com
Cc:
Subject: Action: Web conference enrollment : Overview of the Transparent Gateway for DB2

-----Original Message-----
From: pamelagreenwell@oracle.com [mailto:pamelagreenwell@oracle.com]
Sent: Thursday, April 03, 2008 2:10 PM
To: ana-cristina.rezende@oracle.com
Subject: Web conference enrollment : Overview of the Transparent Gateway for DB2

ORACLE Collaboration Suite
Web Conference

Web conference enrollment : Overview of the Transparent Gateway for DB2

Dear Ana Nickolayeva :

You have been enrolled for Web conference Overview of the Transparent Gateway for DB2.
[Join Conference](#)

If you have problems accessing the conference using the above link, copy and paste the following link into your browser:
https://conference.oracle.com/mtapp/app/cmn_jm_hub.uix?miD=104562031&mConfKey=advisor&emailAddr=ana-cristina.rezende@oracle.com

Conference Details

Conference Title	Overview of the Transparent Gateway for DB2
Conference ID	104562031
Conference Key	advisor
Date and Time	14-May-2008 8:00 AM
Duration	1 Hour
Timezone	(-07:00) US Mountain Time
Dial-In Number	Toll Free 888-259-4812, Toll +1-706-679-4880, Passcode: 39237198
Information	Webcast Time: 7 am PT, 8 am MT, 9 am CT, 10 am ET -
Invited Attendees	Attendee list is not published.

Conference Materials

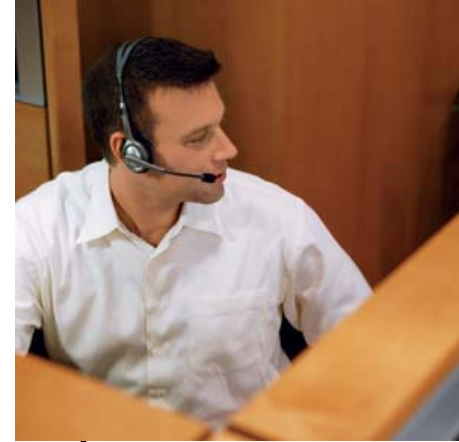
Document Name	File Name	File Type	Description
No pre-conference document			

To check that your system is ready for web conferencing, click [New User](#) and then Test.

start | 7 Microsoft... | 4 Internet... | 5 Microsoft... | sig | Untitled - N... | Error_Corre... | Document1 ... | 3:34 PM

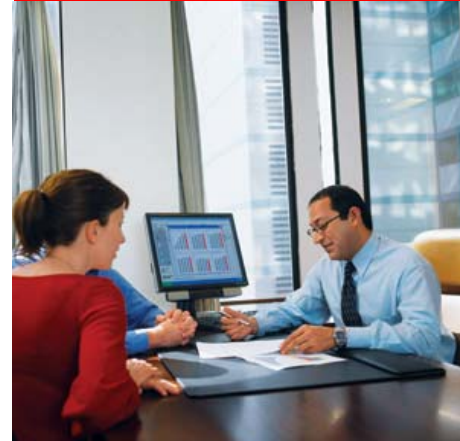
Continued Improvement

- SR Survey
 - Changes in questions to get better and more clear feedback from our customers
- Understand and reduce number of SRs closed as as 'unresolved'
 - Customers may get more phone calls to request final feedback

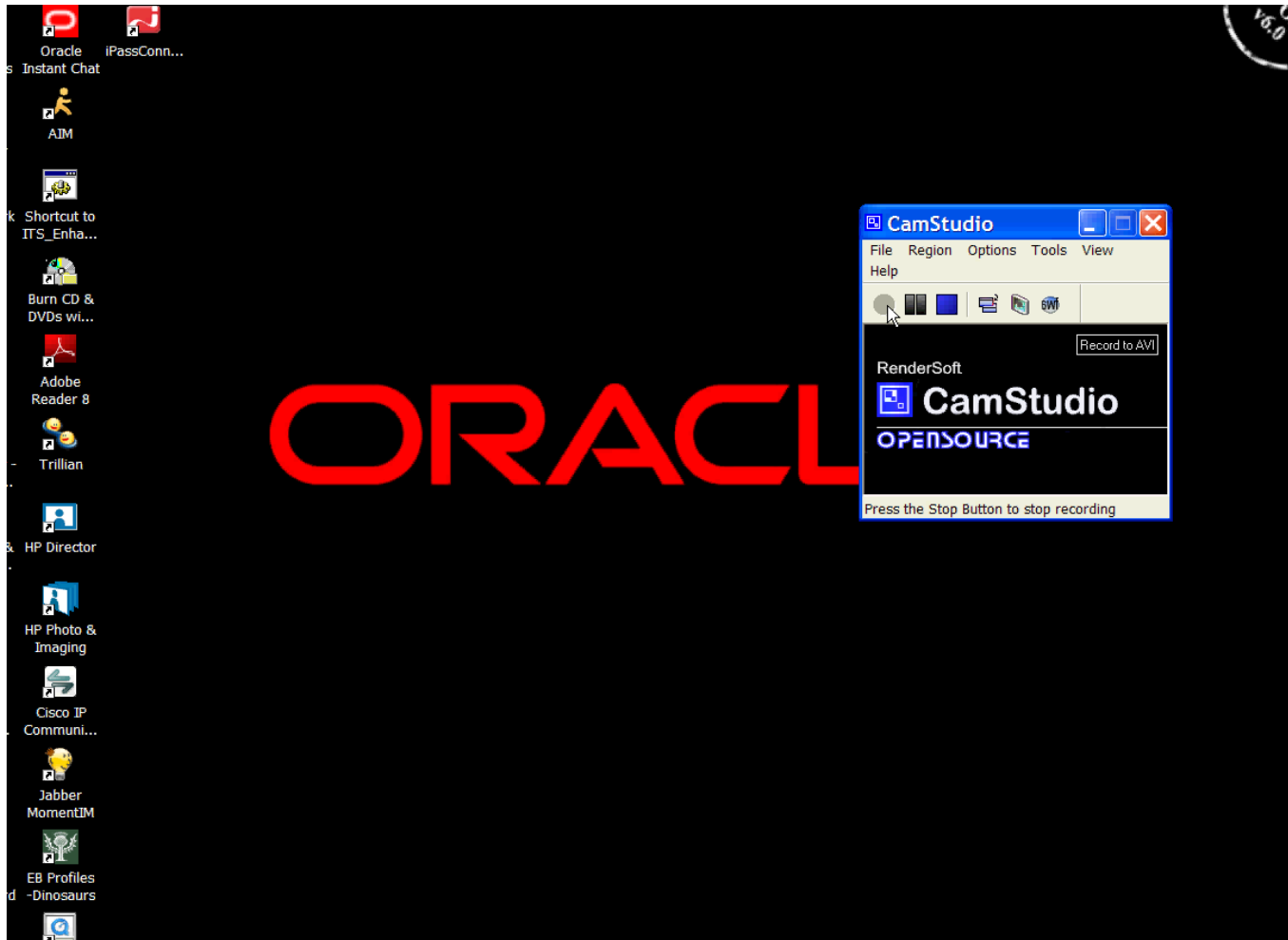


DITO – Demo It To Oracle

- CamStudio is a third party desktop recording software
- CamStudio is able to record all screen and audio activity on your computer
- To help customers record their problem offline and send the details to Oracle
 - Most likely to be used by those customers that could not use OWC for security reasons
- Recordings available to Oracle Support by uploading them to your SR in MetaLink.
- Still under test for EBS customers. More to come ...



DITO – Demo It To Oracle



Technical References



Technical References for LoZ

- [Note 420382.1](#) Requirements for Installing Oracle 10gR2 RDBMS on RHEL 4 on zLinux (s390x) (soon-to-be-published)
- [Note 556906.1](#) *Requirements for Installing Oracle 10gR2 RDBMS on SLES 10 on zLinux (s390x)*
- [Note 270577.1](#) Installing Oracle 9i on IBM z/Series - SLES8/9
- [Note 431443.1](#) Requirements for Installing Oracle 10gR2 RDBMS on SLES 9 on zLinux (s390x)
- [Note 401705.1](#), "Linux x86 and Linux x86-64 Requirements Reference List" includes a pointer to each of these, so you may want to get it and find the note applicable for you

Technical References for z/OS

- [Note 552540.1](#) - CPUJAN2008/CPUAPR2008 Patch application for V10.2.0.3 Database on ZOS
- [Note 412458.1](#) - Multi-Address Space Support for TG4DB2
- [Note 382858.1](#) - How to Manually Upgrade from 9.2.0 to 10.2.0.3 on zOS
- [Note 433102.1](#) - z/OS Support for the GLOBAL Login File: glogin.sql
- [Note 559973.1](#) - Error on Startup when the database was upgraded from v9.2.0. x to 10.2.0.3

Summary



Summary

- New Metalink portal is under way. It is expected to have lots of improvement. Until then, use the tips shared with you
- Take some time to review the Technical Webcast available and other information available in Metalink
- Continue sending your feedback, especially via SR Survey
- Please review the Software error Correction Support Policy

Quick Reference



Quick Reference

- **TG4DB2 Webcast information**

Note 557403.1: Oracle Server Tech: Overview of the Transparent Gateway for DB2

- **New Software Error Correction Support Policy**

Note 209768.1: Database, FMW, and OCS Software Error Correction Support Policy

- **For information on the Lifetime Support Policy:**

<http://www.oracle.com/support/premier/lifetime-support-policy.html>

- **To review Oracle Database on z/OS Support Status**

Note 461234.1: Oracle Database on z/OS Support Status

- **Always Metalink ☺**

<http://metalink.oracle.com/>

For More Information

search.oracle.com

Global Customer Support



or

oracle.com



ORACLE IS THE INFORMATION COMPANY

ORACLE®