



# My Oracle Support (MOS)

## Architect Skills - Tips and best practices

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Exadata Cloud Specialist  
Oracle, Alliances and Channels LAD  
February, 2024

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



## MARCEL LAMARCA

Exadata Cloud Specialist  
Upgrade, Utilities, Patching, Performance & Migrations

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### About My Career

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

### Certifications

#### Oracle Cloud Specialist (OCS)

- Exadata Database Machine X9M Certified Specialist
- OCI Foundation 2020 / 2023
- Oracle Autonomous Database Administrator Professional 2019 / 2023
- Oracle Cloud Database Migration and Integration 2021
- OCI Cloud Certified Architect Associate 2022
- OCI Cloud Certified Architect Professional 2022
- OCI Multi-Cloud Architect Professional 2023
- Oracle Database Services Certified Professional 2023

#### Oracle Certified Professional (OCP)

- Oracle Database certified professional 10g, 11g, 12c and 19c.
- Mysql 8.0 Database Administrator Certified Professional

#### Oracle Certified Specialist (OCE)

- Grid/RAC Database Administrator 11g
- Oracle Golden Gate 12c Certified Implementation Specialist



# Agenda

- 1 My Oracle Support Portal Overview**
- 2 Review and upgrade My Account**
- 3 Create a complete Service Request**
- 4 Search knowledge to self-solve**
- 5 Resources**



# My Oracle Support Portal





SCAN ME

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



# Tabs & Regions

The screenshot shows the Oracle My Oracle Support portal interface. A red box highlights the top navigation bar and the main content area.

**Top Navigation Bar:**

- ORACLE MY ORACLE SUPPORT
- PowerView is Off
- Switch to Cloud Support
- Available
- (0) Contact Us Help

**Main Content Area (Region):**

- Dashboard:** The primary workspace, indicated by a red box.
- 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:** Includes links for Oracle Support Training and Resources, Oracle Learning Explorer, Oracle Support Essentials Registration, Advisor Webcasts Registration, Oracle Support Accreditation, Quick Video Training for My Oracle Support How-To Series, and Use Ideation in the My Oracle Support Community (MOSC).
- Technical Service Requests:** A table showing two entries:

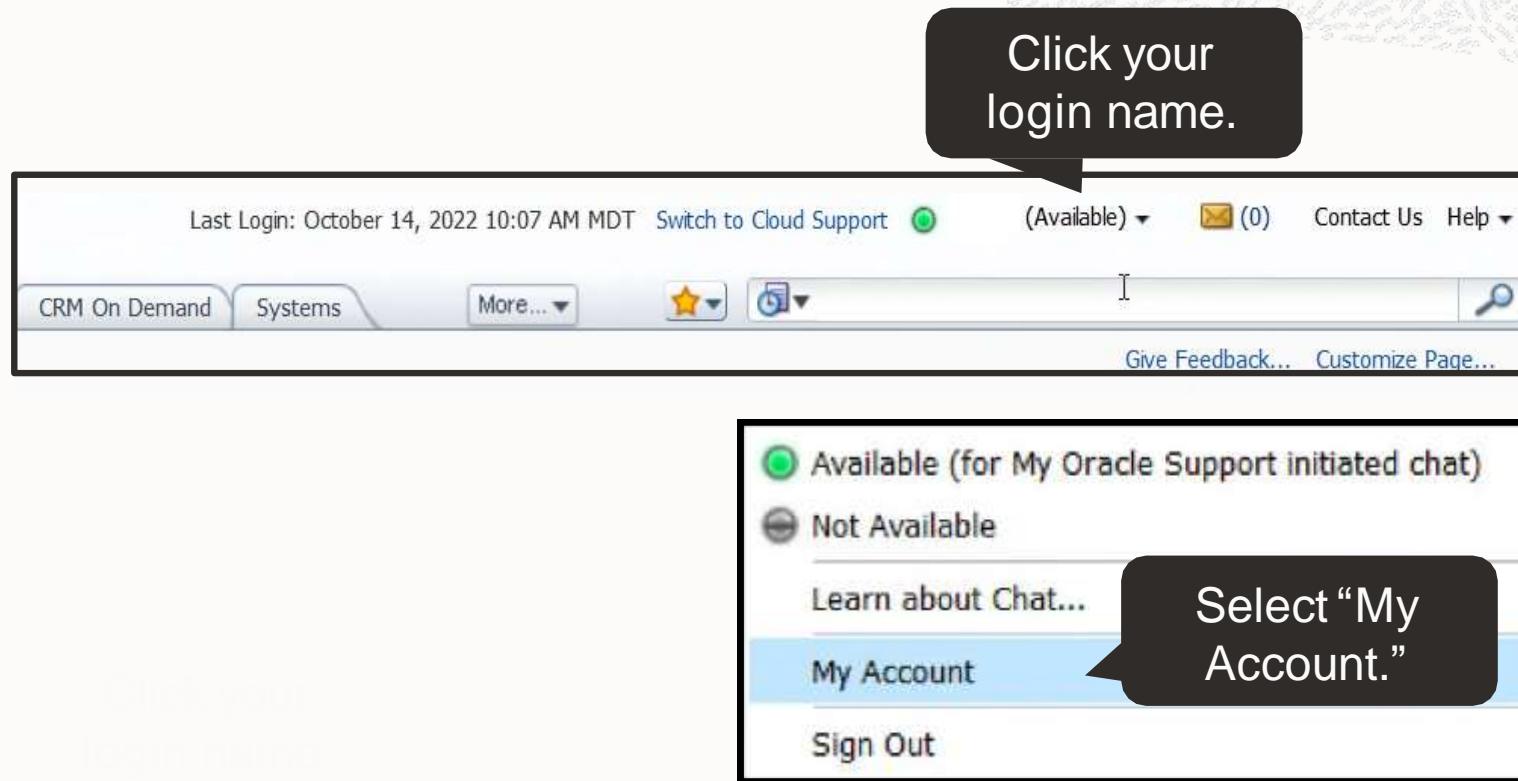
Problem Summary	Product/Service Type	Severity	Status	Technical SR #
jeff test	Integration Cloud Service	3-Standard	Review Update	3-269
jeff test	Autonomous Database Dedicated	2-Significant	Review Update	3-269
- Knowledge Base:** Includes a search bar, tabs for Search & Browse, Recently Viewed, Recent Searches, and Favorite Articles, and a section to Select a product or product line.
- Knowledge Articles:** Alerts (0), Recently Updated (1).

# My Oracle Support Tab Customization

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

- Dashboard**: Shows news items and links to various support resources.
- Add Content**: A section for adding new content.
- Structure**: A section for managing content structure.
- Knowledge Base**: A search interface for technical articles. It includes a search bar with the query "StorageTek SL150 Modular Tape Library", a search button, and a results table titled "Technical Service Requests".
- Enter search terms**: A search bar for general queries.
- Technical Service Requests**: A table listing service requests with columns: Product/Service Type, Severity, Status, and Last Updated. The table shows several entries, including Oracle Database - Enterprise Edition, Oracle Applications DBA, and Enterprise Manager Base Platform, all marked as "Customer Working".

# Accessing Your Account



# Understanding Support Identifiers (SI)

Support Identifiers							
	View ▾	Request Access...	Remove Selected				
* Support Identifier	Administrators	Request Status	Role	Access			
				Service Requests	SR Attachments	Patches	Assets ▲▼
12345678	<a href="#">View</a>	Approved	User	Create and Update	Download All	Download	<a href="#">View</a>
87654321	<a href="#">View</a>	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	<a href="#">View</a>	Approved	User	Create and Update	Download All	Download
87654321	<a href="#">View</a>	Approved	User	None	Restrict/Limit	Download
						No Access

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

# 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	② SR Attachments	Patches	Assets ▲▼
	<a href="#">View</a>	Approved	User	Create and Update	Download All	Download	View
	<a href="#">View</a>	Approved	User	Create and Update	Restrict/Limit	Download	No Access

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 specific row in the table is highlighted with a red box, focusing on the 'Administrators' column. A modal dialog box titled 'Administrators for Support Identifier' is displayed over the page. This dialog contains a table titled 'List of Administrators' with two entries, both ending in '@oracle.com'. Below the table is a section titled 'Contact the Administrators' with a message field containing 'I am on a new project where I will need to download patches.' and a 'Send Notification' button.

* Support Identifier	Administrators	Request
12345678	<a href="#">View</a>	<a href="#">Approv</a>
87654321	<a href="#">View</a>	<a href="#">Approv</a>

**Administrators for Support Identifier**

List of Administrators

Email
@oracle.com
@oracle.com

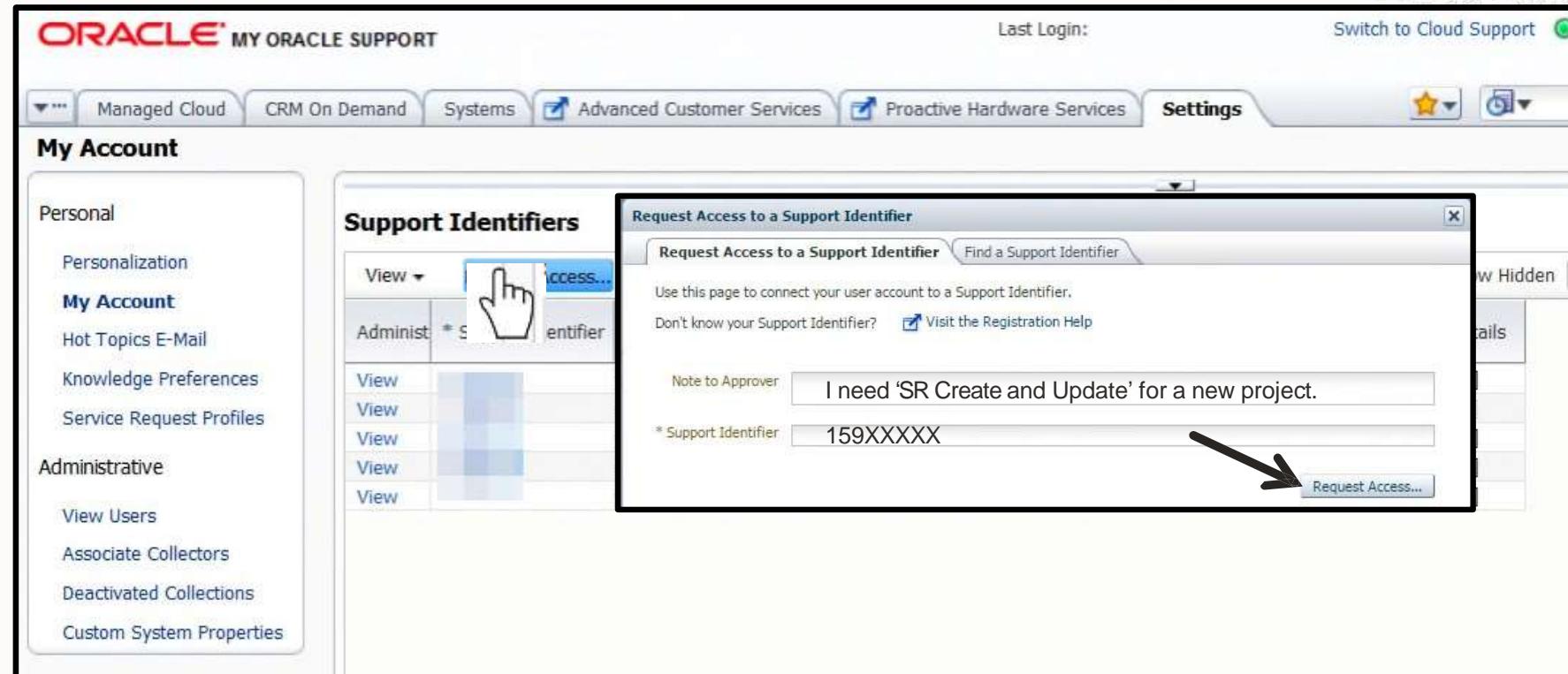
Contact the Administrators

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



# 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, Proactive Hardware Services, Settings, and a Switch to Cloud Support button. The main content area is titled "My Account" and contains a sidebar with links for Personalization, My Account (highlighted with a cursor), Hot Topics, Knowledge Preferences, Service Request Profiles, Administrative (View Users, Associate Collectors, Deactivated Collections, Custom System Properties), and Support Identifiers.

The "Support Identifiers" page displays a table of support identifiers. The columns are: Administ, \* Support Identifier, Request, Access, Role, and SR Details. The "Access" column includes sub-options for Service Requests, SR Attachments, Patches, and Assets. A "Remove Selected" button is located at the top of the table. A callout box with a black background and white text points to the "Remove Selected" button with the instruction: "Highlight SI row > Remove Selected".

Administ	* Support Identifier	Request	Access	Role	SR Details
			Service Requests Create and Update Download All	View Only No Access	User
View		Approved	Create and Update Download All	View Only No Access	User
View		Approved	Create and Update Download All	View Only No Access	User
View		Approved	Create and Update Download All	View Only No Access	User
View		Approved	Create and Update Download All	View Only No Access	User
View		Approved	Create and Update Download All	View Only No Access	User

# Search Knowledge to self-solve



# 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 the Oracle logo, 'MY ORACLE SUPPORT', and various links like 'PowerView is Off', 'Last Login', 'Switch to Cloud Support', and 'Contact Us'. A large, faint watermark of a hand holding a magnifying glass is visible across the page. Below the navigation bar, there is a main menu with tabs: 'Dashboard', 'Knowledge' (which is highlighted with a red box), 'Service Requests', 'Patches & Updates', 'Community', 'Certifications', 'Managed Cloud', 'More...', and a user icon. To the right of the main menu is a search bar with a magnifying glass icon and a 'Give Feedback...' link. On the left, there is a sidebar titled 'Knowledge Links' with categories like 'Get Proactive', 'Lifecycle Advisors', 'Security & Critical Patch Updates', 'Japanese Knowledge Links', 'Online Documentation', 'Oracle System Handbook', 'Tools and Training Documents', and 'Big Data Appliance'. Below this is another section titled 'Knowledge Articles'. The central area is titled 'Knowledge Base' and contains a search interface with tabs for 'Search & Browse', 'Recently Viewed', 'Recent Searches', and 'Favorite Articles'. It includes a search input field with placeholder 'Start typing...', a 'Search' button, and a 'Select a product or product line' dropdown. At the bottom of the page, there is a footer with copyright information: 'Copyright (c) 2021, Oracle. All rights reserved.' and links to 'Legal Notices and Terms of Use' and 'Privacy Statement'.

# What Can You Find in the Knowledge Base ?

The screenshot shows the Oracle My Oracle Support interface. The top navigation bar includes links for Dashboard, Knowledge (which is highlighted with a red box), Service Requests, Patches & Updates, Community, Certifications, Managed Cloud, More..., and Contact Us. The main content area is titled "Knowledge Home". On the left, there's a sidebar with "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 panel is titled "Knowledge Base" and contains a search bar with placeholder text "Type in your phrase..." and a dropdown menu titled "Select a product or product line". This dropdown is also highlighted with a red box and lists various Oracle products like Big Data Cloud Service, My Oracle Support, Application Container Cloud, etc. A yellow box highlights the text "Type in your phrase...". Another yellow box highlights the "Search" button. At the bottom of the page, there are copyright and legal notices.



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

A screenshot of the Oracle My Oracle Support website. The header includes the Oracle logo, a search bar, and navigation links like Dashboard, Knowledge, Service Requests, Patches &amp; Updates, Community, Certifications, Managed Cloud, CRM On Demand, Systems, More..., and a contact link. The main title is "Oracle Catalog: Information Centers for All Products and Services (Doc ID 50.2)". Below the title is a horizontal menu bar with ten items: Introduction &amp; Use, Cloud Services, Database &amp; Systems, E-Business Suite, Global Business Units, Hyperion EPM &amp; BI, JD Edwards, Middleware, PeopleSoft, and Siebel CRM. A "Search This Document" button is at the bottom left, and a "Print" button is at the bottom right. The footer contains copyright information: "Copyright (c) 2021, Oracle. All rights reserved. Oracle Confidential." and "Give Feedback...".

**Grouped by product**

## Focused content

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

**Dynamic pages**



# Participate often in community



# What Can You Find in the Knowledge Base ?

The screenshot shows the Oracle My Oracle Support dashboard. The top navigation bar includes links for PowerViLast Login: March 9, 2021 9:12 AM MST, Switch to Cloud Support, Jeffrey (Available), (0) messages, Contact Us, and Help. The main menu tabs are Dashboard, Knowledge, Service Requests, Patches & Updates, Community, and More... The Dashboard section on the left features a News panel with links to various Oracle support articles and a Getting Started panel with links to Oracle Support Training and Resources, Oracle Learning Explorer, Oracle Proactive Portfolio, Advisor Webcasts Registration, Oracle Support Accreditation, Quick Video Training, and My Oracle Support How-To Series. The Knowledge Base section in the center has tabs for Search & Browse, Recently Viewed, Recent Searches, and Favorite Articles. It displays a search field with 'Oracle SQL Developer' selected and a search button. Below the search area, a yellow box highlights the result 'Information Center: Oracle SQL Developer [2282075.2]'. The Service Request Dashboard at the bottom shows a table with columns for Product/Service Type, Severity, Status, Last Updated, and Support ID, with a message stating 'No Information Returned'.

# 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 homepage. At the top, there's a navigation bar with links for Home, Discussions, Categories, Groups, Events, Resources, Recognition, and Help. It also displays statistics: Users: 3.8M, Discussions: 514K, and Comments: 1.6M. The main header reads "Welcome to My Oracle Support Community". Below the header, a text block states: "My Oracle Support Community provides you direct access to a network of Oracle Support experts. As well, you can collaborate with an extensive global peer group who share real-world best practices and solutions." To the right of the text is a colorful illustration of three people working together to move a large, patterned cylinder. Below the illustration, there are four sections: "Connect", "Innovate", "Learn", and "Explore". Each section has a brief description and a call-to-action button: "Find a discussion forum", "Select an idea category", "Learn something new", and "Explore MOSC". At the bottom of the page is a search bar with the placeholder "Search the community" and a dropdown menu showing "oracle-mosc".



# Examine the Community Results

The screenshot shows the Oracle Community Search interface. At the top, there's a search bar with the query "Upgrade to Database 19c". Below the search bar, there are tabs for "All", "Discussions", "Articles", "Places", "Events", and "Members". A speech bubble labeled "My search" points to the search bar. To the right, there's a "Filter Results" section with fields for "Title", "Author", "Date Updated", and date range inputs. A speech bubble labeled "Additional filters" points to this section. The main content area displays search results for database upgrades. One result is highlighted with a speech bubble labeled "Search results":

⑦ Upgrade Database from 11gR2 to 19c – preserving access to the 11gR2 database  
Answered · Discussion by [redacted] · Last Updated: Nov 8, 2021  
Home · Oracle Database (MOSC) · Database Install/Upgrade/Patch (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...

⑧ Upgrade database from Oracle 12201 to 19c  
Discussion by [redacted] · 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\_u1Thwos\_24a SPARC. I would like to know if Oracle 19c is supported on Solaris...

⑨ flashback database 19c upgraded database  
Discussion by [redacted] · Last Updated: Mar 5, 2021 · Home · Oracle Database (MOSC) · Database - RAC/Scalability (MOSC)  
I upgraded 3vnode 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...

# What Can You Find in the Knowledge Base ?

The screenshot shows the Oracle Communities homepage. 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: 3.9M users, 532.3K discussions, and 1.7M comments. Below the navigation is a large banner with the text "Welcome to the Oracle Support Community". A central search bar is positioned above a grid of cards. The cards are organized into three main sections: "Connect", "Innovate", and "Explore". The "Innovate" section is currently expanded, showing a list of various Oracle Managed Service Communities (MOSC) such as Agile and AutoVue, CPQ Cloud, Communications Industry, CRM On Demand, Engineered Systems (with a hand cursor over it), Enterprise Manager, JD Edwards, EnterpriseOne, JD Edwards World, Linux OS, Middleware, My Oracle Support Tools & Training, Oracle Analytics, Oracle Commerce, and Oracle Construction and Engineering. To the right of the "Innovate" section is a "Learn something new" button. The "Explore" section contains a "Search" input field and a "Explore MOSC" button.

Oracle Communities

Home Discussions Categories Groups Events Resources Recognition Help

Users: 3.9M | Discussions: 532.3K | Comments: 1.7M

Welcome to the Oracle Support Community

My Oracle Support Community provides you direct access to Oracle Support experts. As well, you can collaborate with peers and share real-world best practices and solutions.

**Connect**  
Create or join a discussion, share your experience, and network with others in our support forums  
[Find a discussion forum](#)

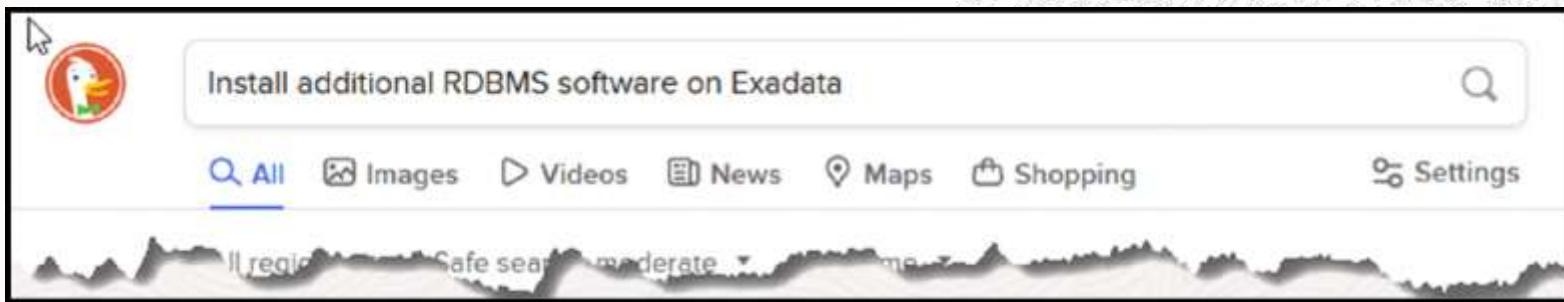
**Innovate**  
Share your enhancements, proposed ideas, and favorites  
[Select an innovation](#)

**Explore**  
Discover our rewards and recognition program, review the participation guidelines, and learn community best practices  
[Explore MOSC](#)

Search the community

Search

# What Can You Find in the Knowledge Base ?



COMMUNITY

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

XO-Z

KNOWLEDGE BASE

 [https://support.oracle.com/knowledge/Oracle%20Database%20Products/2146327\\_1.html](https://support.oracle.com/knowledge/Oracle%20Database%20Products/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 Support Community at [https://community.oracle.com/mosc/categories/using\\_my\\_oracle\\_support](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. The user count is listed as 3.8M | Discussions. The main content area displays a message about improved notifications and a list of posts. A prominent button at the bottom left says "Ask a Question".

## 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 (SR)





# 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

# Support Best Practice : Creating Technical Service Requests



# Service Request Types: Technical vs Non-Technical

The screenshot shows a user interface for managing service requests. At the top, there is a navigation bar with links: Dashboard, Knowledge, **Service Requests**, Patches & Updates, Community, Certifications, and More... A large, faint watermark of a hand holding a stylus is visible across the page.

**Service Requests Home**

**Technical Service Requests**

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

**Create Technical SR** (button highlighted with a red box)

**Non-Technical Service Requests**

**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

Service Request language is set to English-American Edit

Severity  3 - Standard

\* 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?

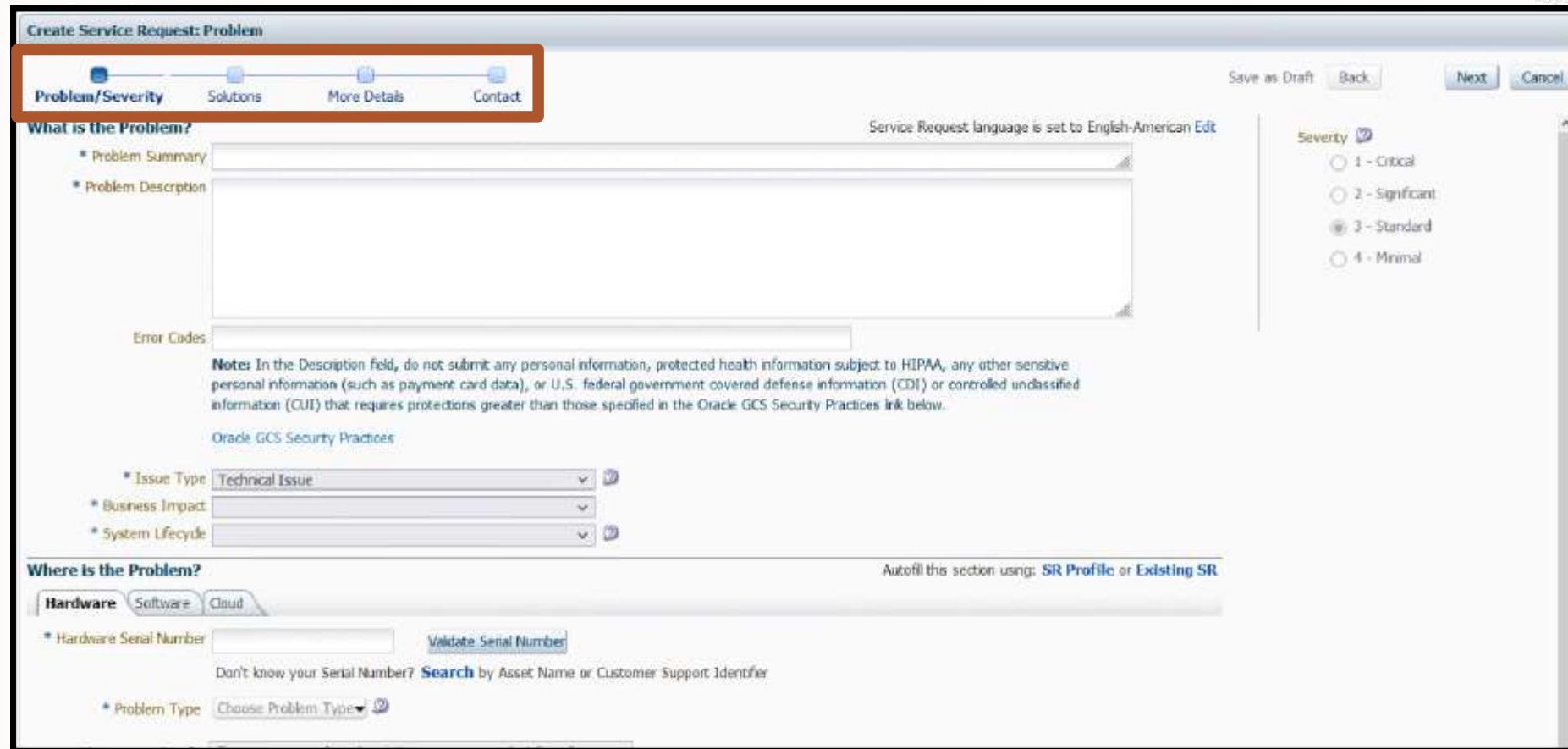
Autofill this section using: [SR Profile](#) or [Existing SR](#).

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?

Service Request language is set to English-American Edit

\* 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](#)

# STEP 1 - “What is the Problem?” Changes

The screenshot shows the 'Create Service Request: Problem' page. At the top, there's a navigation bar with tabs: Dashboard, Knowledge, Service Requests (selected), Patches & Updates, Community, Certifications, and More. Below the tabs is a progress bar with four steps: Problem/Severity (selected), Solutions, More Details, and Contact.

The main form area has sections for 'What is the Problem?' (Problem Summary and Problem Description), Error Codes, and Oracle GCS Security Practices. Three new fields are highlighted with a red border: \* Issue Type (Technical Issue), \* Business Impact, and \* System Lifecycle.

A callout bubble with the text 'Severity is read-only' points to the Severity selection section on the right. This section includes a 'Tips' box stating: 'Severity value is determined based on your selections for Issue Type (on the left) and other information you provided.' Below the tips box are buttons for Save as Draft, Back, Next, and Cancel. The Severity dropdown shows four options: 1 - Critical, 2 - Urgent, 3 - Standard (selected), and 4 - Minimal. A large black arrow points from the 'Severity is read-only' callout to the 'Standard' radio button in the dropdown.

Another callout bubble with the text 'Three New fields added to SR flow.' points to the three highlighted fields (\* Issue Type, \* Business Impact, \* System Lifecycle).

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# MOS Selecting Issue Type

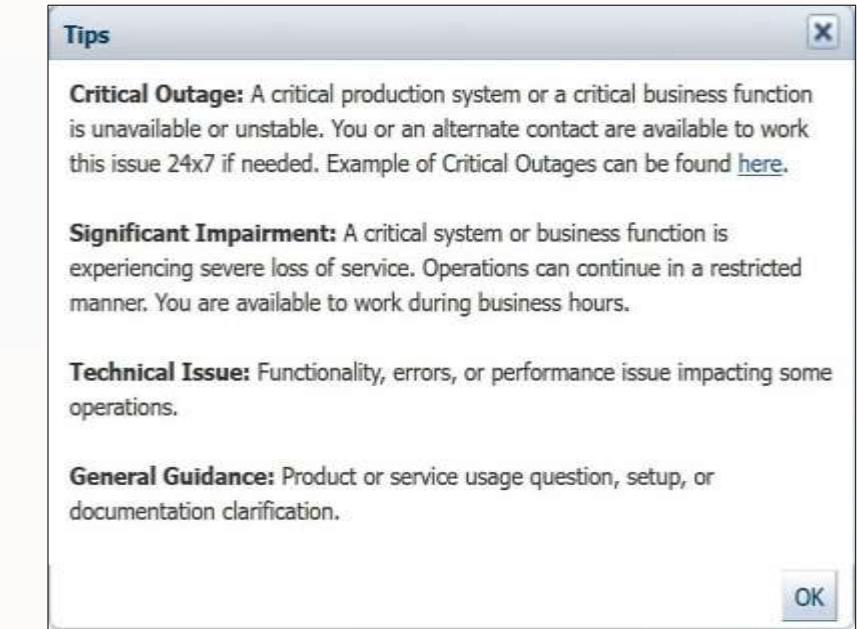
\* Issue Type **Technical Issue**

\* Business Impact **Critical Outage**

\* System Lifecycle **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.

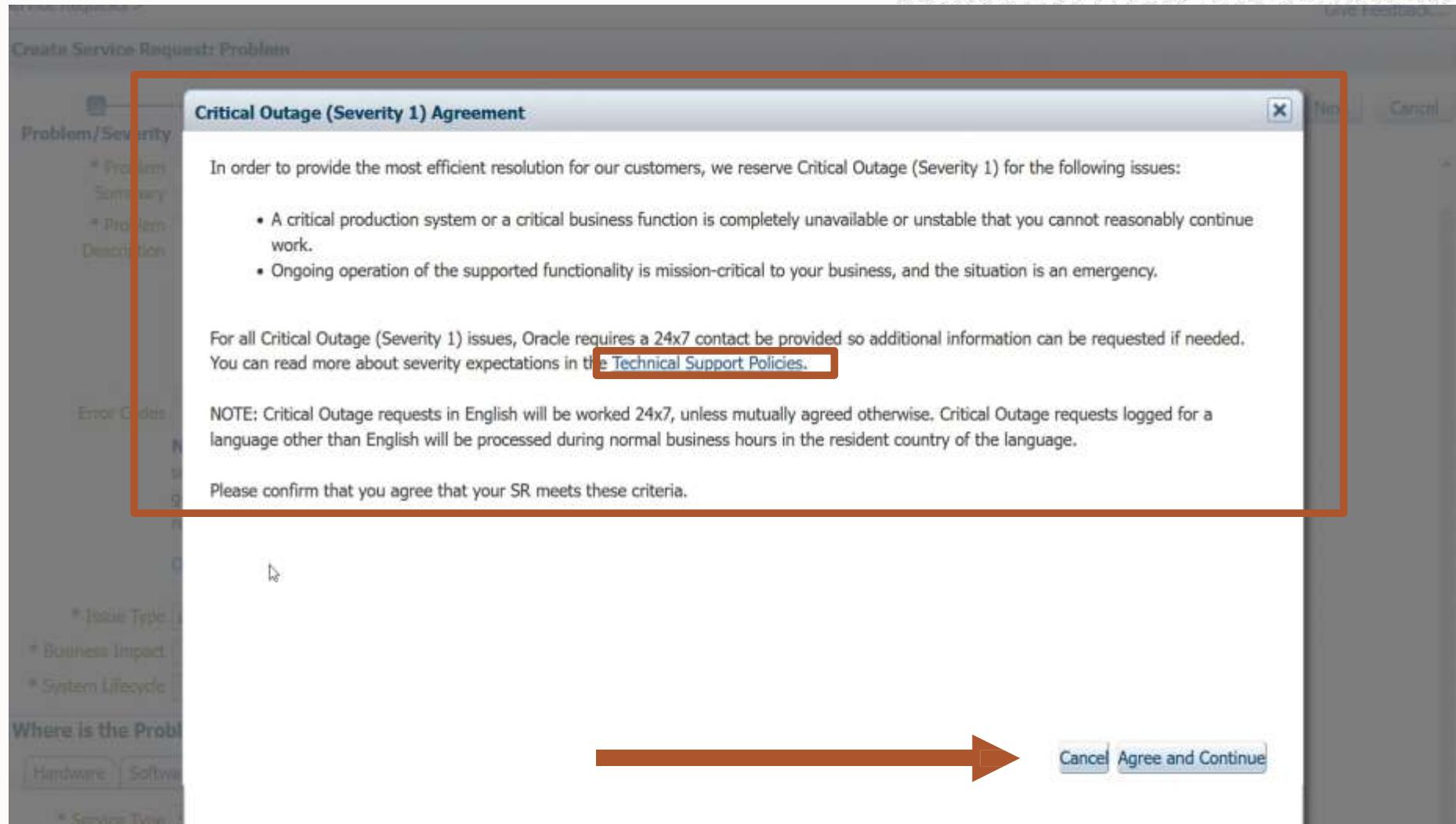
### Summary Examples

- 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

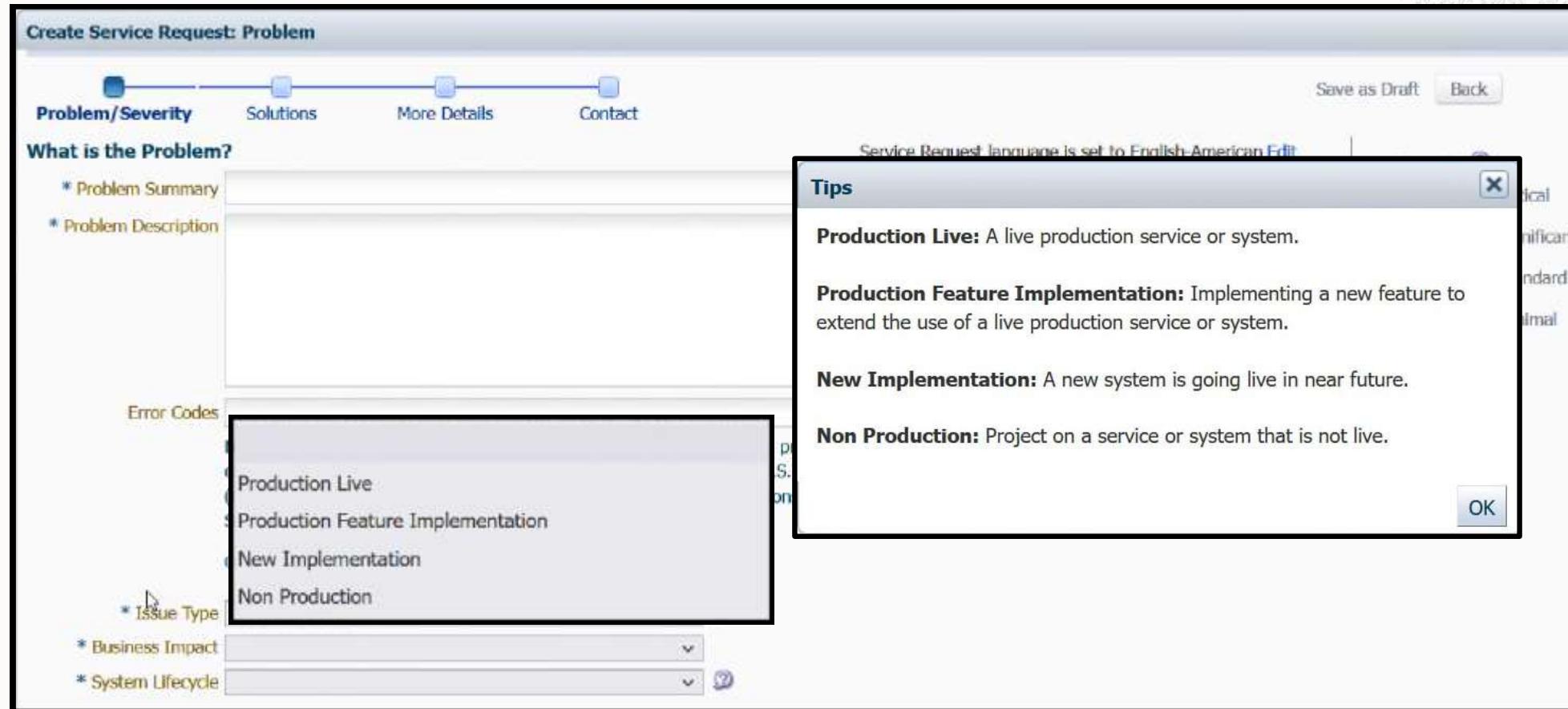
# What Can You Find in the Knowledge Base ?



# What Can You Find in the Knowledge Base ?

The screenshot shows the 'Create Service Request: Problem' page. At the top, there's a navigation bar with tabs: 'Problem/Severity' (selected), 'Solutions', 'More Details', and 'Contact'. To the right are 'Save as Draft' and 'Back' buttons. Below the tabs, a section titled 'What is the Problem?' contains fields for 'Problem Summary' and 'Problem Description'. A note says 'Service Request language is set to English-American' with an 'Edit' link. On the right, a 'Severity' dropdown shows options: 1 - Critical, 2 - Significant, 3 - Standard (selected), and 4 - Minimal. The 'Error Codes' section has a dropdown menu open, showing 'System Unavailable' (selected and highlighted with a red box), 'Partially Available without Workaround', 'Partially Available with Workaround', and 'System Fully Available'. A cursor is pointing at 'Partially Available without Workaround'. A note about protected health information subject to HIPAA and U.S. federal government covered defense information is visible. A callout bubble on the right says 'No tool tip for Business Impact'. The bottom of the page has sections for 'Issue Type', 'Business Impact', and 'System Lifecycle'.

# My Oracle Support System Lifecycle



# 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=17ktzkhvn 48 afid non=122788624826766#

# 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 English

\* Operating System/Version Choose Operating System/Version

Database/Version

\* Problem Type Choose 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,ADDFI 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

Data Privacy and Data Security Breach issue in Production  
Federation SSO  
**Login**  
Role Provisioning and Administration  
Security Customization  
User Provisioning and Administration

# Step 2 Solution | Guided Problem Definition

The screenshot shows the Oracle Service Requests interface. The top navigation bar includes links for Dashboard, Knowledge, Service Requests (which is selected), Patches & Updates, Community, More..., and a search bar. Below the navigation is a breadcrumb trail: Service Requests >. On the right side of the header is a 'Give Feedback...' link.

The main content area is titled 'Create Service Request: Solutions'. It features a horizontal navigation bar with four tabs: Problem/Severity (disabled), Solutions (selected and highlighted with a blue background), More Details, and Contact. To the right of the tabs are buttons for Save as Draft, Solved Issue, Back, Next, and Cancel. A large red rectangular box highlights the 'Guided Problem Definition' section.

**Guided Problem Definition**  
The following questions are designed to improve problem definition. Your answers can help decrease the time to resolve this Service Request.

**Answers to Previous Questions**

\* Problem Type Technology Management - Fusion Security > Login [Edit](#)

**Answer Question 1**

\* 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 a web-based service request creation interface. At the top, there's a navigation bar with links for Dashboard, Knowledge, Service Requests (which is the active tab), Patches & Updates, Community, and More... A search bar and a 'Give Feedback...' link are also present. Below the navigation, the breadcrumb path 'Service Requests >' is shown.

The main form title is 'Create Service Request: More Details'. It features a progress bar with four steps: Problem/Severity, Solutions, More Details (the current step, indicated by a blue square), and Contact. On the right side of the form are buttons for Save as Draft, Back, Next, and Cancel.

**Problem Type**: \* Problem Type: Technical issues with this product. There is an 'Edit' button with a pencil icon and a help icon.

**Upload Files/Attachments**: A red box highlights this section. It contains a label 'Additional Files' and a question 'Do you have any files that can help solve your Service Request?'. Below the question is an 'Attach' button with a paperclip icon.

**BEST PRACTICE**

- Upload relevant files.
- Add important details.

**Additional Information**: A red box highlights this section, which contains a note about 'MY ORACLE SUPPORT COMMUNITIES' and a link to the 'Oracle Lite and Oracle Database Mobile Server community'.

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

\*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.)

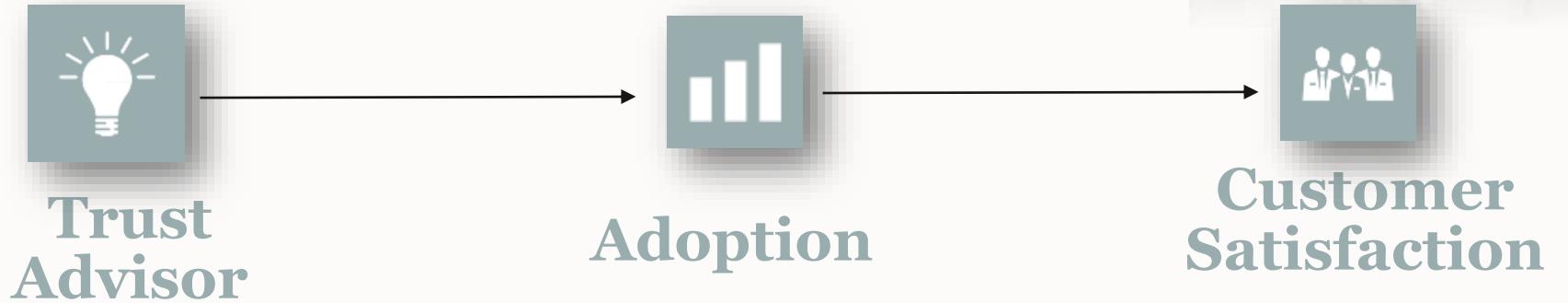
Save as Draft   Back   Submit   Cancel

# Escalation Request

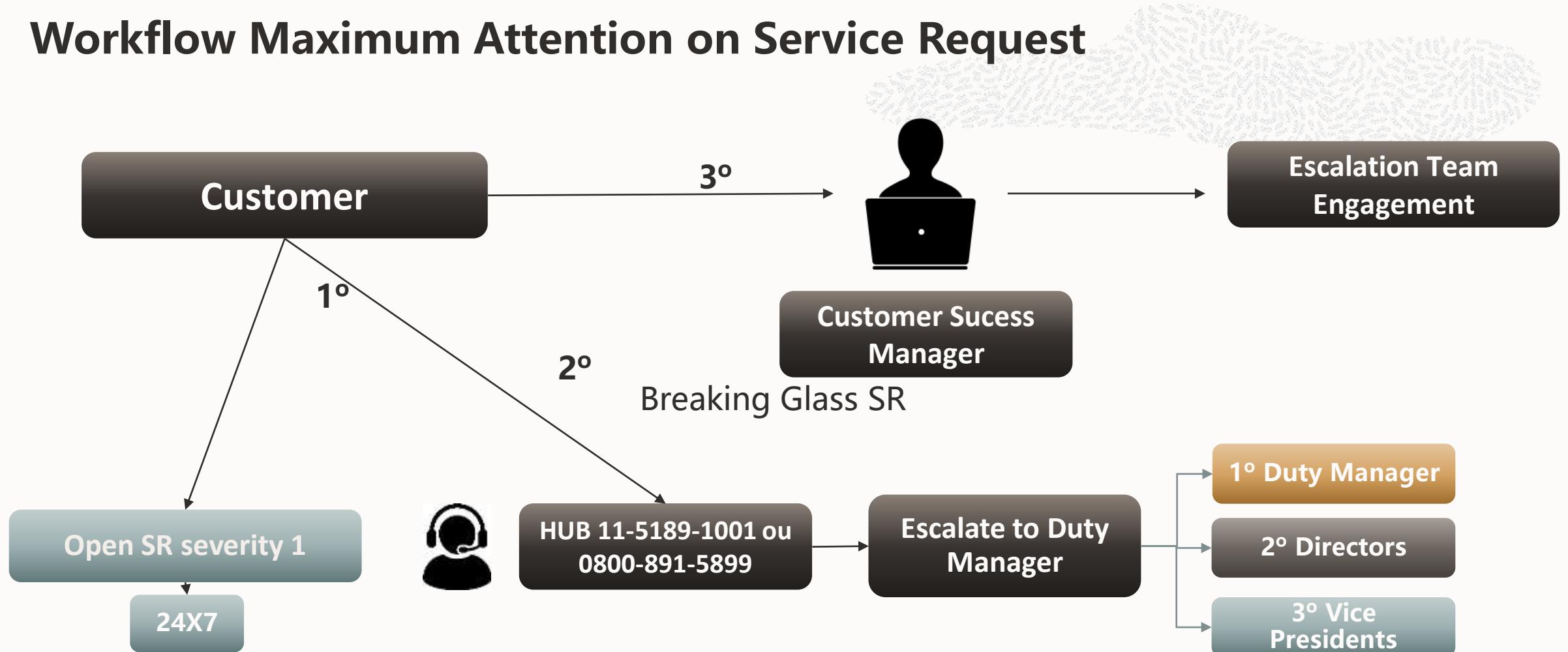


# What is a Cloud Specialist ?

**Oracle Cloud Specialist** is an Oracle organization dedicated to pursuing customer satisfaction through the best use of our solutions.



# Workflow Maximum Attention on Service Request

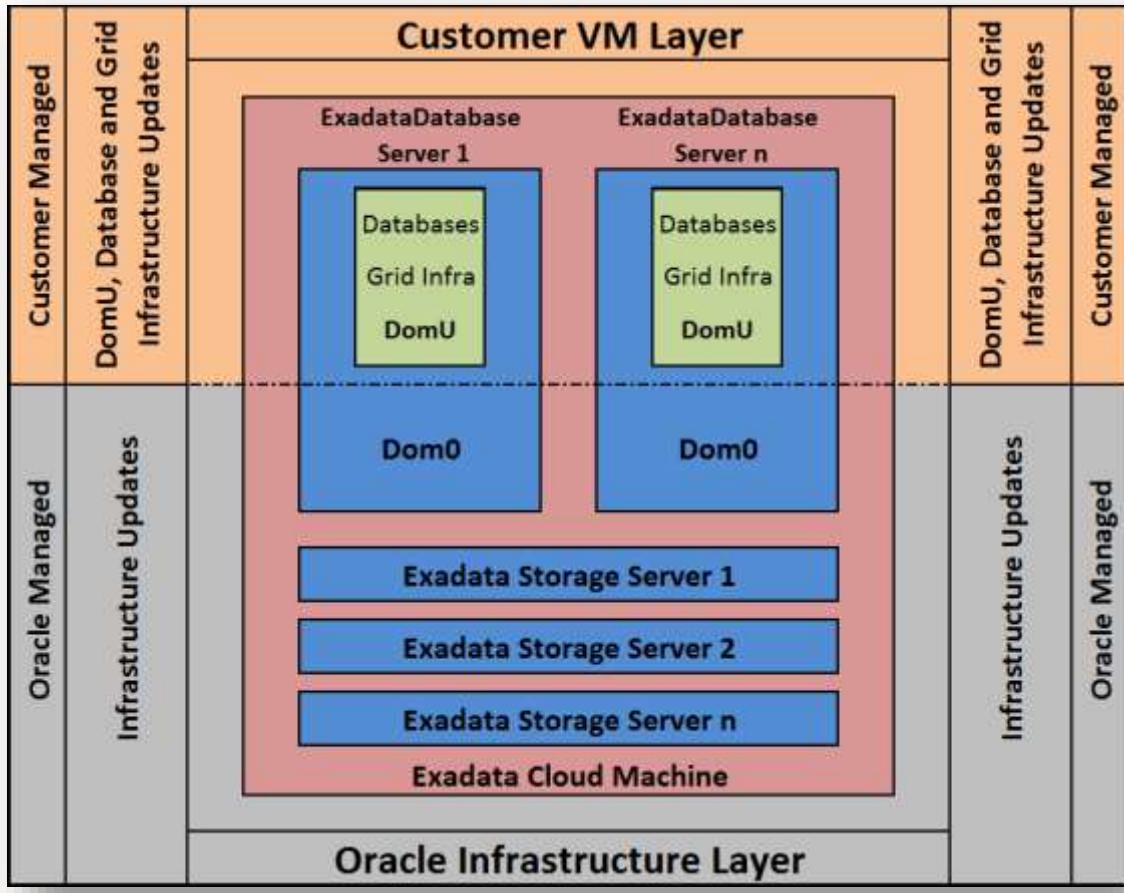


**How To Request Management Attention on a Service Request (SR) with Oracle Support Services (Doc ID 199389.1)**

# Exadata cloud Breaking Glass (SR



# Exadata Cloud at Customer - Dom0 and DomU



## About *Dom0* Oracle Responsibilities

- Oracle Cloud Ops manage Exadata infrastructure (hardware, system software) & hypervisor (domo);
- Oracle Support is responsible for update any version;
- Customer is responsible for scheduling Domo 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 Breaking 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



# 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



# Locate and Leverage training



# How to access Training Programs

The screenshot shows the Oracle My Oracle Support dashboard. A yellow box highlights the 'Getting Started' section on the left, which contains links for Oracle Support Training and Resources, Oracle Support Essentials Registration, Advisor Webcasts Registration, Oracle Support Accreditation, and Quick Video Training. A red arrow points to the 'Getting Started' link. The rest of the dashboard includes sections for Site Alerts, News, Technical Service Requests, Knowledge Base, and Knowledge Articles.

**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
- Follow Us - MOS Twitter

**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**

Select a product or product line  
Start typing...

Enter search terms  
Search

**Knowledge Articles**

Alerts (0) Recently Updated (1)



# 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**

# Resources



# My Oracle Support How-to Video Training Series (Doc ID 603505.2)

Language: English ▾



How-To Video Series

Service Request Management

Finding Answers

Portal Features

Customer User Administrator

Search This Document

Just in time training for your self service needs

## Getting Started

### [What to do now that you have your Support Identifier \(DOC 1543703.1\)](#)

- Understand the key terms, create an Oracle Account, request access to your first Support Identifier, SI, and how to view and contact your Customer User Administrator.

### [Understanding Oracle Support Policies \(Doc ID 1544009.1\)](#)

- High-level overview and links to Oracle Lifetime Support Policies and Oracle Technical Support policies.

## REFERENCES

[NOTE-1959163.2 - Oracle Support Training and Resources](#)



## How-To Video Series

- **What to do now that you have your Support Identifier (DOC 1543703.1)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1543703.1>

- **Understanding Oracle Support Policies (Doc ID 1544009.1)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1544009.1>



# Service Request Management

- **How To Request Management Attention on a Service Request (SR) with Oracle Support Services (Doc ID 199389.1)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=199389.1>

- **My Oracle Support How-to Video Training Series (Doc ID 603505.2)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=603505.2>

- **Creating Service Requests in the My Oracle Support portal (Doc ID 1949246.1)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1949246.1>

- **Creating Service Requests in the Cloud Support portal (Doc ID 1627133.1)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1627133.1>

- **Update and Manage a Service Requests in My Oracle Support (Doc ID 1934337.1)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1934337.1>

- **Service Request Tips on My Oracle Support (Doc ID 2785006.1)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=2785006.1>

- **How To Request Management Attention on a Service Request (SR) with Oracle Support Services (Doc ID 199389.1)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=199389.1>



# My Oracle Support finding answers

- **Finding Answers in the My Oracle Support portal (Doc ID 1543724.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1543724.1>
- **Finding Answers in the Oracle Cloud Support portal (Doc ID 1667140.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1667140.1>
- **Finding Answers Search Tips in My Oracle Support (Doc ID 2785025.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1667140.1>
- **My Oracle Support Training Resources (Doc ID 1528643.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1528643.1>
- **Stay informed with My Oracle Support (Doc ID 1615655.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1615655.1>
- **Patching and Maintaining your Oracle Products (Doc ID 1543731.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1543731.1>
- **Patching and Maintaining your Oracle Products (Doc ID 1543731.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1543731.1>



- **My Oracle Support Patches and Updates How To (Doc ID 1966784.2)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1966784.2>

- **How to Use My Oracle Support Certifications (Doc ID 1945326.2)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1945326.2>



## Portal Features

- **Adding and Managing your My Oracle Support Favorites (Doc ID 1590978.1)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1590978.1>

- **Customizing the My Oracle Support Dashboard (Doc ID 1544002.1)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1544002.1>

- **Subscribing to Hot Topic E-Mails (Doc ID 793436.2)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=793436.2>

- **Understanding Mobile My Oracle Support (Doc ID 1683083.2)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1683083.2>

- **Stay connected with Mobile My Oracle Support (MMOS) Power Views (Doc ID 1544003.1)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1544003.1>

- **How to Ask a Question in the My Oracle Support Community (MOSC) (Doc ID 2299812.1)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=2299812.1>

- **How to Edit Your Profile and Notification Preferences (MOSC) (Doc ID 2299814.1)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=2299814.1>



## Portal Features

- **How to Search in the My Oracle Support Community (MOSC) (Doc ID 2299815.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=2299815.1>
- **How to Use Ideation in the My Oracle Support Community (MOSC) (Doc ID 2299828.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=2299828.1>



# Customer User Administrator

- **What is a Customer User Administrator (CUA)? (Doc ID 2785352.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=2785352.1>
- **How-to use My Oracle Support - Customer User Administrator (CUA) Role and Responsibilities (Doc ID 1544004.2)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=2785352.1>
- **Approving Pending User Requests (Doc ID 2100493.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=2100493.1>
- **Deny User requests via My Oracle Support (Doc ID 1949695.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1949695.1>
- **Expiring Support Identifiers (Doc ID 2672483.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=2672483.1>
- **Managing User Access levels on Support Identifiers (Doc ID 1950513.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1950513.1>
- **What are Support Identifier Groups (SIG)? (Doc ID 1949237.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1949237.1>



- **How to create a Support Identifier Group (SIG) (Doc ID 1949254.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1949254.1>
- **Adding Users or Assets to a Support Identifier Group (SIG) (Doc ID 1949253.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1949253.1>
- **How to Establish a Default Support Identifier Group (SIG) (doc ID 1949252.1)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1949252.1>
- **My Oracle Support How to Create and Manage Support Identifier Groups (SI Groups or SIGs) (Doc ID 1569482.2)**  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1569482.2>



- **EXADATA ExaWatcher Utility On Exadata Compute and Storage Nodes (Doc ID 199389.1)**

<https://support.oracle.com/epmos/faces/DocumentDisplay?id=199389.1>

- **Oracle Support Training webinars site**

<https://go.oracle.com/oraclesupportsentialswebcasts#livewebinars>

- **Installing and upgrading Oracle Autonomous Health Framework (AHF)**

<https://docs.oracle.com/en/engineered-systems/health-diagnostics/autonomous-health-framework/ahfug/install-upgrade-ahf.html#GUID-663F0836-A2A2-4EFB-B19E-EABF303739A9>



Thank you

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