



OCI Academy 3.0 Architect Skills

My Oracle Support - Tips and Best Practices

Marcel Lamarca

Licenses and Systems

LAD Partner Enablement Knowledge Team

September, 2023



Nuestros Valores

Integridad

Ética

Compliance

Innovación

Trabajo en
Equipo

Respeto
Mutuo

Satisfacción
del Cliente

Justicia

Calidad

Comunicación

Como empresa líder en tecnología, aceptamos la **diversidad** en todas sus formas. Realmente creemos que la **innovación** comienza con la **inclusión**. Y esto solo se puede lograr con la cooperación de nuestros **partners**. Afirmamos nuestro **compromiso** de mantener un **ambiente respetuoso** y **libre de discriminación** y esperamos esto de nuestros **socios de negocios**.

Oracle espera que sus **partners** realicen negocios de manera **justa** y **ética**, cumplan con las leyes anticorrupción en todo el mundo, cooperen con las solicitudes de información de Oracle y eviten participar en cualquier actividad que implique incluso la apariencia de ser incorrecta.

Es vital que nuestros partners se adhieran al **Código de Ética y Conducta Comercial de Oracle**, que da los lineamientos sobre los valores que son esenciales para nuestro éxito como empresa. Estos valores son la base de todo lo que hacemos y lo que debemos vivir todos los días.



Utilice el código QR para acceder al Código de Ética y Conducta Comercial de Oracle.





SQL> select * from person where name = 'Marcel Lamarca'



Father, husband, Cooker and son!

Graduated in Business Administration (FMU-SP)

Oracle DBA

21 Years dedicated to study and support Oracle Databases.
12 Years working with Exadata (On-prem, C@C and Cloud Services) .
4 Year working for Oracle do Brasil
1 Year on Alliances LAD knowledge Team

Oracle Cloud Specialist (OCS)

Exadata Database Machine X9M Certified Specialist
OCI Foundation 2020 / 2023
Oracle Autonomous Database Administrator
Oracle Cloud Database Migration and Integration
OCI Cloud Certified Architect Associate 2022
OCI Cloud Certified Architect Professional 2022
OCI Multicloud Architect Professional

Oracle Certified Professional (OCP)

10g, 11g and 12c.

Oracle Certified Specialist (OCE)

Grid/RAC Database Administrator 11g



Agenda

My Oracle Support Portal Overview

MOS - Review and update my account

MOS – Search Knowledge to Self-Solve

MOS – Participate often in Community

MOS – Create Complete Service Request

MOS – Breaking Glass Service Request

MOS – Root Cause Analysis Request

My Oracle Support Portal (Overview)

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<https://support.oracle.com/portal>



The screenshot shows the My Oracle Support portal homepage. At the top, there is a navigation bar with links for Products, Resources, and Support, along with a "View Accounts" button and a language selection dropdown set to "en". Below the navigation is a large green header with the text "My Oracle Support". The main content area features a "Welcome" section with a call-to-action button "Login to My Oracle Support" and links for new users, password recovery, and registration help. Below this is a large orange banner divided into three sections: "Learn", "Engage", and "Get Help", each with a corresponding icon and a list of links. The "Learn" section includes links for Support Training, Oracle Learning Explorer, Accreditation, Cloud Support Policies, Oracle University, Product Documentation, and Critical Patch Updates. The "Engage" section includes links for Developer Community, My Oracle Support Community, Cloud Customer Connect, Oracle Open World, and Modern Business Experience. The "Get Help" section includes links for Global Directory, General Sales Questions, Cloud Inquiries, View My Support Renewals, and Getting Started with My Oracle Support.

Welcome

Search our Knowledge base and engage Communities to learn about products, services, and to find help resolving issues

→ Login to My Oracle Support

Register as a new user
Forgot password?
Help with registration and login

Learn

Support Training
Oracle Learning Explorer: Free Training & Accreditation
Cloud Support Policies and Procedures
Training from Oracle University
Product Documentation
Critical Patch Updates and Alerts

Engage

Developer Community
My Oracle Support Community
Cloud Customer Connect
Oracle Open World
Modern Business Experience

Get Help

Global Directory
General Sales Questions
Cloud Inquiries
View My Support Renewals
Getting Started with My Oracle Support



Tabs & Regions

The screenshot shows the Oracle My Oracle Support portal interface. At the top, there's a navigation bar with links for Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications, Managed Cloud, and More... A search bar and a feedback link ('Give Feedback...') are also present.

The main content area is divided into several regions:

- Site Alerts:** A box containing a message about a maintenance cancellation.
- News:** A box with a link to join the Oracle Customer Advisory Panel.
- Getting Started:** A section with links to Oracle Support Training, Oracle Learning Explorer, Oracle Support Essentials, Advisor Webcasts, Oracle Support Accreditation, and Quick Video Training.
- Technical Service Requests:** A table showing two entries. The first entry is for 'jeff test' regarding an 'Integration Cloud Service' with severity 3-Standard and status 'Review Update'. The second entry is for 'jeff test' regarding an 'Autonomous Database Dedicated' with severity 2-Significant and status 'Review Update'.
- Knowledge Base:** A search interface with tabs for Search & Browse, Recently Viewed, Recent Searches, and Favorite Articles. It includes a search bar and a 'Search' button.
- Knowledge Articles:** A section showing 'Recently Updated (1)' articles from the last week.



My Oracle Support Tab Customization

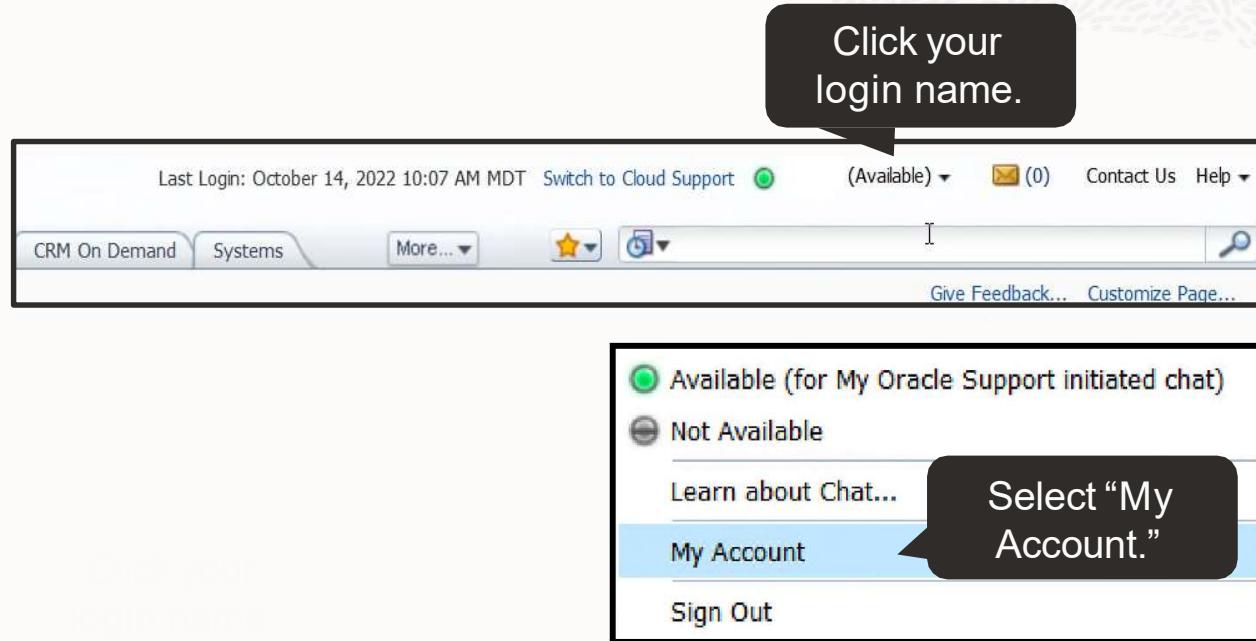
The screenshot displays the My Oracle Support interface with several tabs visible:

- News**: Shows recent announcements.
- Getting Started**: Provides links to training resources like Oracle Learning Explorer and Oracle Support Essentials Registration.
- Quick Video Training**: Offers video training series.
- Add Content**: A general tab for adding new content.
- Structure**: A tab for managing the site structure.
- Knowledge Base**: A search interface for technical articles.
- Technical Service Requests**: A table listing service requests with columns for Product/Service Type, Severity, Status, and Last Updated.

Product/Service Type	Severity	Status	Last Updated
Oracle Database - Enterprise Edition	3-Standard	Review Update	< 1 min ago
Oracle Applications DBA	1-Critical	Customer Working	1 min ago
Enterprise Manager Base Platform	1-Critical	Customer Working	4 mins ago
Enterprise Manager Base Platform	1-Critical	Customer Working	13 mins ago
Oracle Data Integrator	4-Minimal	Work In Progress	17 mins ago
Zero Data Loss Recovery Appliance Software	1-Critical	Development Working	22 mins ago
Oracle Database - Enterprise Edition	3-Standard	Review Update	27 mins ago



Accessing Your Account



Understanding Support Identifiers (SI)

Support Identifiers							
				Access			
* Support Identifier	Administrators	Request Status	Role	Service Requests	SR Attachments	Patches	Assets ▾▼
12345678	View	Approved	User	Create and Update	Download All	Download	View
87654321	View	Approved	User	None	Restrict/Limit	Download	No Access

- Unique product identifier
- Identifies company, support level, and products or cloud services.
- Provides access to My Oracle Support.
- Your company's SIs are managed by your Customer User Administrator or CUA.



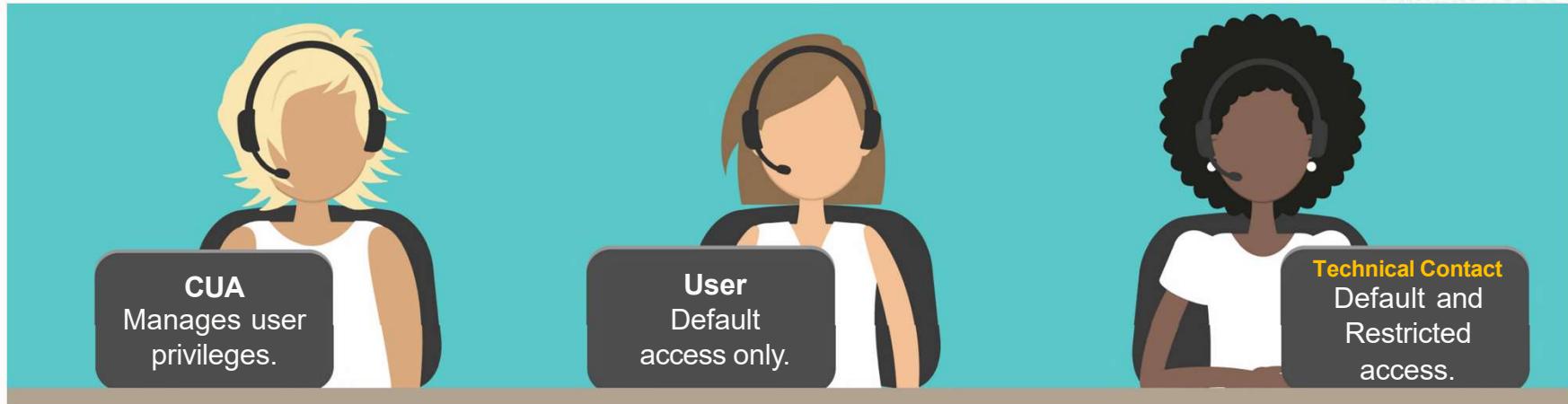
Customer User Administrators (CUA)

Support Identifiers						
				Access		
* Support Identifier	Administrators	Request Status	Role	Service Requests	SR Attachments	Patches
12345678	View	Approved	User	Create and Update	Download All	Download
87654321	View	Approved	User	None	Restrict/Limit	No Access

- Each SI has at least one CUA
- Approves or denies SI access
- CUA can add or remove CUAs
- Employee from your company
- Assigns portal privileges



Customer User Administrator (CUA)



Knowledge Base
My Oracle Support Community

Knowledge Base
My Oracle Support Community

Access			
Service Requests	SR Attachments	Patches	Assets
Create and Update	Download All	Download	View



Assigned Privileges for Technical SRs

Support Identifiers

View ▾ Request Access... Remove Selected				SERVICE REQUEST (SR) A request for assistance from Oracle Support			
* Support Identifier	Administrators	Request Status	Role	Access			
				Service Requests	SR Attachments	Patches	Assets ▲▼
				Create and Update	Download All	Download	View
		Approved	User	Create and Update	Restrict/Limit	Download	No Access
		Approved	User	Create and Update			

Technical SR Privilege	Create	Update	View
Create and Update	X	X	X
Read Only			X
None			

Identifying a CUA on My Oracle Support Page

The screenshot shows the 'Support Identifiers' page on the Oracle Support website. A modal dialog box titled 'Administrators for Support Identifier' is displayed over the main content. The dialog contains a table titled 'List of Administrators' with two entries:

Email
user1@oracle.com
user2@oracle.com

Below the table, there is a section titled 'Contact the Administrators' with a message input field and a 'Send Notification' button.

Main Page Headers:

- View ▾
- Request Access...
- Remove Selected

Main Page Content:

* Support Identifier	Administrators	Requests
12345678	View	Approve
87654321	View	Approve

Modal Dialog Headers:

- Administrators for Support Identifier
- X

Modal Dialog Content:

List of Administrators

Email
user1@oracle.com
user2@oracle.com

Contact the Administrators

If you want to contact the Administrators of this Support Identifier, please enter a message and click Send Notification button.

I am on a new project where I will need to download patches.

Send Notification

Adding an SI to Your Account | Request Access

The screenshot shows the Oracle My Oracle Support interface. The top navigation bar includes links for Managed Cloud, CRM On Demand, Systems, Advanced Customer Services (which is selected), Proactive Hardware Services, and Settings. A 'Switch to Cloud Support' button is also present. The main menu on the left is titled 'My Account' and includes sections for Personal (Personalization, My Account, Hot Topics E-Mail, Knowledge Preferences, Service Request Profiles) and Administrative (View Users, Associate Collectors, Deactivated Collections, Custom System Properties). The 'Support Identifiers' page is displayed, featuring a grid of support identifiers. A modal dialog box titled 'Request Access to a Support Identifier' is open over the grid. It contains fields for 'Note to Approver' (I need 'SR Create and Update' for a new project.) and '* Support Identifier' (159XXXXX). A large black arrow points to the 'Request Access...' button at the bottom right of the dialog.



Removing an SI from Your Account

The screenshot shows the Oracle My Oracle Support interface. The top navigation bar includes links for Managed Cloud, CRM On Demand, Systems, Advanced Customer Services (which is selected), Proactive Hardware Services, and Settings. A 'My Account' sidebar on the left lists Personalization options like My Account (highlighted with a cursor icon), Hot Topics E-mail, Knowledge Preferences, Service Request Profiles, Administrative options (View Users, Associate Collectors, Deactivated Collections, Custom System Properties), and a 'Request Access...' button. The main content area is titled 'Support Identifiers' and displays a grid of access rights for various users. The grid has columns for Administ., * Support Identifier, Request Status, Access (Service Requests, SR Attachments, Patches, Assets), Role, and SR Details. A 'Remove Selected' button is located at the top of the grid. A callout box highlights the 'Highlight SI row > Remove Selected' action.

Administ.	* Support Identifier	Request Status	Access				Role	SR Details
			Service Requests	SR Attachments	Patches	Assets		
View		Approved	Create and Update	Download All	View Only	No Access	User	<input type="checkbox"/>
View		Approved	Create and Update	Download All	View Only	No Access	User	<input type="checkbox"/>
View		Approved	Create and Update	Download All	View Only	No Access	User	<input type="checkbox"/>
View		Approved	Create and Update	Download All	View Only	No Access	User	<input type="checkbox"/>
View		Approved	Create and Update	Download All	View Only	No Access	User	<input type="checkbox"/>

Highlight SI row > Remove Selected



Search Knowledge to Self-Solve

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My Oracle Support | Self Service Tools

Search
Knowledge Base



Ask in
Communities



Create Service
Request



What Can You Find in the Knowledge Base ?

- Known solutions -based root-cause analysis of customer SRs
- Frequent updates with new content on latest solutions
- Best practices and proactive tools
- Diagnostics and troubleshooting
- Product documentation
- Training

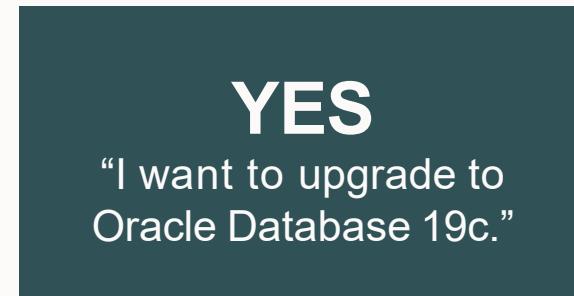


Knowledge Base: Why should you use it?



- Solution may already exist
- Save time – not submitting an SR
- Articles based on customer SRs
- Support Engineers use it
- 95% of Customers use it
- Frequent updates

Search Effectiveness more details as



Action

I want to upgrade

Product

Oracle Database

Release

19c



Global Search Bar

The screenshot shows the Oracle My Oracle Support interface. At the top, there is a navigation bar with links for Dashboard, Knowledge (which is highlighted with a red box), Service Requests, Patches & Updates, Community, Certifications, Managed Cloud, More..., and a search bar. Below the navigation bar is a large, faint watermark of a brain. The main content area is titled "Knowledge home". On the left, there is a sidebar with sections for "Knowledge Links" (Get Proactive, Lifecycle Advisors, Security & Critical Patch Updates, Japanese Knowledge Links, Online Documentation, Oracle System Handbook, Tools and Training Documents, Big Data Appliance) and "Knowledge Articles". The main pane is titled "Knowledge Base" and contains tabs for "Search & Browse", "Recently Viewed", "Recent Searches", and "Favorite Articles". It features a search bar with placeholder text "Start typing...", a "Search" button, and a section titled "In The Knowledge". The entire "Knowledge Base" section is also highlighted with a red box.



What Can You Find in the Knowledge Base ?

The screenshot shows the Oracle My Oracle Support Knowledge Base interface. The top navigation bar includes links for Dashboard, Knowledge (which is highlighted), Service Requests, Patches & Updates, Community, Certifications, Managed Cloud, and various user account information. The main content area is titled "Knowledge Home". On the left, there's a sidebar with sections like "Knowledge Links" (Get Proactive, Lifecycle Advisors, Security & Critical Patch Updates, Japanese Knowledge Links, Online Documentation, Oracle System Handbook, Tools and Training Documents, Big Data Appliance) and "Knowledge Articles". The central part of the screen is the "Knowledge Base" search interface. It features a search bar with the placeholder "Type in your phrase..." and a dropdown menu titled "Select a product or product line" listing various Oracle products. A search results panel on the right displays the query "oc Id number" and a "Search" button. The bottom of the page includes copyright information ("Copyright (c) 2021, Oracle. All rights reserved.") and legal links.





SCAN ME

Information Center (IC) Catalog Doc.ID [\(50.2\)](#)

The screenshot shows the Oracle My Oracle Support Knowledge base interface. At the top, there's a navigation bar with links like Dashboard, Knowledge (which is selected), Service Requests, Patches & Updates, Community, Certifications, Managed Cloud, CRM On Demand, Systems, More..., a star icon, and a search bar. To the right of the search bar, it says "50.2". Below the navigation bar, there's a message: "Copyright (c) 2021, Oracle. All rights reserved. Oracle Confidential." A main title "★ Oracle Catalog: Information Centers for All Products and Services (Doc ID 50.2)" is displayed, followed by a "To Bottom" link and several icons. Below this, a horizontal menu bar contains ten categories: Introduction & Use, Cloud Services, Database & Systems, E-Business Suite, Global Business Units, Hyperion EPM & BI, JD Edwards, Middleware, PeopleSoft, and Siebel CRM. At the bottom left of this menu bar is a "Search This Document" button, and at the bottom right is a "Print" button.

Grouped by product

Focused content

- Troubleshooting
- Install, Patching
- Known issues
- Popular documents

Dynamic pages



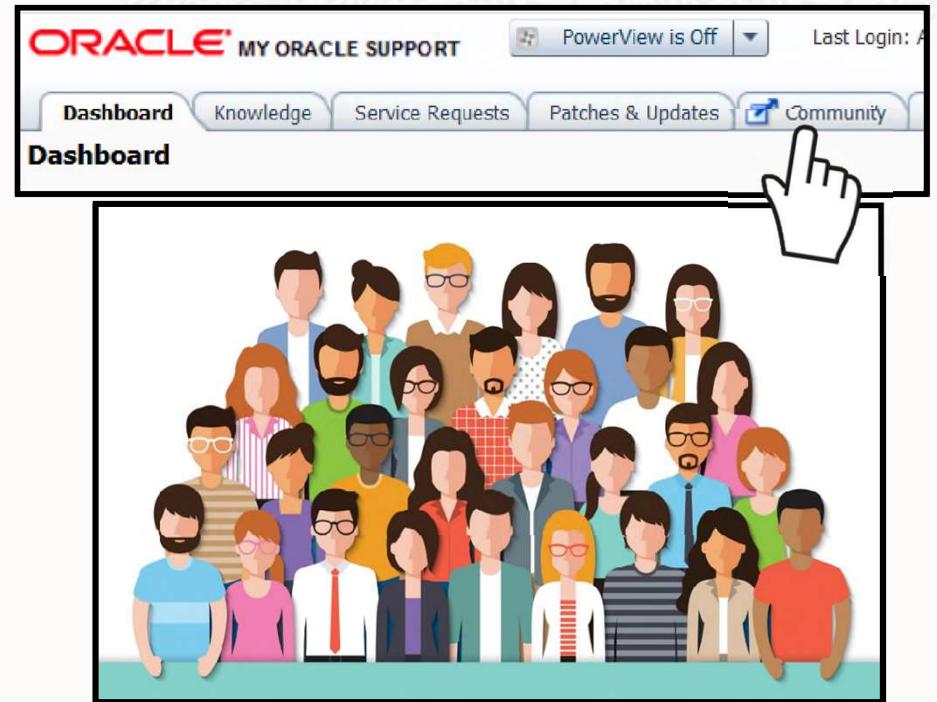
Participate often in Community

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My Oracle Support Community, MOSC

- How do I (non-urgent) questions
- One-to-many dialogue
- Collaborate with Oracle Support experts and global peer group
- Share solutions / best practices
- **Use to self-solve issues**
- **Ideas Lab**



Search on **Community** first

Best Practice:
Search for your
question **first.**

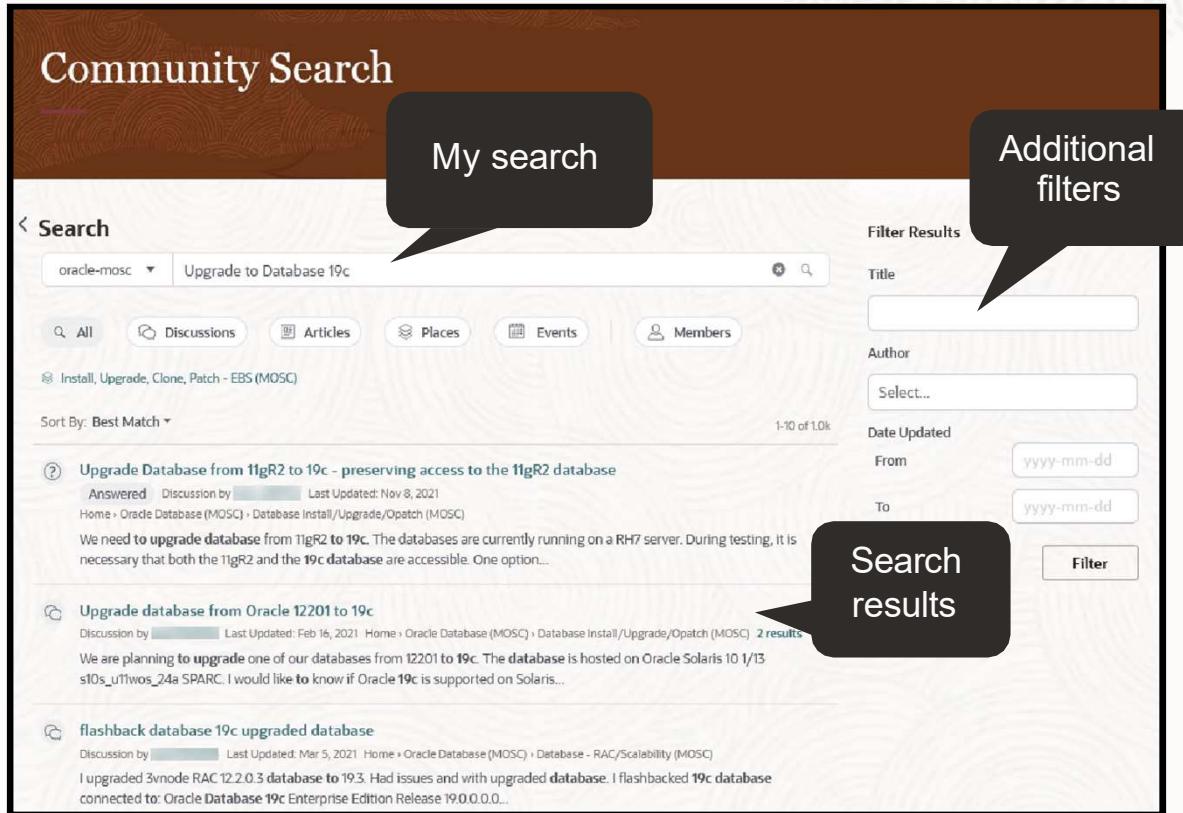
The screenshot shows the Oracle Communities website. At the top, there's a navigation bar with links for Home, Discussions, Categories, Groups, Events, Resources, Recognition, and Help. It also displays user statistics: 3.8M users, 514.9K discussions, and 1.6M comments. Below the navigation is a large banner with the text "Welcome to My Oracle Support Community". To the right of the text is a stylized illustration of three people interacting with a large cylindrical object. Below the banner, there are four main sections: "Connect", "Innovate", "Learn", and "Explore". Each section has a brief description and a call-to-action button. At the bottom of the page is a search bar with the placeholder "Search the community" and a dropdown menu showing "oracle-mosc".

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SCAN ME

Examine the Community Results



The screenshot shows a "Community Search" interface. At the top, there is a search bar with the text "Upgrade to Database 19c". Below the search bar, there are tabs for "All", "Discussions", "Articles", "Places", "Events", and "Members". A filter sidebar on the right is titled "Filter Results" and includes fields for "Title", "Author", "Select...", "Date Updated" (with "From" and "To" date inputs), and a "Filter" button. The main content area displays search results for "Upgrade Database from 11gR2 to 19c". The first result is a discussion titled "Upgrade Database from 11gR2 to 19c - preserving access to the 11gR2 database". It has 21 answers, was last updated on Nov 8, 2021, and is categorized under "Home > Oracle Database (MOSC) > Database Install/Upgrade/Opatch (MOSC)". The post discusses the need to upgrade databases from 11gR2 to 19c while maintaining access to the 11gR2 database. The second result is a discussion titled "Upgrade database from Oracle 12201 to 19c", last updated on Feb 16, 2021, under "Home > Oracle Database (MOSC) > Database Install/Upgrade/Opatch (MOSC)". It asks if Oracle 19c is supported on Solaris. The third result is a discussion titled "flashback database 19c upgraded database", last updated on Mar 5, 2021, under "Home > Oracle Database (MOSC) > Database - RAC/Scalability (MOSC)". It discusses upgrading a 3-node RAC database to 19c and using flashback.

My search

Additional filters

Search results

Community Search

Search

oracle-mosc ▾ Upgrade to Database 19c

All Discussions Articles Places Events Members

Install, Upgrade, Clone, Patch - EBS (MOSC)

Sort By: Best Match ▾ 1-10 of 1.0k

② Upgrade Database from 11gR2 to 19c - preserving access to the 11gR2 database
Answered Discussion by Last Updated: Nov 8, 2021 Home > Oracle Database (MOSC) > Database Install/Upgrade/Opatch (MOSC)
We need to **upgrade database** from 11gR2 to 19c. The databases are currently running on a RH7 server. During testing, it is necessary that both the 11gR2 and the 19c database are accessible. One option...

② Upgrade database from Oracle 12201 to 19c
Discussion by Last Updated: Feb 16, 2021 Home > Oracle Database (MOSC) > Database Install/Upgrade/Opatch (MOSC) 2 results
We are planning to **upgrade** one of our databases from 12201 to 19c. The **database** is hosted on Oracle Solaris 10 1/13 s10s_u11wos_24a SPARC. I would like to know if Oracle 19c is supported on Solaris...

② flashback database 19c upgraded database
Discussion by Last Updated: Mar 5, 2021 Home > Oracle Database (MOSC) > Database - RAC/Scalability (MOSC)
I upgraded 3node RAC 12.2.0.3 database to 19.3. Had issues and with upgraded database. I flashbacked 19c database connected to: Oracle Database 19c Enterprise Edition Release 19.0.0.0...

Filter Results

Title

Author

Select...

Date Updated

From: yyyy-mm-dd

To: yyyy-mm-dd

Filter

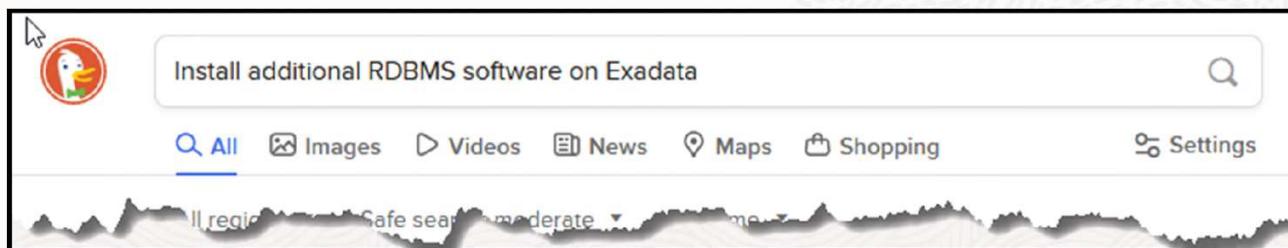


What Can You Find in the Knowledge Base ?

The screenshot shows the Oracle Communities website interface. At the top, there's a navigation bar with links for Home, Discussions, Categories, Groups, Events, Resources, Recognition, and Help. To the right of the navigation bar, it says "Users: 3.9M | Discussions: 532.3K | Comments: 1.7M". Below the navigation bar, there's a large banner with the text "Welcome to the Oracle Support Community" and a subtext about direct support from experts. On the left, there are two call-to-action boxes: "Connect" and "Innovate". The "Connect" box has a button "Find a discussion forum". The "Innovate" box has a button "Select an idea". In the center, there's a large dropdown menu under the "Categories" link. The main category "General" is expanded, showing sub-categories like My Oracle Support Community, Ideas Lab, Internal Only, Agile and AutoVue (MOSC), CPQ Cloud (BigMachines) (MOSC), Communications Industry (MOSC), CRM On Demand (MOSC), Engineered Systems (MOSC), Enterprise Manager (MOSC), JD Edwards EnterpriseOne (MOSC), JD Edwards World (MOSC), Linux OS (MOSC), Middleware (MOSC), My Oracle Support Tools & Training (MOSC), Oracle Analytics (MOSC), Oracle Commerce (MOSC), and Oracle Construction and Engineering (MOSC). A cursor is hovering over the "Engineered Systems (MOSC)" link. To the right of this menu, there's a section titled "Explore" with a button "Explore MOSC" and a search bar. The background features a stylized illustration of three people interacting with large, colorful geometric shapes.



What Can You Find in the Knowledge Base ?



COMMUNITY

 <https://community.oracle.com › tech › developers › discussion › 4171535 › installing-additional-rd...>
installing additional RDBMS home on exadata machine

Hi All, can you please guide me for how installing additional RDBMS home 12.1.2 on exadata machine

KNOWLEDGE BASE

 https://support.oracle.com › knowledge › Oracle Database Products › 2146327_1.html
Setup 11.2.0.2 RDBMS Software and Database on Exadata Database ...

Sep 29, 2021 - This document is intended for Exadata Administrators wanting to install and configure 11.2.0.2 RDBMS Software and setup databases for migration to the Exadata platform and then upgrade to a later supported version of the RDBMS. This document also provides information regarding some known issues and workarounds related to 11.2.0.2 Database creation.





Questions About Support Portal Functionality ?

The screenshot shows a web browser window for the Oracle Communities site at https://community.oracle.com/mosc/categories/using_my_oracle_support. The page title is "Using My Oracle Support (MOSC)". The navigation bar includes links for Home, Discussions, Categories, Groups, Events, Resources, Recognition, and Help. It also shows "Users: 3.8M | Discussions". The main content area displays a section titled "Using My Oracle Support (MOSC)" with a pagination menu from 1 to 100. Below the menu are "Status filters" and a post about "New to My Oracle Support? Join us for one of the My Oracle Support Essentials sessions.". A sidebar on the left promotes "Improved notifications for YOUR areas of interest!" and an "Ask a Question" button.

My Oracle Support Community

- **CATEGORY** - My Oracle Support tools & Training (MOSC)
- **SUB-CATEGORY** - Using My Oracle Support (MOSC)
- **Moderated by Support Experts:**
 - Support portal developers
 - Support Engineers
 - Field Engineers



Create Complete Service Request

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What Can You Find in the Knowledge Base ?

1. When to create an SR
2. Technical vs. Non-Technical SRs
3. Overview of SR creation process flow and best practices

SR Flow and Best Practices: 1540335.1



What Can You Find in the Knowledge Base ?

The screenshot shows the Oracle My Oracle Support dashboard. At the top, there's a navigation bar with links for Dashboard, Knowledge, Service Requests, Patches & Updates, Community, More..., PowerViLast Login: March 9, 2021 9:12 AM MST, Switch to Cloud Support, Jeffrey (Available), (0) messages, Contact Us, and Help. Below the navigation bar is a "Dashboard" section with a "News" panel listing various announcements and a "Getting Started" panel with links to support training, registration, and social media. The main area is titled "Knowledge Base" and features a search interface. It includes a dropdown menu for "Select a product or product line" with "Oracle SQL Developer" selected, a search bar with placeholder text "Enter search terms", and a button labeled "Search". A yellow callout box highlights the result "Information Center: Oracle SQL Developer [2282075.2]". Below the search interface is a "Service Request Dashboard" with tabs for "Ask in Community..." and "Create Technical SR", and a search bar for "Support Identifier". The dashboard also includes a "View" dropdown, "Problem Summary" dropdown, and a table for "Product/Service Type", "Severity", "Status", "Last Updated", and "Support I". The message "No Information Returned" is displayed at the bottom of the table.



Support Best Practice : Creating Technical Service Requests



Service Request Types: Technical vs Non-Technical

The screenshot shows the Oracle Service Requests Home interface. At the top, there is a navigation bar with links: Dashboard, Knowledge, **Service Requests**, Patches & Updates, Community, Certifications, and More... ▾. Below the navigation bar, the title "Service Requests Home" is displayed. A dropdown menu for "Technical Service Requests" is open, showing a "Create Technical SR" button which is highlighted with a red box. Another button "Ask in Community..." is also visible. The main content area contains a table comparing Service Request types:

<u>SR Type</u>	<u>Problem</u>	<u>Required Privileges</u>
Technical	<ul style="list-style-type: none">• Product related	<ul style="list-style-type: none">• Restricted privilege assigned by CUA• Create – View - None
Non-Technical	<ul style="list-style-type: none">• Permissions - Login• License - Entitlement	<ul style="list-style-type: none">• All users• Create - Update – and View your own

Below the table, another dropdown menu for "Non-Technical Service Requests" is shown, with a "Create Non-Technical SR" button highlighted with a red box.



My Oracle Support SR Creation

Create Service Request: Problem

Problem/Severity Solutions More Details Contact

Save as Draft Back Next Cancel

Service Request language is set to English-American Edit

What is the Problem?

* Problem Summary:

* Problem Description:

Error Codes:

Note: In the Description field, do not submit any personal information, protected health information subject to HIPAA, any other sensitive personal information (such as payment card data), or U.S. federal government covered defense information (CDI) or controlled unclassified information (CUI) that requires protections greater than those specified in the Oracle GCS Security Practices link below.

Oracle GCS Security Practices

* Issue Type: Technical Issue

* Business Impact:

* System Lifecycle:

Where is the Problem?

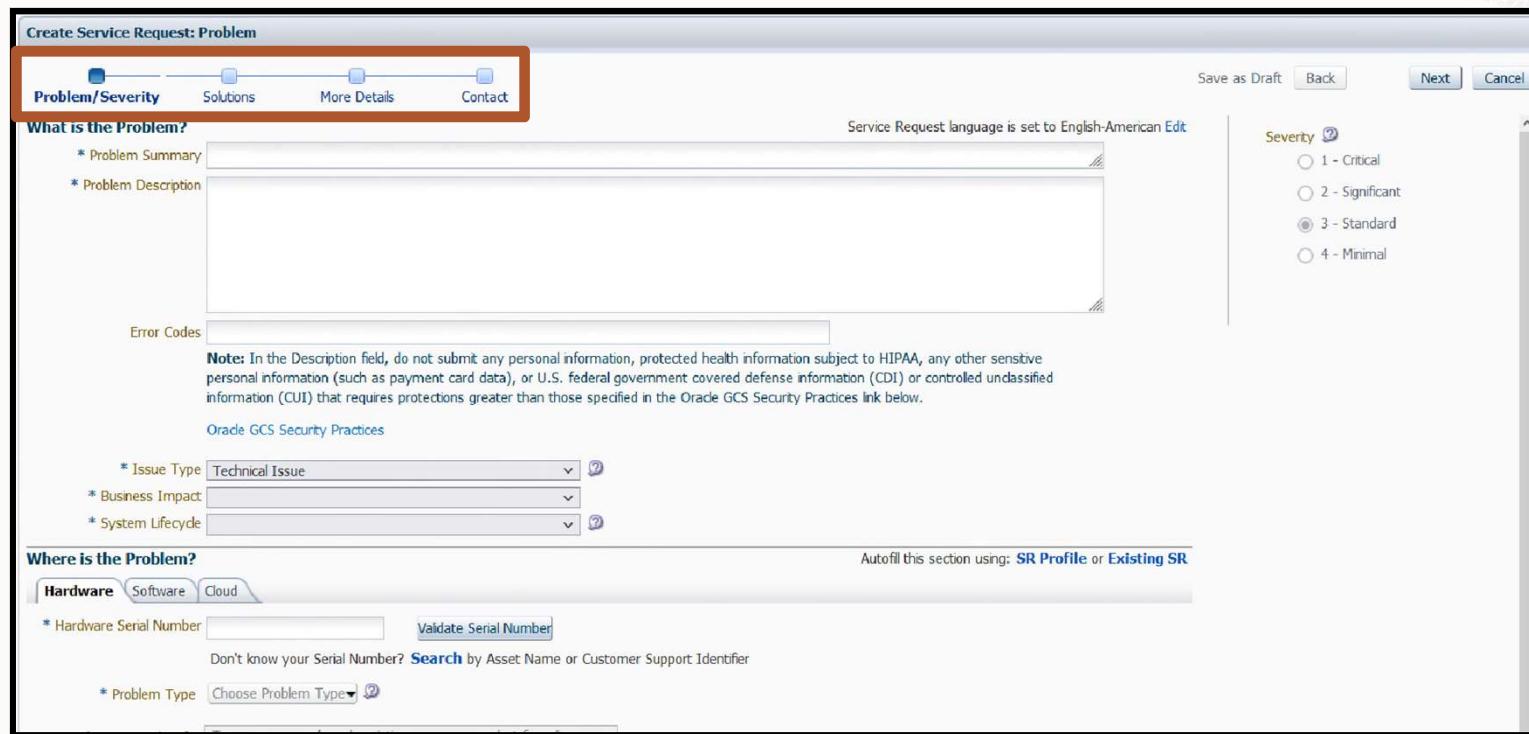
Autofill this section using: [SR Profile](#) or [Existing SR](#)

Hardware Software Cloud

* Hardware Serial Number: Validate Serial Number

Don't know your Serial Number? [Search](#) by Asset Name or Customer Support Identifier

* Problem Type: Choose Problem Type



STEP 1 - What is the Problem? | Summary, Description, Error Codes

Create Service Request: Problem

Problem/Severity Solutions More Details Contact

What is the Problem?

* Problem Summary

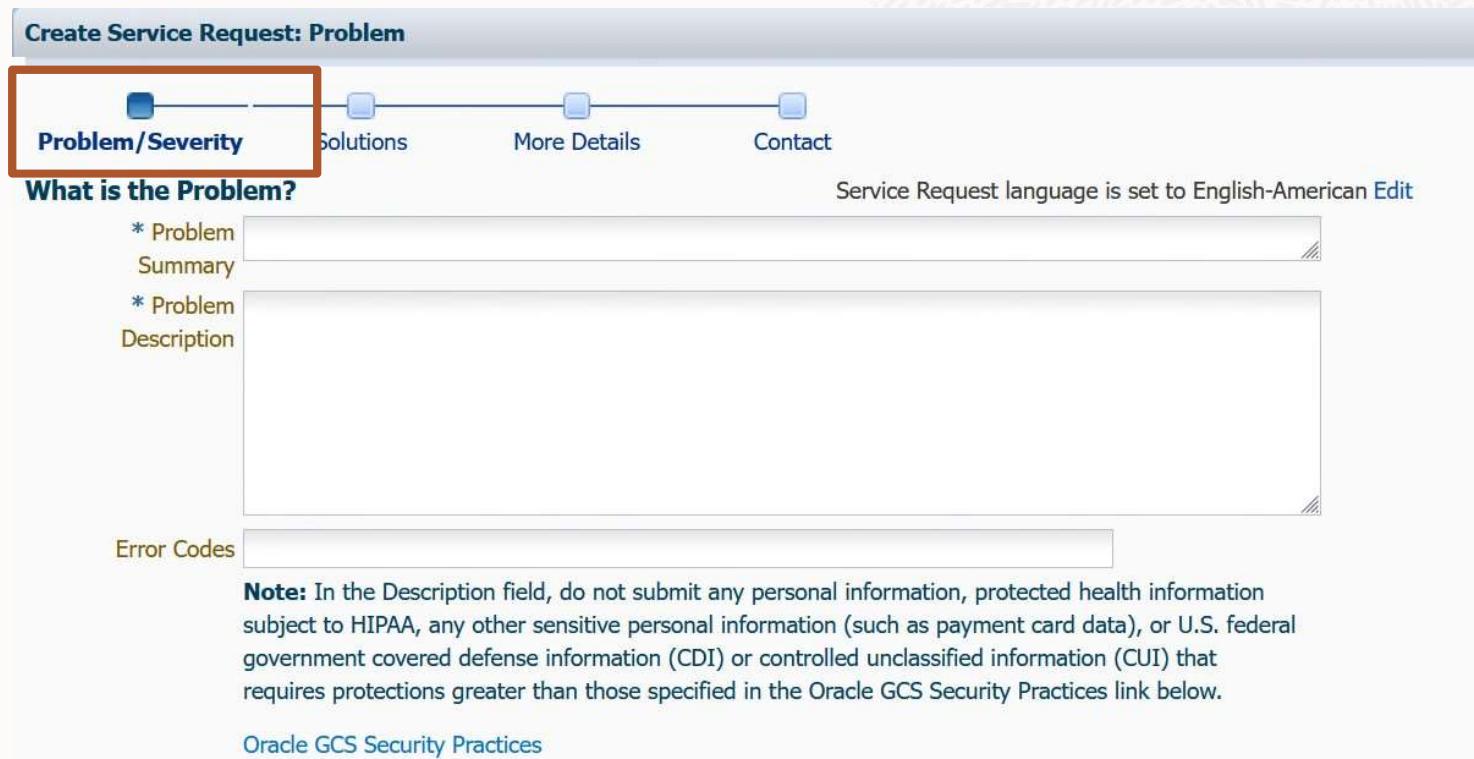
* Problem Description

Service Request language is set to English-American Edit

Error Codes

Note: In the Description field, do not submit any personal information, protected health information subject to HIPAA, any other sensitive personal information (such as payment card data), or U.S. federal government covered defense information (CDI) or controlled unclassified information (CUI) that requires protections greater than those specified in the Oracle GCS Security Practices link below.

[Oracle GCS Security Practices](#)



STEP 1 - “What is the Problem?” Changes

The screenshot shows the 'Create Service Request: Problem' page. At the top, there's a 'Tips' box stating: 'Severity value is determined based on your selections for Issue Type (on the left) and other information you provided.' Below this, the main form has tabs: 'Problem/Severity', 'Solutions', 'More Details', and 'Contact'. The 'Problem/Severity' tab is selected. On the right, there are buttons for 'Save as Draft', 'Back', 'Next', and 'Cancel'. A 'Severity' section is shown with a radio button for '3 - Standard' being selected. A callout bubble points to this section with the text 'Severity is read-only'. At the bottom left, three new fields are highlighted with a red box: 'Issue Type' (set to 'Technical Issue'), 'Business Impact', and 'System Lifecycle'. A callout bubble points to these fields with the text 'Three New fields added to SR flow.'

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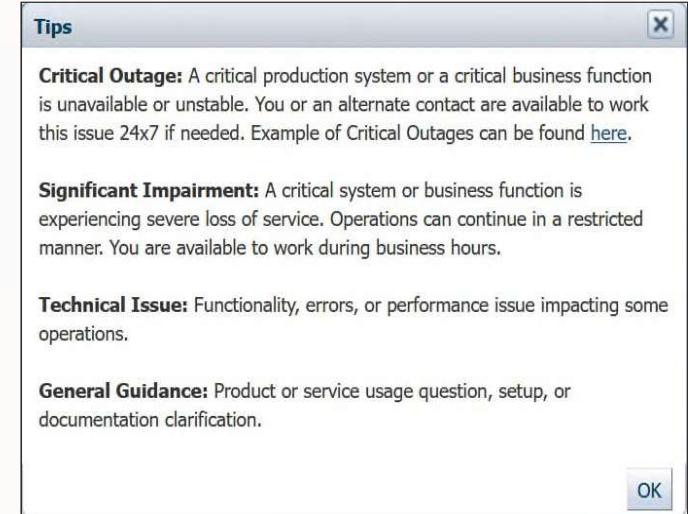
MOS Selecting Issue Type

* Issue Type **Technical Issue**

* Business Impact **Critical Outage**

* System Lifecycle

- Critical Outage**
- Significant Impairment
- Technical Issue
- General Guidance



Serv 1 - Critical Outage Examples – Doc. 2849481.1



- Critical production system or
- Critical business function
- Unavailable or unstable
- Available 24/7 if needed

DETAILS

The following examples highlight possible scenarios for a Critical Outage. This is not a list of all possible scenarios.

Issue Type: Critical Outage

Description: A critical production system or a critical business function is unavailable or unstable. You or an alternate contact are available to work this issue 24/7 if needed.

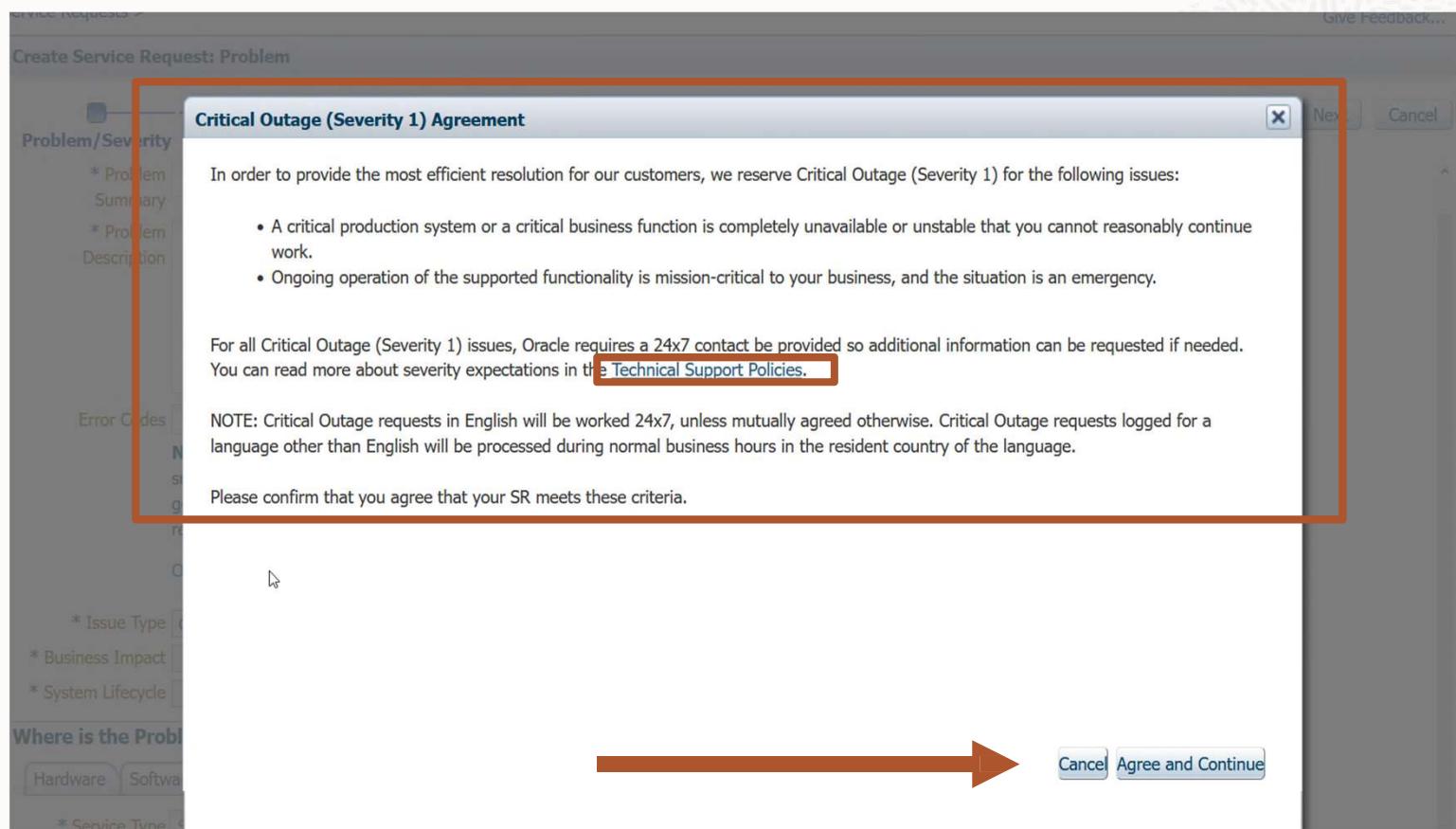
Summary Examples

- Production system or application is down, and there is no reasonable workaround
- An essential flow or service in Production is not functioning and is affecting all users and/or has a significant financial impact
- No access to Production instance or instance crashes repeatedly
- No users can log into Production or a widespread Production login issue
- Production database down or hung
- Slow performance in Production (all users affected)
- Production data corruption
- Issue is severely impacting or preventing a rapidly approaching scheduled go-live (Production and Non-production)

Detailed Examples

- Production database down
- Production Real Application Cluster (RAC) down
- Production RAC node down
- All users cannot connect to Production service or get intermittent connection errors
- Critical Production database/Automatic Storage Management (ASM) errors including corruptions/fatal errors
- Production system restoration/recovery failures
- Standby not up-to-date, potentially leaving customer vulnerable
- Production system software update failures (Dom 0 or Dom U)
- Switch/DNS down
- Entire Production database performing slowly
- Critical Production Business Function (Quarter Close) is stuck
- Production system or application is down, and there is no reasonable workaround
- Production service is entirely inaccessible: cannot perform its function at all (or has big latency)
- Production security patching has gone wrong due to maintenance
- Customer's production mission-critical data is at significant risk of loss or corruption
- Production capacity is significantly reduced: traffic/data handling capability, such that expected loads cannot be handled
- Complete interruption of production service

What Can You Find in the Knowledge Base ?



What Can You Find in the Knowledge Base ?

Create Service Request: Problem

Problem/Severity Solutions More Details Contact

Save as Draft Back

What is the Problem?

* Problem Summary

* Problem Description

Service Request language is set to English-American [Edit](#)

Error Codes

System Unavailable
System Partially Available without Workaround
System Partially Available with Workaround
System Fully Available

* Issue Type

* Business Impact

* System Lifecycle

Severity [?](#)
 1 - Critical
 2 - Significant
 3 - Standard
 4 - Minimal

No tool tip for Business Impact.



My Oracle Support System Lifecycle

Create Service Request: Problem

Problem/Severity Solutions More Details Contact Save as Draft Back

Service Request language is set to English-American Edit

What is the Problem?

* Problem Summary

* Problem Description

Error Codes

* Issue Type

* Business Impact

* System Lifecycle

Production Live
Production Feature Implementation
New Implementation
Non Production

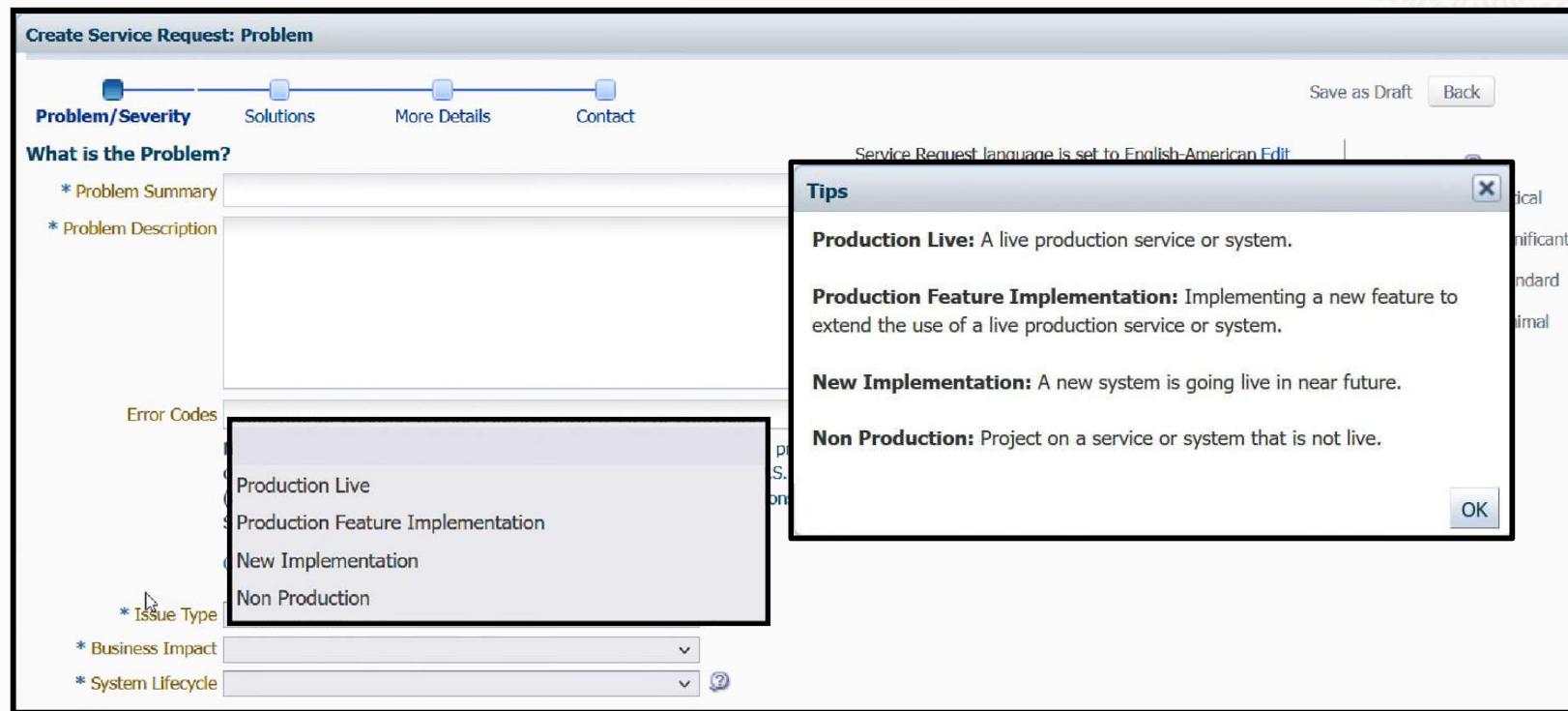
Production Live: A live production service or system.

Production Feature Implementation: Implementing a new feature to extend the use of a live production service or system.

New Implementation: A new system is going live in near future.

Non Production: Project on a service or system that is not live.

OK



My Oracle Support Product Type

Where is the Problem?

Autofill this section using: [SR Profile](#) or [Existing SR](#)

Hardware **Software** **Cloud**

* Product [?](#)

* Product Version

* Product Languages [?](#)

* Operating System/Version [?](#)

System/Version

Database/Version

* Problem Type [?](#)

* Support Identifier



My Oracle Support Product Type

Where is the Problem?

Autofill this section using: [SR Profile](#) or [Existing SR](#)

Hardware Software Cloud

* Product

* Product Version

* Product Languages

* Operating System/Version

Database/Version

* Problem Type 

* Support Identifier

Recent (10)

- Oracle Fusion General Ledger
- Oracle Fusion Expenses
- Oracle Fusion Inventory Management
- Oracle Fusion Advanced Collections
- Oracle Fusion Supply Chain Financial Orchestration Foundation
- Oracle Fusion Tax
- Oracle Fusion Cash Management
- Oracle Cash Management

mos/faces/SrCreate? adf.ctrl-state=17kt7kthvn48v&srln=12278862482676#



What Can You Find in the Knowledge Base ?

Where is the Problem?

Autofill this section using: **SR Profile or Existing SR**

Hardware Software Cloud

* Product

* Product Version

* Product Languages

* Operating System/Version

Database/Version

* Problem Type

* Support Identifier

Close Ledgers
Define & Record Allocations and Period Entries
Define Budget Components
Define Ledgers and Financial Reporting Structures
Define Revaluations
Integration
Post Journal Entries and Update Ledger Balances
Prepare and Analyze Financial Reports
Reconcile Accounts
Record and Edit Standard Journal Entries
Smartview Connection
Translate Multiple Currency Balances
Coexistence
Customizations(Branding,User Interface Text,Customization Framework and Migration,ADFDI Setup and Installation)
Planning and Budgeting
Reports and Analytics (Run, Customize, Schedule, Subject Areas, FTP, etc)
System Performance
Technical issues with this product
Technology Management - Fusion Security
Technology Management - Provisioning - LCM - Upgrade

Save as Draft Back Next Cancel



Step 2 Solution | Guided Problem Definition

The screenshot shows the 'Create Service Request: Solutions' page. At the top, there's a navigation bar with tabs: Dashboard, Knowledge, Service Requests (which is selected), Patches & Updates, Community, More..., and a search bar. Below the navigation bar, the breadcrumb path 'Service Requests >' is visible. On the right, there are buttons for 'Give Feedback...', Save as Draft, Solved Issue, Back, Next, and Cancel. A hand cursor is pointing at the 'Next' button. The main content area has a red border and contains the following sections:

- Guided Problem Definition:** A section describing how answers can help decrease resolution time.
- Answers to Previous Questions:** A list of previous answers:
 - * Problem Type: Technology Management - Fusion Security > Login [Edit](#) [?](#)
- Answer Question 1:** A question about Federation SSO:
 - * What is your situation with Federation SSO ?
 - Federation SSO is not enabled in your environment [?](#)
 - Federation SSO is enabled in your environment [?](#)



STEP 3: More Details | Attachments and Additional Information

The screenshot shows the 'Create Service Request: More Details' page. At the top, there's a navigation bar with tabs: Dashboard, Knowledge, Service Requests (which is selected), Patches & Updates, Community, and More... A magnifying glass icon and a search bar are also present. Below the navigation is a breadcrumb trail: Service Requests >. On the right, there are buttons for Save as Draft, Back, Next, and Cancel.

The main form has a progress bar at the top with four steps: Problem/Severity, Solutions, More Details (which is highlighted in blue), and Contact. The 'More Details' step contains the following fields:

- Problem Type:** * Problem Type: Technical issues with this product. An 'Edit' button with a pencil icon is next to it.
- Upload Files/Attachments:** A section with a red border containing an 'Additional Files' field and a question: "Do you have any files that can help solve your Service Request?". An 'Attach' button is next to the question.
- BEST PRACTICE:** A callout box with a red border containing two items:
 - Upload relevant files.
 - Add important details.
- Additional Information:** A large section with a red border containing a list of 9 items:
 1. What is the Identity Domain name / Cloud Account name?
 2. What is your Data Center location?
 3. What is your Identity Domain Id?
 4. What is the Service Instance name?
 5. What is your Region or Availability Domain?
 6. Provide steps to reproduce the problem. Include relevant information ie. navigation path, responsibility name, and user specific information.,.
 7. Describe any recent changes (e.g. installation, upgrade, patch, etc).
 8. Describe any workaround you are using to avoid this problem.
 9. Describe how this problem is impacting your business. Include relevant information such as critical events (i.e., upgrade or project milestones), dates (i.e., go live dates), number of users affected, financial impact, etc.



What Can You Find in the Knowledge Base ?

Create Service Request: Contact

Problem/Severity Solutions More Details Contact

Save as Draft Back Submit Cancel

*Who should we contact for more information?

* Primary Contact Start typing...

* Phone Numbers

E-mail Address

* Contact Method Web

Sev1 Notifications Email: Yes SMS (text): No Change SMS (text) notification settings

Add Alternate Contact

Customer Severity 1 Details

* Work 24x7

Severity 1 - Manager

Name Select from Contact List...

Telephone Number

E-mail Address

Severity 1 - Secondary Contact

Name Start typing...

Telephone Number

E-mail Address

Alternate Telephone Number

Customer Reference Number

(You can use this to reference an internal tracking number.)



What Can You Find in the Knowledge Base ?



Understand must common usage Names on MOS



Support Identifier (SI)

- Numerical identifier for an organization's, products and services required to access my Oracle Support



Customer user administrator (CUA)

- An individual from an organization who approves or denies SI access to user privileges



Service Request (SR)

- Support ticket created and submitted in my Oracle Support for a product or a cloud Service

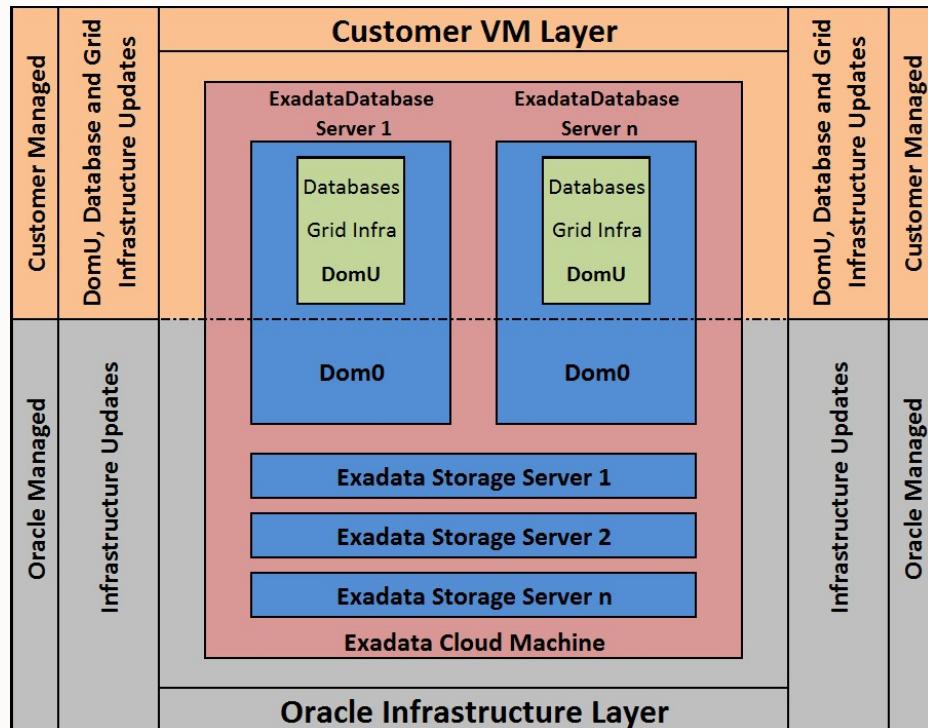


Breaking Glass SR

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Exadata Cloud at Customer - Dom0 and DomU



About *Dom0* Oracle Responsibilities

- Oracle Cloud Ops manage Exadata infrastructure (hardware, system software) & hypervisor (dom0);
- Oracle Support is responsible for update any version;
- Customer is responsible for scheduling Dom0 maintenance and must provide at least 4 dates per year;

About *DomU* Customer Responsibilities

- Adjust license (BYOL or License Included)
- Scale UP/Down resources
- For Exadata Cloud at Customer DomU uses KVM virtualization
- Customer have root access to DomU;
- The customer is responsible for any update or configuration change on DomU;



SCAN ME

What is a Breking Glass Service Request ?

A Breaking Glass Service request is a formal process to request and allow Oracle support to get into your Exadata Cloud at Customer Virtual Machines (DomU) and fix the issue customer reported.

The customer must to open this SR and share this SR number on parent SR as soon as possible.

You must provide :

- Parent SR Number
- Exadata VM Cluster OCID
- Exadata Database OCID
- DomU Host Names



Locate and Leverage Training

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How to access Training Programs

The screenshot shows the Oracle My Oracle Support portal interface. At the top, there's a navigation bar with links for Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications, Managed Cloud, and More... A red arrow points to the 'Getting Started' section, which is highlighted with a yellow box. This section contains links for Oracle Support Training and Resources, Oracle Learning Explorer, Oracle Support Essentials Registration, Advisor Webcasts Registration, Oracle Support Accreditation, and Quick Video Training. Below this, there's a 'Knowledge Base' section with a search bar and a 'Knowledge Articles' section showing one recently updated article.

ORACLE MY ORACLE SUPPORT

Last Login: October 12, 2022 9:35 AM MDT Switch to Cloud Support (Not Available) (0) Contact Us Help

Dashboard Knowledge Service Requests Patches & Updates Community Certifications Managed Cloud More... Give Feedback... Customize Page...

Dashboard

Site Alerts

Canceled : Planned Maintenance to My Oracle Support Portal scheduled for Friday Sep 16, 2022, 7:00 PM PDT is canceled

News

Join the Oracle Customer Advisory Panel

Getting Started

- Oracle Support Training and Resources
- Oracle Learning Explorer: Free Training and Accreditation
- Oracle Support Essentials Registration
- Get Proactive Portfolio
- Advisor Webcasts Registration
- Follow Us - MOS Twitter
- Oracle Support Accreditation

Quick Video Training

- My Oracle Support How-To Series
- Use Ideation in the My Oracle Support Community (MOSC)

Technical Service Requests

Problem Summary	Product/Service Type	Severity	Status	Technical SR #
jeff test	Integration Cloud Service	3-Standard	Review Update	3-269
jeff test	Autonomous Database Dedicated	2-Significant	Review Update	3-269

Knowledge Base

Search & Browse Recently Viewed Recent Searches Favorite Articles

Select a product or product line Start typing...

Enter search terms

Knowledge Articles

Alerts (0) Recently Updated (1)

Last week





SCAN ME

My Oracle Support Training Program

Training Programs Resources My Oracle Support Releases

Search This Document Print

Oracle Support Training

Oracle Support offers a variety of training programs based on your learning needs and knowledge/skill level.

Oracle Support Essentials

New Customers Start here

The Essentials courses teach My Oracle Support and Cloud Support portal functionality, support processes and best practices. These courses provide:

- Live sessions
- Recorded sessions
- Presentation PDFs

[View the Webcasts](#)

[Overview](#)

My Oracle Support How-To Video Training

For All Customers

The How-to Videos deliver short (3-10 minutes), feature-based support content arranged by experience level, role, and task including:

- New My Oracle Support users
- Advanced users
- Cloud users
- Customer User Administrators

[View the Videos](#)

[Feature Based](#)

Oracle Support Advisor Webcasts

For All Customers

Advisor Webcasts provide instruction and interaction with subject matter experts on Oracle products, services, and technologies. These webcasts are delivered as both live and recorded sessions.

- Live sessions
- Recorded sessions

[View the Webcasts](#)

[Product](#)

Oracle Support Accreditations

For Advanced Customers

Oracle Support Accreditations are self-paced, guided learning paths for experienced support portal users, and include targeted resources and exams to validate your skills.

- Level 1 - Portals and Services
- Level 2 - Product-Based

[View the Accreditations](#)

[Advanced](#)



What is a Root Cause analysis Request ?

A RCA (Root Cause Analysis) Is a formal request that the customer or partner request on parent SR to figure out what caused the issue and avoid future issues :

- It must be requested on the same parent SR that the issue be reported and as soon as possible to avoid SR close. Oracle support needs up to 15 days to provide that information and the SR number can be used as an official doc.
- It's important to be focused on parent SR and provide any new evidence to help Oracle support identify the root cause.
- If the customer or partner didn't agree with Oracle's support feedback, it's up to the customer to request another engineer to review



Resources

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OPN Web Page



Oracle PartnerNetwork (OPN) Members

Welcome to the OPN Portal!

Expertise is the cornerstone of OPN - customer success is the reward.

The OPN Portal provides guidance to enable your journey to customer success and make partnering with Oracle as simple as possible.

- **Build Expertise** leveraging skills transfer, environments and technical assistance
- **Go-to-Market** using tools and guidance on how to take your solutions and services to market
- **Stay Connected** with the latest OPN has to offer and ask questions in our Partner Community Forums
- **Manage Your Membership** by monitoring your Expertise achievements, executing agreements, updating your Partner Finder profile, and more

We are stronger together. Log in today and let's get started!



Have you heard?

4 Steps to Marketing Success

Take a quick tour now of the marketing resources available to you from Oracle. This Partner's Guide to Oracle Marketing Resources infographic will help you explore and discover valuable steps to boost your business.

[Get Started](#)



Stay Connected with the Latin America Partner Community!

Information, collaboration and training all in a single spot.

The [**LAD Partner Community**](#) is a space dedicated to our partners in Latin America, where you can find information and stay up to date on what OPN has to offer.

In the Community, you will find all the information that we communicate to our ecosystem by email.

- Explore [**Categories**](#): organized by grouping publications on a same topic;
- Access the [**Recent Discussions**](#) tab to check the latest posts published;
- Take part in [**Groups**](#) and interact with Oracle Experts and other partners;
- Recordings.

Important: An Oracle SSO account is required to access the Community and other OPN resources. If you don't have this account yet, access [this link](#) or the QR code below.

Access the Community:



Create your SSO account:





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Thank You ☺

Questions / Feedback / Training Suggestions

alexandre.af.fagundes@oracle.com

marcel.lamarca@oracle.com

Ask for help ☺

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ORACLE

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