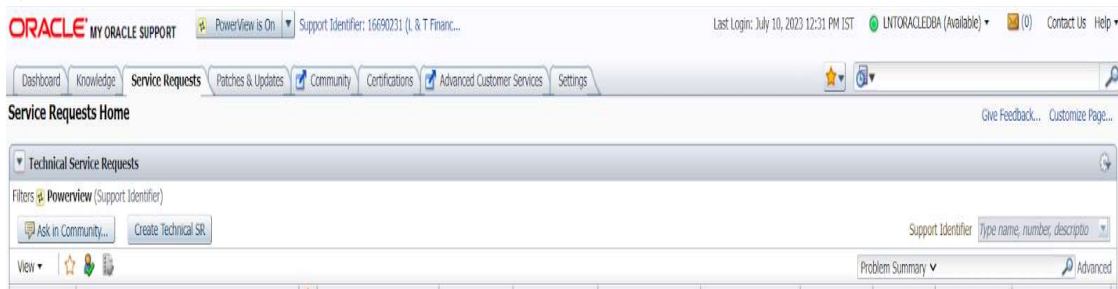


Raise Service Request to Oracle support

- 1) Go to **https://support.oracle.com**
- 2) Click the Sign In button
- 3) Enter your username and password
- 4) Once the support application starts, click Service request from the top menu
- 5) Click Create SR



Step 1) :- Fill the detail accordingly

The screenshot displays the 'Step 1: General Information' form. It includes fields for 'Problem Summary', 'Problem Description', and 'Error Message Number'. Below these is the 'AutoFill - Product Information' section, which contains a 'Support Identifier' dropdown set to '15612963 (Nacco Materials Handling Group)'. There are radio buttons for 'Manual entry', 'Service Request Profile', 'Existing Service Request', and 'Host'. The 'Existing Service Request' option is selected, with a dropdown showing 'Autovue 3d fails to display'. At the bottom, there's a 'Request Tracking' section with 'Exit Wizard', 'Back', 'Next', and 'Submit SR' buttons.

- A) Fill in the Problem Summary and Description
- B) Under Contact information, choose the phone number if it is not there and choose how you want to be notified – SR update, phone or email
- C) Click Next

Step 1: General Information

Host Type or choose Host name [File with accuracy](#)

Request Tracking

Request Language *

Internal Reference ID

Save as Profile Name

Service Request Tracking [Make Favorite](#)

Contact Information

SR Contact

Contact Name

Contact Preference ☒ Updates to SR ☐ E-mail ☐ Telephone

Telephone Number *

[Exit Wizard](#) [Back](#) [Next](#) [Submit SR](#)

- A) Choose the product (probably Oracle Agile Product Collaboration)
- B) Choose the Version 9.3.0.2
- C) Ensure the settings for OS etc. are correct for your current server.

Step 2: Product and Problem

Product

Product * [Don't see your product?](#)

Product Version *

Product Languages *

Platform *

Platform Version *

Database Product

Database Version

Database Platform

Database Platform Version

[Exit Wizard](#) [Back](#) [Next](#) [Submit SR](#)

- A) Upload any relevant files – screenshots, a video of the issue occurring...
- B) Click Next

Step 4: Upload Files

Please note: Do not submit any health, credit card or other sensitive production data that requires protections greater than those specified in the [Oracle GCS Security Practices](#). Information on how to remove data from your submission is available in [this note](#).

Relevant Files

Do you have other files that can help solve your Service Request?

File

Choose a file using the Browse button

Browse...

Upload

Notes for Oracle

For example, note a line number in a file or a location of an uploaded screen image.

Exit Wizard

Save Draft

Back

Next

Submit SR

- A) Fill in the questionnaire
- B) Review and submit the SR

Step 5: "Agile Engineering Data Management Issues" Problem Details

1.) Provide the steps to reproduce your problem. Include relevant information such as navigation path, responsibility name, and user specific information, if appropriate.

*

?

2.) Provide the instance name (SID) and type of system (e.g., test, development, or production) where the problem occurs.

*

?

3.) Describe any recent changes (e.g., installation, upgrade, patch, etc).

*

?

4.) Describe any workaround you are using to avoid this problem.

*

?

5.) Describe how this problem is impacting your business. Include relevant information such as critical events, dates, number of users affected, financial impact, etc.

*

?

Exit Wizard

Save Draft

Back

Next

Submit SR