

My Oracle Support - Automated Troubleshooting (Doc ID 1929376.1)

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APPLIES TO:

My Oracle Support

Information in this document applies to any platform.

PURPOSE

When logging a new Service Request (SR) with Oracle the request may be submitted to "Automated Troubleshooting". This document describes this automated feature.

SCOPE

This document is for users that log new Service Requests via My Oracle Support for issues that require supporting evidence to be attached to the SR.

DETAILS

Overview of Automated Troubleshooting

"Automated Troubleshooting" aims to ensure that new Service Requests are routed to the correct Oracle team with the necessary information to either resolve the issue, or begin investigating the issue immediately. It consists of two main steps:

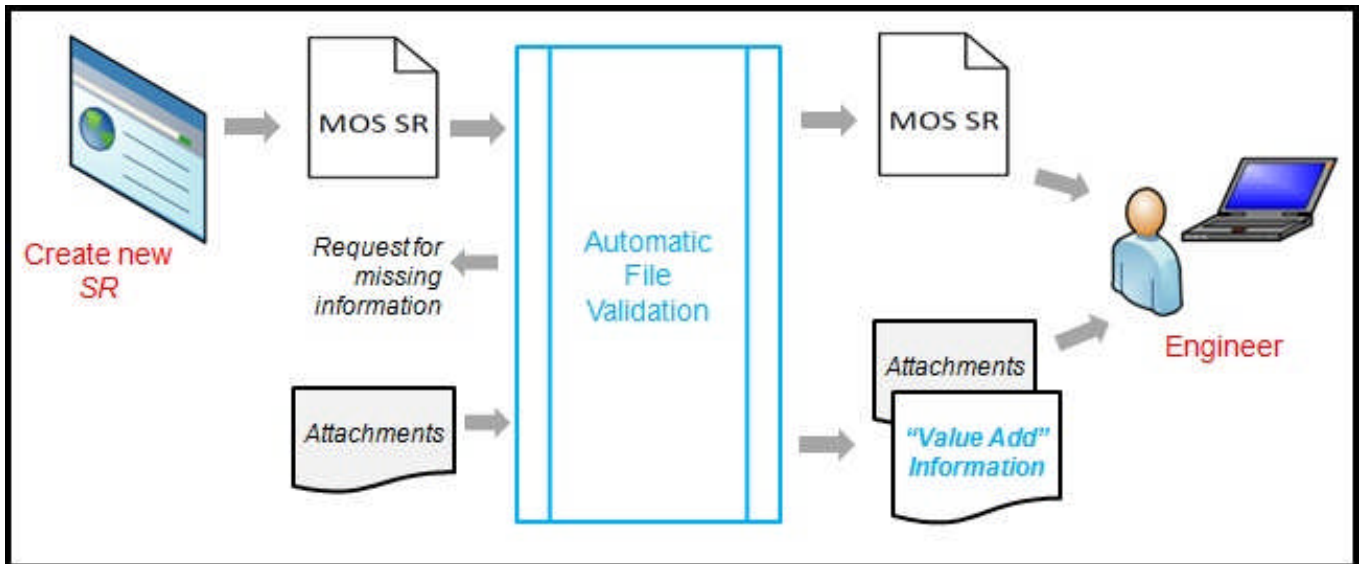
- **"Automatic File Validation"**
This checks uploaded files for specific items of diagnostic evidence that are required to progress the Service Request (SR). If the evidence is not found then this step will request for missing evidence to be attached to the SR.
- **"Automatic File Processing"**
Supplied evidence is analyzed to identify key information and highlight potential solutions in order to expedite resolution of the issue.

Factors such as SR severity, language and options chosen during SR creation determine if "Automated Troubleshooting" is used or not.

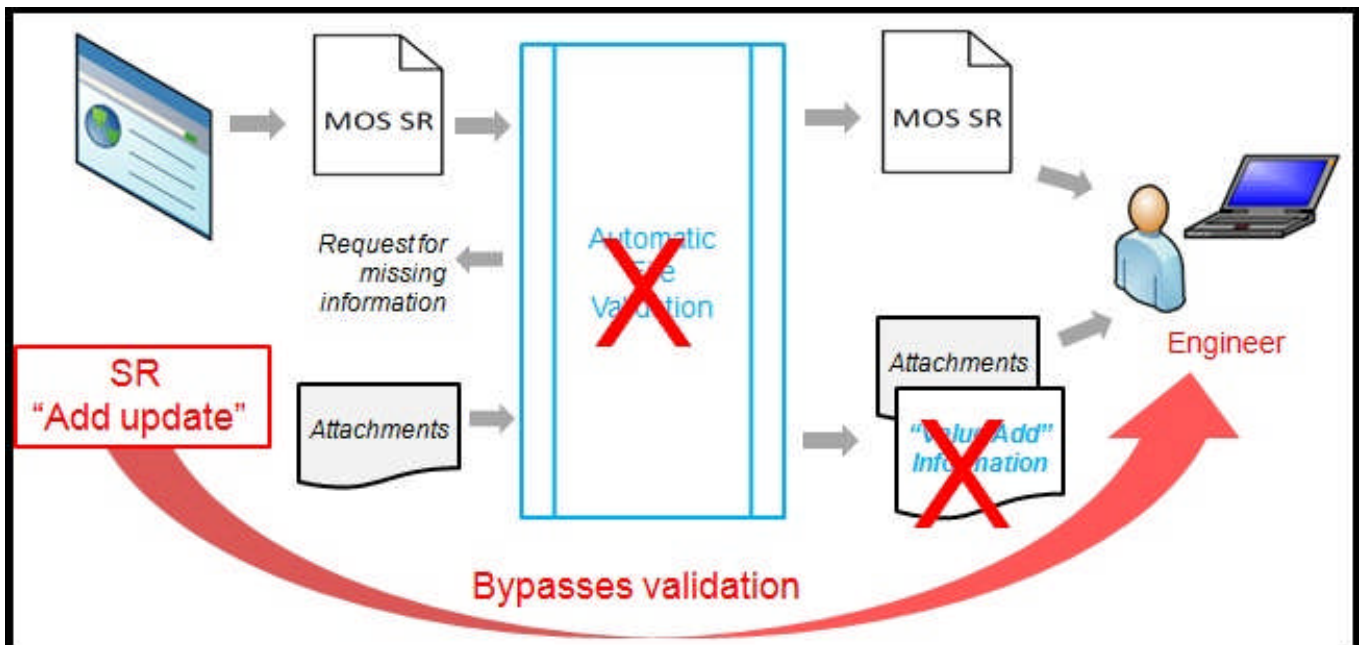
Automatic File Validation

"Automatic File Validation" checks uploaded files for specific items of diagnostic evidence. This evidence is required to progress the Service Request (SR). If the evidence is not found then this step will request for missing evidence to

be attached to the SR.



If you are able to provide the requested evidence update the SR using the **[Add Update...]** button. This will cause the SR to bypass the automated steps but may delay resolution of your issue.



Some key points about "Automatic File Validation"



- The options chosen during SR creation will have asked for specific diagnostic evidence to be attached to the SR. This will usually be in the form of a reference to a KM document that describes what evidence to collect. Many of these documents mention the term "SRDC" (SR Data Collection).
- Collect **all** evidence requested in the document to avoid delays in processing your SR.
- Do not rename files** in a manner that loses the original filename or they may not be recognized. If renaming a file is helpful then prefix or suffix the filename rather than completely changing the name. Eg: Do not change a filename from something like "testdb_oracle_31545.trc" to "errortrace.txt", but rather "error-testdb_oracle_31545.trc" (or similar) so that the original filename text is preserved within the new name.
- Attach **all** requested evidence to the SR - the evidence can all be placed into a single ZIP or similar

compressed archive or can be attached as separate files.

- If "Automatic File Validation" does not recognize the required files / diagnostics then the SR will be updated with a message indicating what items are missing. Attach the missing items to the SR using the **[Add Attachment...]** button, but **do not** update the SR using the **[Add Update...]** button. Newly attached files should normally be examined within a 30 minutes.
- Some problem types may ask you to upload various items of evidence and once done attach an empty file called "**PROCEED.NOW**". For such cases Automatic File Validation will wait until it sees the required evidence OR until it sees a file with the exact name "**PROCEED.NOW**" (upper or lower case).
 - An example "**PROCEED.NOW**" file for attaching to an SR can be [downloaded here](#) .

Troubleshooting or Bypassing Automatic File Validation

"Automatic File Validation" will ask for files that we know, from experience, are required to progress a particular problem type. However there may be cases where you cannot obtain the requested information, or where "Automatic File Validation" does not recognize the supplied evidence and keeps asking for an item. Expand the sections below for help on these scenarios.

-  Reasons why evidence is not recognized
-  How to progress the SR

Automatic File Processing

"Automatic File Processing" occurs once the required evidence has been attached to the SR and has been recognized by Automatic File Validation. Attached files are analyzed and help in resolution of the issue. The exact processing varies depending on the problem type reported. In some cases a solution will be suggested to you via an update in the SR whilst in other cases there will be no visible update. As a minimum the SR will be passed to the relevant support team with some "value added" information available to them.

REFERENCES

[NOTE:1544006.1](#) - Discover how to use My Oracle Support - Service Request Management and Best Practices
Didn't find what you are looking for?