


The Oracle logo is displayed in a bold, red, sans-serif font. The word "ORACLE" is written in all caps, with a registered trademark symbol (®) positioned at the top right of the letter "E". The logo is centered within a white rectangular area that has a thin black border.A solid red square is located in the top-left corner of the text box.

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

A solid red horizontal bar spans the width of the text box.

ORACLE



ORACLE®

Support Update
Rhoda Sarmiento-Pereira
Senior Support Engineer – Oracle Global Customer Support

Agenda

- Global Customer Support Overview
 - Values
 - SR Survey – Why is it Important to us?
 - GCS availability and Location
 - Getting in-touch with us
- CPU Security Patch Update
- My Oracle Support
 - Overview
 - Changes with Platforms
- Useful Notes

ORACLE®

Global Customer Support Overview Values

- Customer Support Values
 - CUSTOMER SUCCESS
 - Your success is also our success
 - EXCELLENCE
 - While striving to ensure your success, we try to deliver exceptional and inspired results.

ORACLE

SR Survey – Why is it Important to us?

- Every survey returned is read, and action is taken
- Satisfaction comments:
 - Used to recognize the engineer's work
 - Tells us what works and makes you satisfied so we can do more of it!
- Improvement comments:
 - Help direct our future processes
 - Help determine new features that are added to our tools
 - Help determine what new tools will help better your experience
- Tell us what you want in the “next generation support”

ORACLE

GCS availability and Location

- Global support works round the clock
- Main Support for z/OS and z/LINUX
 - EMEA (United Kingdom, Spain and Germany)
 - US (Northern America) (2 hour on-call period)
 - East and west coast based
 - Starts at 7:30am Eastern Time, ends at 6:30 Pacific Time
 - ISC (Asia)
 - Starts at 6:30pm Pacific Time
 - Weekend coverage available for Sev1 problems

ORACLE

How to get in-touch with us

- Open a service request with support
 - Key criteria is the input you provide.
 - SRs are routed automatically to the different support groups based on your data.
 - Take 5min more to choose the correct data
 - This avoids unnecessary delays
 - So what is the correct data that you should use?

ORACLE

How to get in-touch with us

- Fundamentals for correct routing are
 - Product Id, Component, Subcomponent
 - For z/OS problems it's already enough when you choose the correct product id.
 - Product Id 1061 Operating System Dependent Interface
 - Product Id 124 Access Manager for CICS
 - Product Id 323 Oracle Access Manager for IMS/TM
 - For Linux on Z problems a little bit more is needed.
 - Product Id Component Subcomponent
 - 5 Install ZLINUX
 - 5 RDBMS ZLINUX
 - These choices ensure you to get in contact with us

ORACLE

CPU Security Patch Update

- Versions 9.2.0.8.21 and 10.1.0.5.21 are now in Extended Support
 - CPU Patch will be by request only if you have an Extended Support Maintenance license
- 10.2.0.3.21 supported and will release CPU patch as scheduled (quarterly)

Note 360470.1 - Security Alerts and Critical Patch Updates- Frequently Asked Questions.

ORACLE

My Oracle Support (MetaLink) Features

- New Name: “My Oracle Support”
- Remembering login credentials
- Dashboard
- Knowledge enhancements featuring a new search
- Service Request Creation improvements
- ... And much more!!

NOTE: For training on the new features, see article 418295.1:“Advisor Webcast: Introduction to MetaLink”

ORACLE

My Oracle Support

Introducing My Oracle Support, the next generation MetaLink experience. My Oracle Support offers you secure, real-time access to Oracle experts on the complete Oracle software stack. It also provides groundbreaking personalized & proactive support capabilities that help reduce unplanned down time and improve system stability. Leverage the Internet for immediate access to 24/7 support and get the critical and timely information you need for running your business.

Proactive, Automated Tools
Personalized, Comprehensive Knowledge
Simplified Configuration Management
Robust Search
Downloadable Product Patches
Customer Community
Customized Dashboards

Learn more

Sign In

Language: English

User Name:

Password:

My Oracle Support (requires Flash)
 Classic MetaLink

Remember me

[I forgot my password](#)

Sign In

Register here:

[New user? Register here](#)
[Oracle employees register here](#)
[Read the Registration FAQ](#)

My Oracle Support requires Adobe Flash Player 9.

Having trouble with Flash? Try these tips:

- Running Flash in your organization
- Installing the right version of flash
- Flash FAQ
- Adobe Flash support site

If you can't or don't want to run Flash, sign in to the Classic (HTML)

Local Intranet

ORACLE

My Oracle Support Features - Dashboard

- Portals to:
 - Open SR's
 - News/Notes
 - New Alerts and newly added articles
- Able to customize all/any portals (this is a feature on all tabs available in My Oracle Support)

ORACLE

My Oracle Support | Dashboard - Microsoft Internet Explorer

Address: https://myrepas.us.oracle.com/CSF/flash.html#tab=Dashboard&page=Dashboard&hcd340m()&

ORACLE MY ORACLE SUPPORT PowerView is OFF

Welcome, Rhoda | Settings | Feedback | Sign Out | Help

Dashboard Knowledge Service Requests Patches & Updates Community Certify Reports Collector

Dashboard

System Health

View by Health Checks Patch Alerts

Total Issues: 54

Critical 22

Warning 33

Informational 11

Service Requests

Problem Summary

Problem Summary	SR Number	Severity	Created By	Status	Last Updated	Default
APPLY SIZE8 APPLICATION PATCH 794_5 TO AEA P001	5761311.993	4	Steve Dahl	Scheduled Work	2 years ago	-
Address the SPFILE location issue on RPA.	6207273.993	4	Carlos Cruz	Service Request ...	1 year ago	-
Apply patch 794_5 & DST PDBMS Patch to prod AEA (Uma Production environment)	6176521.994	4	Carlos Cruz	Service Request ...	2 years ago	-
Change Password for CLTP database login in AEA.p001	5763211.993	4	Steve Dahl	In Callback	2 years ago	-
Change Password for CLTP database login in AEA.p001	5763174.993	4	Steve Dahl	In Callback	2 years ago	-

Getting Started

New Customers Start Here

News, Events & Training

Getting Started Guide

Collector Quick Install Guide

Frequently Asked Questions

Browse My Oracle Support Articles

Support Policies

Bug

Take a Survey

Training: Pre-recorded

Training: Upcoming Schedule

Browse Collector Articles

Inventory (See Report)

Systems

Actions

Name	Last Collected	Type	Oracle Home	Host	Last Collected	Critical
AT1_at1.us.oracle.com_db	2 years	Database Instance	3	FRED STAH, MARKET RESEA...		
CDR_at1.us.oracle.com_db	2 years	Database Instance	2	FRED STAH, MARKET RESEA...		
DE02_us.oracle.com_db	1 year	Database Instance	2	FRED STAH, MARKET RESEA...		
EMREP_myrepas2.ch.oracle.com_db	1 year	Database Instance	2	FRED STAH, MARKET RESEA...		
EnterpriseManagerEMrepas2.ch.oracle.com_myrepas2.ch.oracle.com_db	6 days	Oracle Application Server Sys...	0	FRED STAH, MARKET RESEA...		

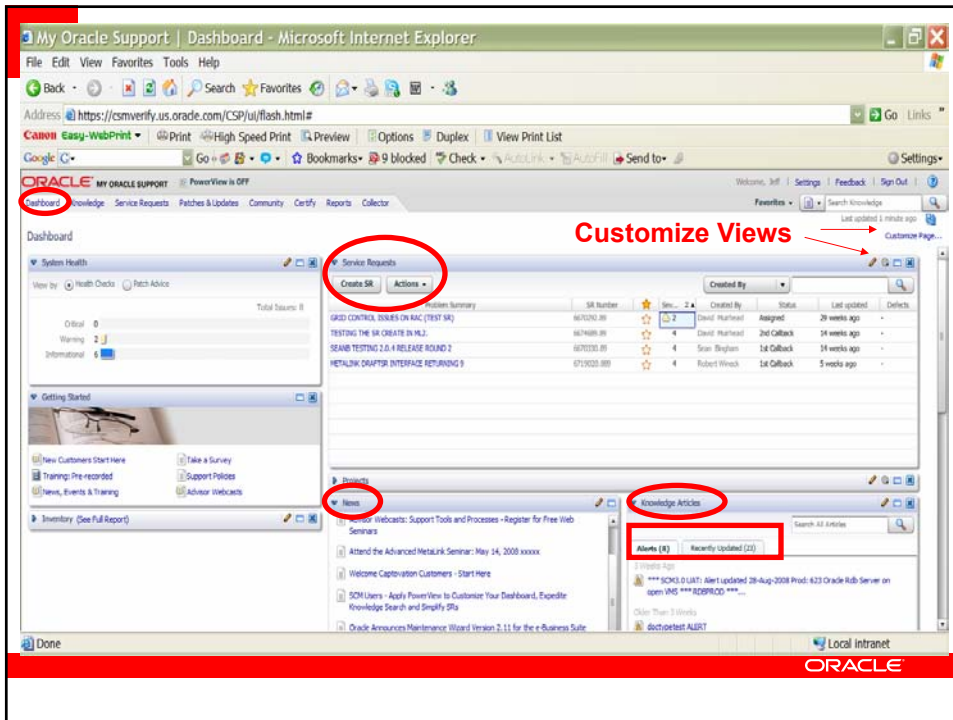
Targets

Actions

Name	Type	Oracle Home	Host	Last Collected	Critical
sql_home	Oracle Home	/U02/product/10.2.0	ukstar	1 year	0
AT1	Database Instance	/U01/app/oracle/pr..._at1.us.oracle.com		2 years	2
APPSCR_TSQLS	Oracle Home	/usr/oracle/prods..._plr-b001.us.oracle.com		1 year	0
APPSCR_VYS	Oracle Home	/usr/oracle/websh..._mattmarsh-us.oracle.com		42 weeks	0
APPSCR_jgpd0	Oracle Home	/g001/oracle/prd..._c01sh02.us.oracle.com		1 year	0
APPSCR_VYS	Oracle Home	/U01/oracle/instal..._mattmarsh-us.oracle.com		42 weeks	0
CDR	Database Instance	/U01/app/oracle/pr..._at1.us.oracle.com		2 years	2

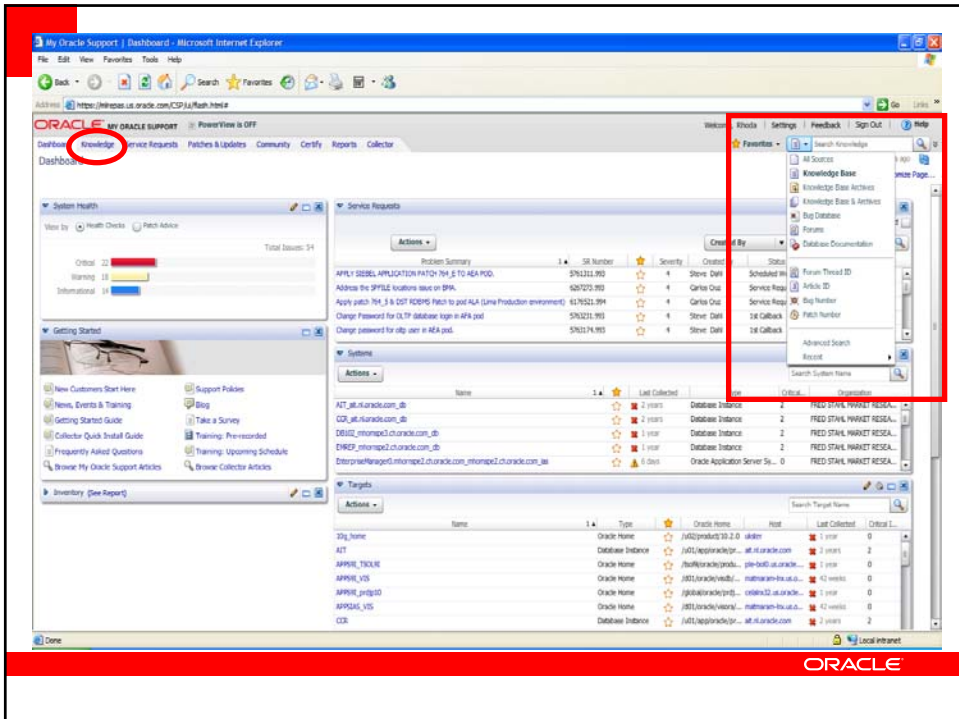
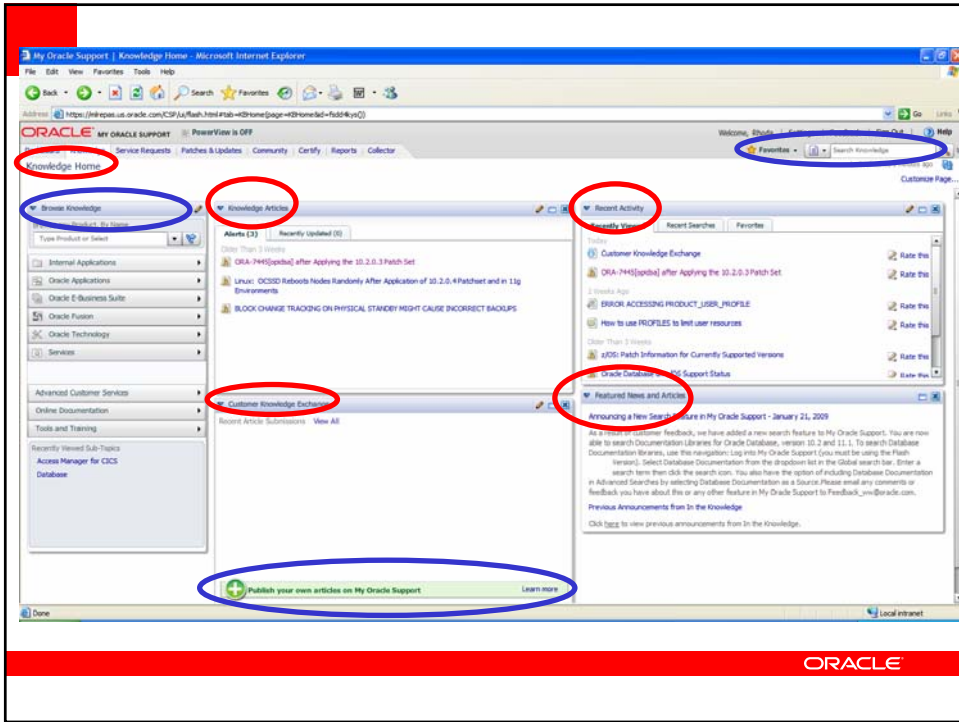
Customize Views

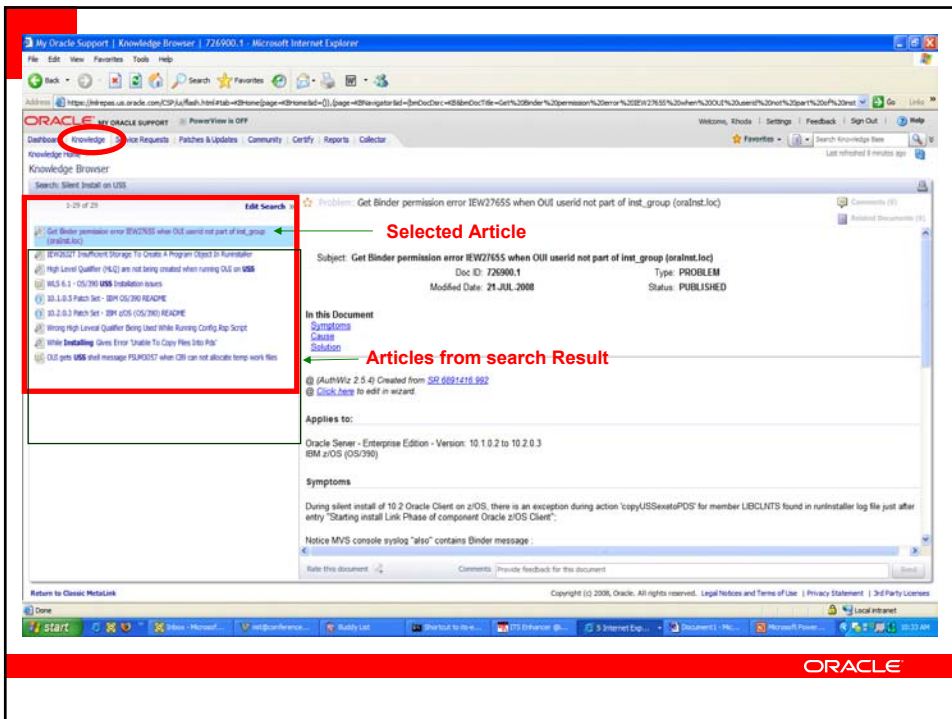
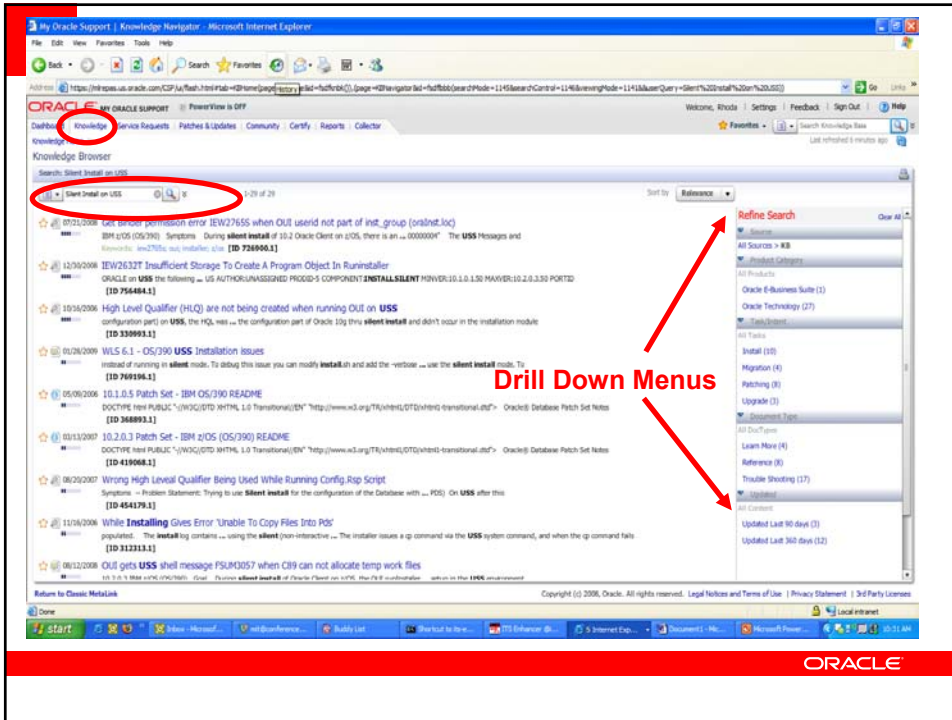
Oracle



My Oracle Support Features - Knowledge Tab

- Portals to:
 - Alert(s) Window (same one on dashboard) / New articles
 - Most recently viewed content window
 - Knowledge Community - You can now write articles!
 - Featured News and Articles
- New Search Features
 - Drill Down Menus





My Oracle Support Features - Service Request Tab

- Portals to:
 - Open/Active SR's
 - Statistics
 - Draft Service Requests not yet entered
 - Bug Summary

ORACLE

The screenshot displays the Oracle Service Requests Home page. The browser address bar shows the URL: [https://csr.oracle.com/CSP/ul/index.html#tab=SRHome\(page=SRHome&id=fjrdy30\)](https://csr.oracle.com/CSP/ul/index.html#tab=SRHome(page=SRHome&id=fjrdy30)). The page features a navigation bar with tabs: Dashboard, Knowledge, Service Requests,atches & Updates, Reports, Collectors, Forums if, and Certify if. The 'Service Requests' tab is selected and circled in red. Below the navigation bar, there are several sections:

- Service Requests Home**: Includes a 'Create SR' button and an 'Actions' dropdown menu, both circled in red. A red arrow points to the word 'Statistics'.
- Open Service Requests by Severity**: A bar chart showing counts for Severity One (1), Severity Two (42), Severity Three (49), and Severity Four (23).
- Open Service Requests by Status**: A bar chart showing counts for various statuses like 1st Callback (8), Automated Close (2), Assigned (3), Customer To Be Served (75), Working on Customer (46), Assigned to Development (22), Awaiting Internal Response (140), Immediate Response Requested (2), New TAD (19), Associated PCR Updated (3), Review (13), Scheduled Work (6), Sleep until Customer Available (5), Working for Customer to Apply P... (1), Work in Progress (37), and TAD Transfer (2).
- Draft Service Requests**: A section with a 'Draft Service Requests' button circled in red.
- Bug Summary**: A link circled in red at the bottom of the page.

The main content area displays a table of service requests with columns for SR Number, Product, Product Version, Platform, Assigned To, Status, and Last updated. The first row shows SR Number 7000397.993, Product Oracle Server - Enterprise Edition, Product Version 11.1.0.6.0, Platform Microsoft Windows, Assigned To Anibal Algranis, and Status Assigned to Develop 2 weeks ago.

ORACLE

My Oracle Support Features - Creating a Service Request

- Profiles
- Problem Types product specific
- Targeted Notes

Although these are not “new” features, they can be helpful in finding solutions to your problems and logging a service request quickly!

ORACLE

My Oracle Support | Create Service Request - Microsoft Internet Explorer

Address: [https://csmverify.us.oracle.com/CSP/ui/flash.html#tab=SRHome\(page=SRHome&id=flkzndocx\(\)\)](https://csmverify.us.oracle.com/CSP/ui/flash.html#tab=SRHome(page=SRHome&id=flkzndocx()))

Service Requests

Map

General Information

The Basics

Brief Problem Title

Problem Description

Error Message Number (if applicable)

Fill Out Step 2

Product and Problem

By System

By SR Profile

By an Existing SR

Manually Support Identifier

Contact Information

Return to Classic MyLink

Copyright (c) 2008, Oracle. All rights reserved. Legal Notices and Terms of Use | Privacy Statement | 3rd Party Licenses

Local Intranet

ORACLE

My Oracle Support – Platform and Forum Changes

- New IBM platform:
 - IBM zSeries(z/OS) (formerly IBM z/OS (os/390))
 - IBM zSeries Based Linux
- Starting on March 19th, the IBM z/OS Platform “classic” forum on Metalink was moved to
 - **IBM zSeries Platform Community**
- The new forum covers all operating System on zSeries

ORACLE

Useful Notes

- Note 461234.1 - Oracle Database on z/OS Support Status.
- Note 316889.1 - Complete Checklist for Manual Upgrades to 10gR2
- Note 466181.1 - 10g Upgrade Companion.
- Note 742060.1 - Release Schedule of Current Database Patch Sets.
- Note 360470.1 - Security Alerts and Critical Patch Updates- Frequently Asked Questions.
- Note 166650.1 - Working Effectively With Global Customer Support.
- Note 780602.1 - Documentation Updates For OSDI 1.2.1.
- Note 268888.1 - z/OS: Patch Information for Currently Supported Versions

ORACLE