Oracle AppWizard for Microsoft Visual C++ User's Guide
Release 8.1.6
A73028-01

Contact Us!

Oracle AppWizard for Microsoft Visual C++, Release 8.1.6

Part No. A73028-01

This document describes how to contact Oracle Corporation if you have issues with the documentation or software. It also provides a list of useful resources for Oracle partners and developers.

Read the section...	If you...
"How to Contact Oracle Technical Publications"	Have issues with Documentation
"How to Contact Oracle Support Services"	Have issues with Software
"Resources for Oracle Partners and Developers"	Want to join an Oracle partner or application developer program

How to Contact Oracle Technical Publications

Oracle Corporation welcomes your comments and suggestions on the quality and usefulness of this publication. Your input is an important part of the information used for revision.

- Did you find any errors?

- Is the information clearly presented?

- Do you need more information? If so, where?

- Are the examples correct? Do you need more examples?

- What features did you like most about this guide?

- Do you have suggestions for improvement? Please indicate the chapter, section, and page number (if available).

You can send comments regarding documentation in the following ways:

- Electronic mail - ntdoc@us.oracle.com

- FAX - (650) 506-7370 Attn: Oracle Windows Platforms Server Documentation

- Postal service:

Oracle Corporation
Windows Platforms Server Documentation Manager
500 Oracle Parkway, MS 1OP8,
Redwood Shores, CA 94065
USA

If you would like a reply, please provide your name, address, and telephone number.

How to Contact Oracle Support Services

Please copy this form and distribute within your organization as necessary.

Oracle Support Services can be reached at the following telephone numbers and Web sites. The hours of business are detailed in your support contract and the *Oracle Customer Support Guide* in your kit.

Oracle Support Services In...	Call...
United States of America	+ (650) 506-1500 for customers with support contracts. + (650) 506-5577 to obtain a support contract.
Europe	+44 1344 860 160 or the local support center in your country.
All other locations	The telephone number for your country listed at the following Web site: http://www.oracle.com/support/contact_us/sup_hot_phone.html Oracle Support Services telephone numbers are also listed in the *Oracle Customer Support Guide* in your kit.

Please complete the following checklist before you call. If you have this information ready, your call can be processed much quicker.

☐ Your CPU Support Identification Number (CSI Number) if applicable.

☐ The hardware name on which your application is running.

☐ The operating system name and release number on which your application is running.

- To verify the operating system version on Windows NT, enter the following at the MS-DOS command prompt:

```
C:\> WINMSD
```

The *Windows NT Diagnostics* dialog box displays the operating system and Service Pack version.

☐ The release numbers of the Oracle Server and associated products involved in the current problem. For example, Oracle8*i* Enterprise Edition release 8.1.6.0.0 and Oracle Enterprise Manager release 2.1.0.0.0.

- To verify the release number of the Oracle Server, connect to the database using a tool such as SQL*Plus. The release number is displayed. For example:

```
Connected to:
Oracle8i Enterprise Edition Release 8.1.6.0.0 - Production
With the Partitioning and Java options
PL/SQL Release 8.1.6.0.0 - Production
```

☐ The third-party software version you are using.

- To verify an application version, from the application's Help menu, select About...

☐ The exact error codes and messages. Please write these down as they occur. They are critical in helping Oracle Support Services to quickly resolve your problem. Note whether there were no errors reported.

☐ A description of the issue, including:

- What happened? For example, the command used and its result.

- When did it happen? For example, during peak system load, or after a certain command, or after an operating system upgrade. In addition, what was happening when the problem occurred?

- Where did it happen? For example, on a particular system, or within a certain procedure or table.

- What is the extent of the problem? For example, production system unavailable, or moderate impact but increasing with time, or minimal impact and stable.

- Did the problem affect one user, several users, or all users?

- Has anything changed? For example, if this is an operation that used to work and now fails, what is different? Can you undo any recent changes, to verify whether they are relevant to the issue?

- Can the problem be reproduced? This is a critical question for support analysts. For example, did the problem recur on the same system, under the same circumstances? Can the problem be reproduced on another system? Additionally:

- Does installing a software component fail on all client machines, or just one?

- Do all clients fail to connect to the server, or just one?

- If you are able to restart the server or database, does restarting the database or rebooting the server or client machine (if applicable) make a difference?

☐ Keep copies of the Oracle alert log, any trace files, core dumps, and redo log files recorded at or near the time of the incident. Oracle Support Services may need these to further investigate your problem.

To help analyze problems:

- Archive or delete old alert logs. When the database is started without an alert log, a new one is created. In some cases, if you force the problem to recur with a new alert log, the timestamps for the recorded events may indicate which events are relevant.

- Archive or delete old trace files. To check whether the file was modified, right-click and select Properties. The *Properties* dialog box displays the modification date.

- Check the operating system error logs, especially the System log and Application log. These files are relevant to the Oracle Server. To view these files, from the Start menu, choose Programs > Administrative Tools > Event Viewer, and choose System or Application from the Log main menu.

Resources for Oracle Partners and Developers

This section provides information on partner programs and resources for Oracle database administrators and application developers.

Information Source	Description
Oracle Corporation Home Page http://www.oracle.com	This Web site is the starting point for general information on Oracle Corporation.
Alliance Online	Oracle provides leading-edge technology, education, and technical support that enables you to effectively integrate Oracle into your

Information Source	Description
http://alliance.oracle.com	business. By joining the Oracle Partner Program, you demonstrate to customers that you are committed to delivering innovative Oracle-based solutions and services. The greater your commitment to Oracle, the more we can help you grow your business. It's that simple. The value you derive is associated directly with your level of commitment.
Oracle Education http://education.oracle.com/	Customers come to Oracle Education with a variety of needs. You may require a complete curriculum based on your job role to enable you to implement new technology. Or you may seek an understanding of technology related to your key area of responsibility to help you meet technical challenges. You may be looking for self-paced training that can be used as an ongoing resource for reference and hands-on practice. Or, you may be interested in an overview of a new product upgrade. Whatever your training need, Oracle Education has the solution.
Oracle Technology Network http://technet.oracle.com/	The Oracle Technology Network is your definitive source for Oracle technical information for developing for the Internet platform. You will be part of an online community with access to free software, Oracle Technology Network-sponsored Internet developer conferences, and discussion groups on up-to-date Oracle technology. Membership is free.
Oracle Store http://oraclestore.oracle.com/	This is Oracle's online shopping center. Come to this site to find special deals on Oracle software, documentation, publications, computer-based training products, and much more.
Oracle Support Services' Support Web Center http://www.oracle.com/support/	Oracle Support Services offers a range of programs so you can select the support services you need and access them in the way you prefer: by telephone, electronically, or face to face. These award-winning programs help you maintain your investment in Oracle technology and expertise. Here are some of the resources available in the Support Web Center:
Oracle*MetaLink* http://www.oracle.com/support/ elec_sup/index.html	Oracle*MetaLink* is Oracle Support Services' premier Web support service. It is available to Oracle*metals* customers (Gold, Silver, Bronze), 24 hours a day, seven days a week.
Oracle*Lifecycle* http://www.oracle.com/support/ sup_serv/lifecycle/index.html	Oracle*Lifecycle* is designed to deliver customized, industry-focused, full life-cycle support solutions that enable industry leaders to use Oracle technology to make smart business decisions, achieve operational excellence, and succeed in their markets.
Expert*ONLINE* http://www.oracle.com/support/ sup_serv/online/index.html	Oracle Support Services has launched a new line of services called Expert*ONLINE*. These services provide online database administration for companies looking to supplement their existing DBA staff or fill a DBA role. Services range from Expert*DETECT*, a monitoring, diagnostic, and recommendation

Information Source	Description
	service, to Expert*DBA*, a full online database administration service.
Virtual Support Analyst (VSA) http://www.oracle.com/support/ sup_serv/vsa_start.html	VSA is Oracle's Internet e-mail service; it is available to U.S. customers with an Oracle*metals* support agreement. With VSA, you can initiate a request for assistance through e-mail, bypassing the queues you may encounter when using telephone support. VSA also enables you to access Oracle's bug database.
Customer Service http://www.oracle.com/support/ cus_serv/index.html	This site provides resources to make your interactions with Oracle as easy as possible. Among the things you can do are: • Learn what is a CPU Support Identification (CSI) number • Update your technical contact information • Find out whom to contact for invoice and collection issues • Request product update shipments • Access a glossary of Oracle Support Services terms
U.S. Customer Visit Program http://www.oracle.com/support/ cus_serv/cus_visit.html	This U.S.-based program has been established to help our customers understand and obtain maximum benefit from the support services they have purchased. The visit typically offers a customized orientation presentation, a comprehensive overview and demonstration of Oracle's electronic services, and helpful tips on working more effectively with Oracle Support Services.
Support Web Center Library http://www.oracle.com/support/ library/index.html	This site contains articles, guides, and other documentation to help you leverage the wealth of knowledge and reference material that Oracle Support Services produces.

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