



THOMSON REUTERS

ZFS Storage deployment

Oracle Support Asset Registration

Synopsis: Howto register ZFS storage in Oracle Support

Segment: DCO - Storage

Authors: David Ng

Contributors:

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1 Introduction

1.1 Management Summary

This document provides instruction for registering a ZFS Storage system with Oracle Support so that 'phone home' features are enabled.

1.2 Document Scope

This document does not provide ZFS storage physical/logical setup instructions.

1.3 Assumptions

It is assumed that the reader has basic knowledge of ZFS Storage.

1.4 References

	Document	Version	Date	Author
1	Sun ZFS Storage 7000 System Administration Guide	Rev. A	November 2010	Oracle Corp

1.5 Change History

Ver	Date	Author	Key Changes
0.1	03/22/2016	David Ng	Initial

1.6 Distribution List

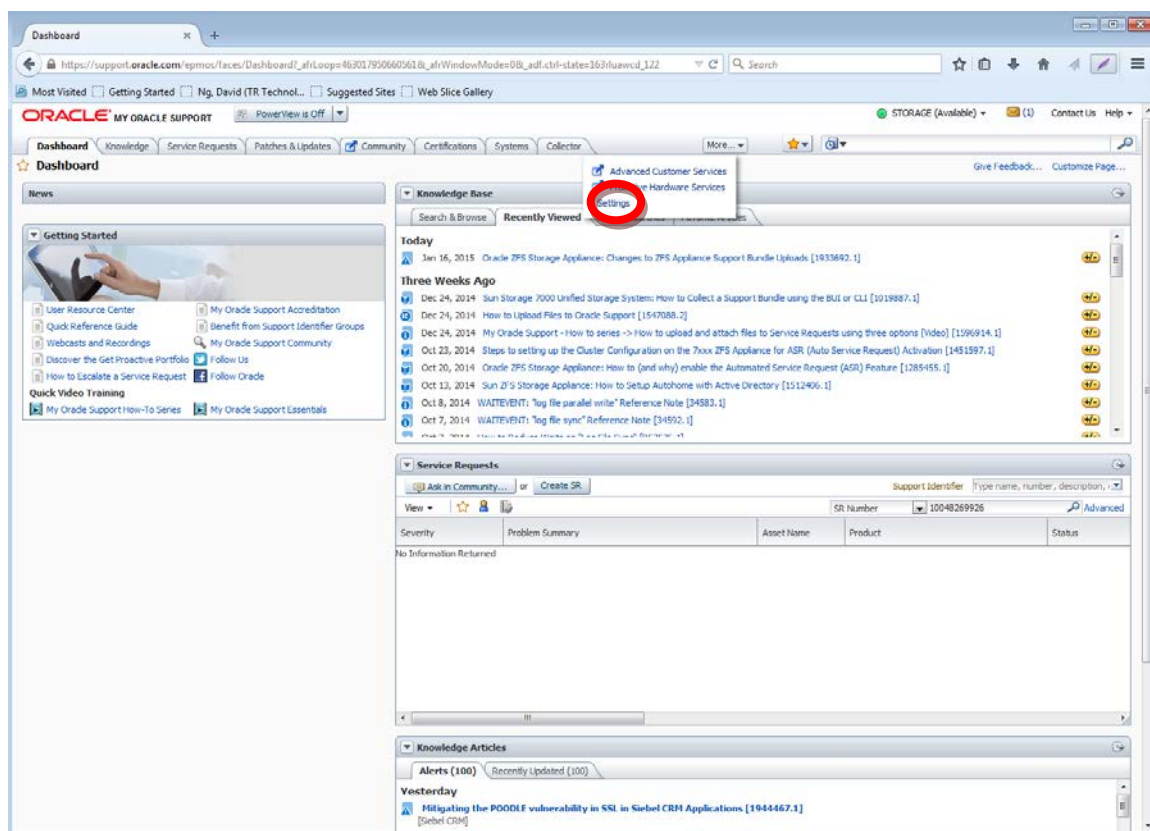
Name	Role
Storage Delivery	Implementation Team

1.7 Glossary

Term	Definition
CSI	Customer support identifier

2 Assign CSI

- Send controller serial# to Frank.Defranco@Oracle.com via email and ask him for the ZFS storage system's Customer Service Identifier (CSI).
- Log in to Oracle Support via web browser - <https://support.oracle.com>
 - USER: storage@thomsonreuters.com
- CLICK 'More' -> 'Settings'



- CLICK on the 'My Account' link:

Internal Use Only

ORACLE MY ORACLE SUPPORT PowerView is Off STORAGE (Available) (1) Contact Us Help

Patches & Updates Community Certifications Systems Collector Advanced Customer Services Proactive Hardware Services Settings Give Feedback...

Personalization

Personal
Personalization
My Account
Hot Topics E-Mail
Knowledge Preferences
Service Request Profiles
Administrative
Manage Users
Pending User Requests
Support Identifiers
Audit
Associate Collectors
Deactivated Collections
Custom System Properties

Personalization

Language English

Preferred Contact Method MOS My Oracle Support

Service Request Language English American

Auto Detect Timezone On Off

Current Timezone Asia/Kolkata

Accessibility Options

☐ I use a screen reader

☐ I use high contrast settings

☐ I use large fonts

Message Format ☒ Show messages in Pop-Ups

Reset Customization Page Layout... Messages and Warnings...

Download Protocol HTTP

☐ HTTPS (may be slower, but more secure)
This applies to patches and Oracle software downloads (My Oracle Support already uses HTTPS).

Revert Apply changes

- CLICK on the 'Request CSI' button:

ORACLE MY ORACLE SUPPORT STORAGE (Available) (1) Contact Us Help

Patches & Updates Community Certifications Systems Collector Advanced Customer Services Proactive Hardware Services Settings Give Feedback...

My Account

Personal
Personalization
My Account
Hot Topics E-Mail
Knowledge Preferences
Service Request Profiles
Administrative
Manage Users
Pending User Requests
Support Identifiers
Audit
Associate Collectors
Deactivated Collections
Custom System Properties

Support Identifiers

View Request Access Remove Selected Show Hidden Support ID Number or Description

* Support Identifier	Name	Description	Organization	Request Status	Administrator	Role	Access	Service Requests	Patches	Assets	SR Detail	Termination Date (PST)	Created System Name	Date (PST)
19750274	19750274		Thomson Reuters (Scientific)	Approved	View	Administrator	Create and Update Download	View						
19100357	19100357		Thomson Reuters U.S. LLC	Approved	View	Administrator	Create and Update Download	View						
10765996	10765996		Thomson Reuters U.S. LLC	Approved	View	Administrator	Create and Update Download	View						
18553477	18553477		Thomson Reuters U.S. LLC	Approved	View	Administrator	Create and Update Download	View						
10497205	10497205		Thomson Reuters U.S. LLC	Approved	View	Administrator	Create and Update Download	View						
18414908	18414908		Thomson Reuters Professional	Approved	View	Administrator	Create and Update Download	View						
10353901	10353901		Thomson Reuters Professional	Approved	View	Administrator	Create and Update Download	View						
18285291	18285291		Thomson Reuters U.S. LLC	Approved	View	Administrator	Create and Update Download	View						
10276771	10276771		Thomson Reuters Professional	Approved	View	Administrator	Create and Update Download	View						

Personal Information

User Name / E-Mail storage@thomsonreuters.com

Password *****

* First Name STORAGE

* Last Name TEAM

* Street Address 1 610 OPPERMAN DR

Street Address 2

* City EAGAN

* Country United States

* State/Province Minnesota

Zip Code or Postal Code 55123

* Time Zone (GMT-06:00) Central Time (US & Canada)

* Phone in International format +1 651-244-5678

Fax

* Required Field

Patch Download Access

You have Download Patches Privilege with the following Patch Download Access:

Firmware, Operating System, Public

[Learn more](#)

Refresh Your Profile

You can use this button to refresh this information without logging out and back in.
Please keep in mind that it could take some time depending on how many Support Identifiers you have in your profile.

[Refresh](#)

Revert Save

- ENTER the CSI in the input box and CLICK 'Request Access':

Request Access to a Support Identifier

Request Access Find a Support Identifier

Note to the Approver: Need access to 25 appliances in this CSI.

* Support Identifier: 19328220

Support Identifier Request Access

Support Identifiers

* Support Identifier	Name	Description	Organization	Request Status	Administrator	Role	Service Requests	Policies	Assets	CSI Detail	Termination Date (PST)	Actions
19750274	19750274	Thomson Reuters (Scientific)	Approved	New	Administrator	Create and Update	Download	View				
19750275	19750275	Thomson Reuters U.S. LLC	Approved	New	Administrator	Create and Update	Download	View				
18765996	18765996	Thomson Reuters U.S. LLC	Approved	New	Administrator	Create and Update	Download	View				
18555477	18555477	Thomson Reuters U.S. LLC	Approved	New	Administrator	Create and Update	Download	View				
18467255	18467255	Thomson Reuters U.S. LLC	Approved	New	Administrator	Create and Update	Download	View				
18414958	18414958	Thomson Reuters Professional	Approved	New	Administrator	Create and Update	Download	View				
18352911	18352911	Thomson Reuters Professional	Approved	New	Administrator	Create and Update	Download	View				
18282541	18282541	Thomson Reuters Professional	Approved	New	Administrator	Create and Update	Download	View				
18276771	18276771	Thomson Reuters Professional	Approved	New	Administrator	Create and Update	Download	View				

- ENTER “Thomson Reuters” in the ‘Organization Name’
 - CLICK ‘Accept Responsibility’

Request Access to a Support Identifier

Request Access Find a Support Identifier

Note to the Approver: Need access to 25 appliances in this CSI.

* Support Identifier: 19328220

Support Identifier Request Access

Support Identifiers

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19750275	19750275	Thomson Reuters U.S. LLC	Approved	New	Administrator	Create and Update	Download	View				
18765996	18765996	Thomson Reuters U.S. LLC	Approved	New	Administrator	Create and Update	Download	View				
18555477	18555477	Thomson Reuters U.S. LLC	Approved	New	Administrator	Create and Update	Download	View				
18467255	18467255	Thomson Reuters U.S. LLC	Approved	New	Administrator	Create and Update	Download	View				
18414958	18414958	Thomson Reuters Professional	Approved	New	Administrator	Create and Update	Download	View				
18352911	18352911	Thomson Reuters Professional	Approved	New	Administrator	Create and Update	Download	View				
18282541	18282541	Thomson Reuters Professional	Approved	New	Administrator	Create and Update	Download	View				
18276771	18276771	Thomson Reuters Professional	Approved	New	Administrator	Create and Update	Download	View				

You are the first person to add this customer support identifier (CSI) and must accept the responsibility of administrator. You can then approve people who request access in the future. At that time you can edit their permissions, or allow others to become or replace you as an administrator.

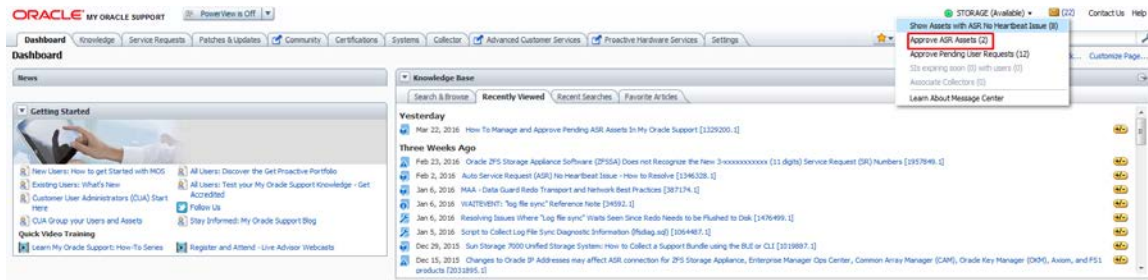
Please enter at least the first 5 characters from the organization name. If the organization name is shorter, enter the full name.

* Organization Name: Thomson Reuters

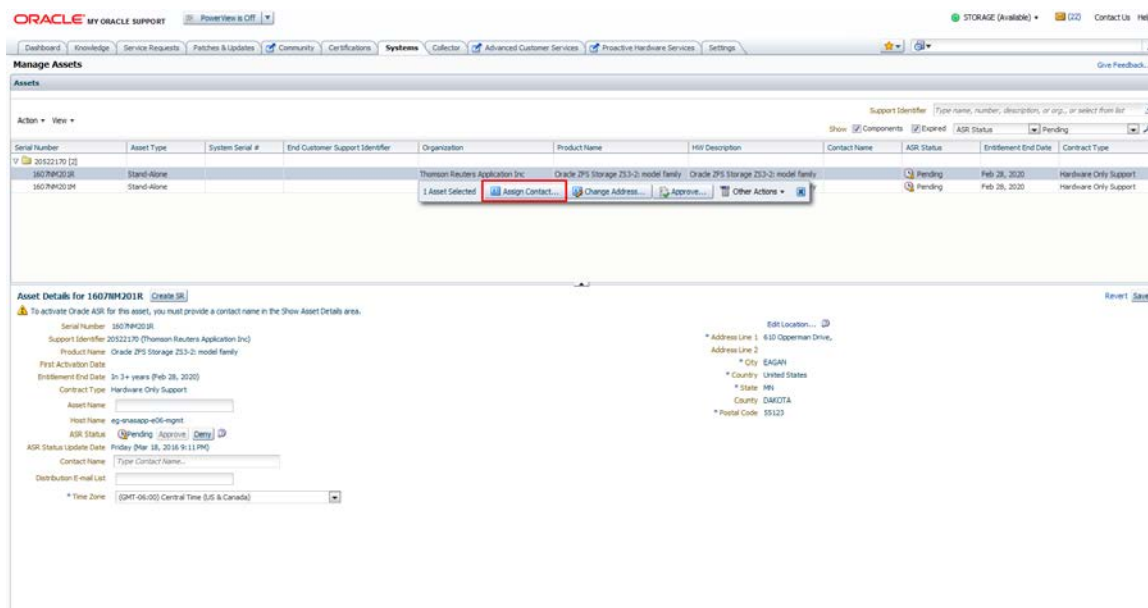
Organization Name Accept Responsibility

3 Register Assets with ASR (perform for each controller)

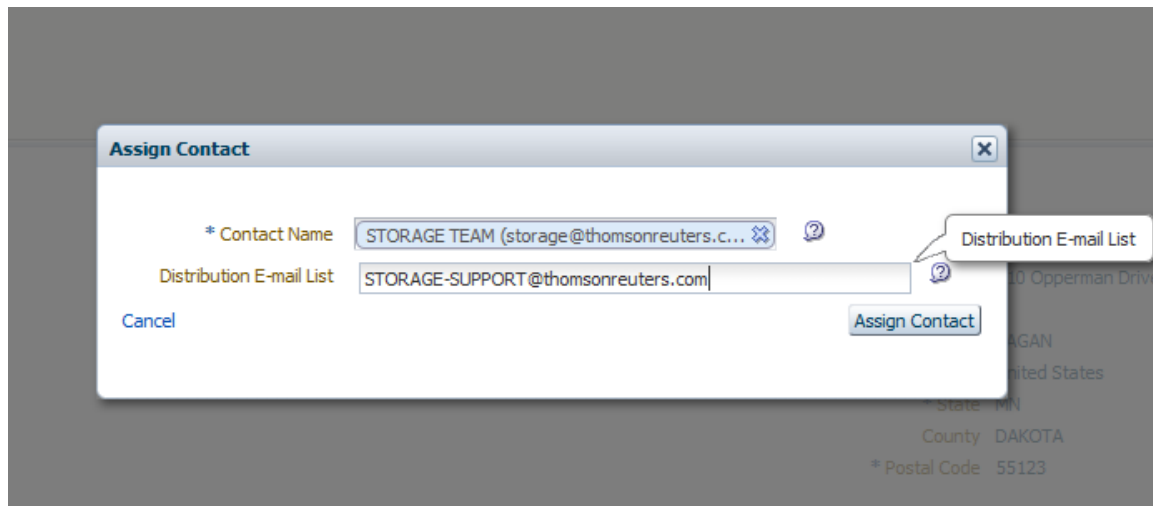
- Login to MOS (<https://support.oracle.com>) via browser
- Click on the 'Alert' Icon
 - CLICK 'Approve ASR Assets'



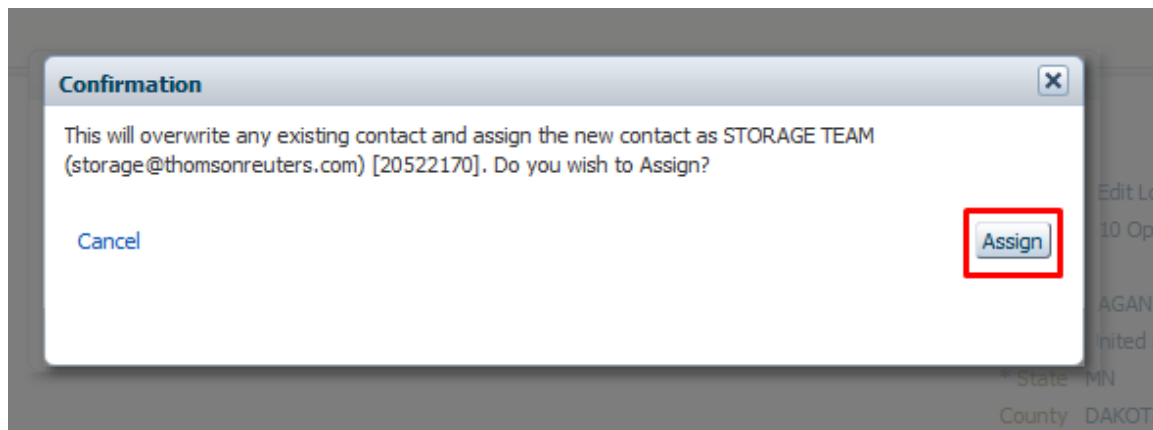
- CLICK on the serial#
 - CLICK 'Assign Contact'



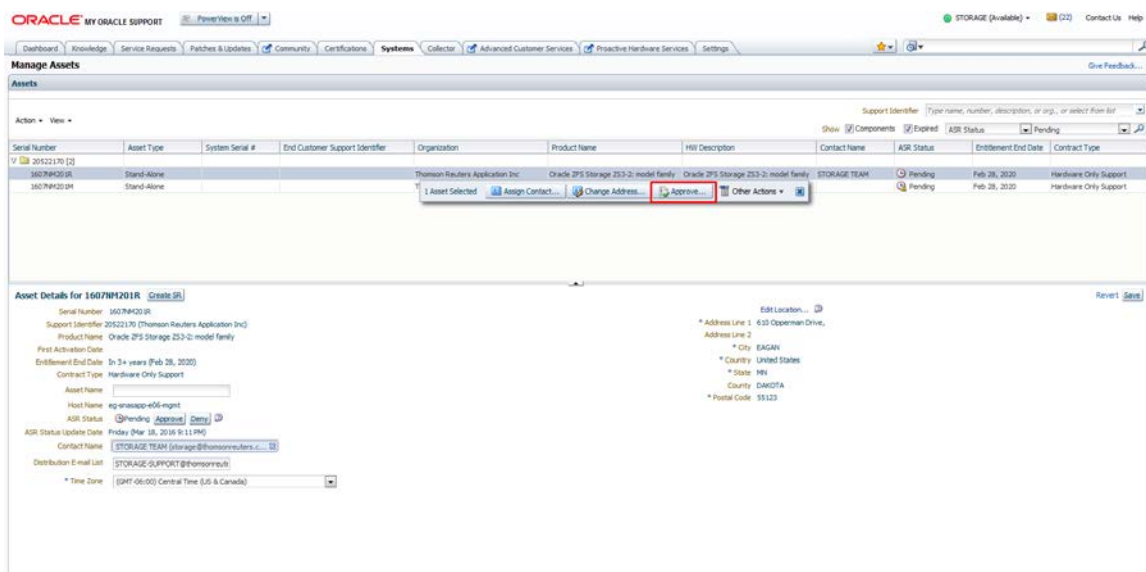
- A Popup box will appear; fill in the contact information
 - Contact Name = storage@thomsonreuters.com
 - Distribution List = STORAGE-SUPPORT@thomsonreuters.com
 - CLICK 'Assign Contact'



- A popup box will appear
 - CLICK 'Assign'
 - CLICK 'Hide Message'



- CLICK on the controller serial#
 - CLICK 'Approve'



- CLICK 'Approve'
- CLICK 'Hide Message'

