



My Oracle Support (MOS)

Architect Skills - Tips and best practices

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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>

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](#)

Pick a language (en) ▾

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 displays the Oracle My Oracle Support portal interface. At the top, there is a navigation bar with the Oracle logo, a "PowerView is Off" dropdown, a "Switch to Cloud Support" button, and status indicators for availability and message count. Below the navigation bar is a horizontal menu bar with links: Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications, Managed Cloud, More..., and a search bar.

The main content area is divided into several regions:

- Site Alerts:** A box containing a message about a canceled maintenance scheduled for Friday Sep 16, 2022.
- News:** A box with a link to the Oracle Customer Advisory Panel.
- Getting Started:** A section featuring a hand interacting with a tablet icon, followed by links to Oracle Support Training, Oracle Learning Explorer, Oracle Support Essentials Registration, Advisor Webcasts Registration, Oracle Support Accreditation, Quick Video Training (My Oracle Support How-To Series), and a link to Use Ideation in the My Oracle Support Community (MOSC).
- Technical Service Requests:** A table showing two entries. The first entry is for "jeff test" with Product/Service Type "Integration Cloud Service", Severity "3-Standard", Status "Review Update", and Technical SR # "3-269". The second entry is for "jeff test" with Product/Service Type "Autonomous Database Dedicated", Severity "2-Significant", Status "Review Update", and Technical SR # "3-269".
- Knowledge Base:** A section with tabs for Search & Browse, Recently Viewed, Recent Searches, and Favorite Articles. It includes a search bar and a "Select a product or product line" dropdown.
- Knowledge Articles:** A section showing "Alerts (0)" and "Recently Updated (1)" articles. The "Recently Updated" article is titled "Last week".



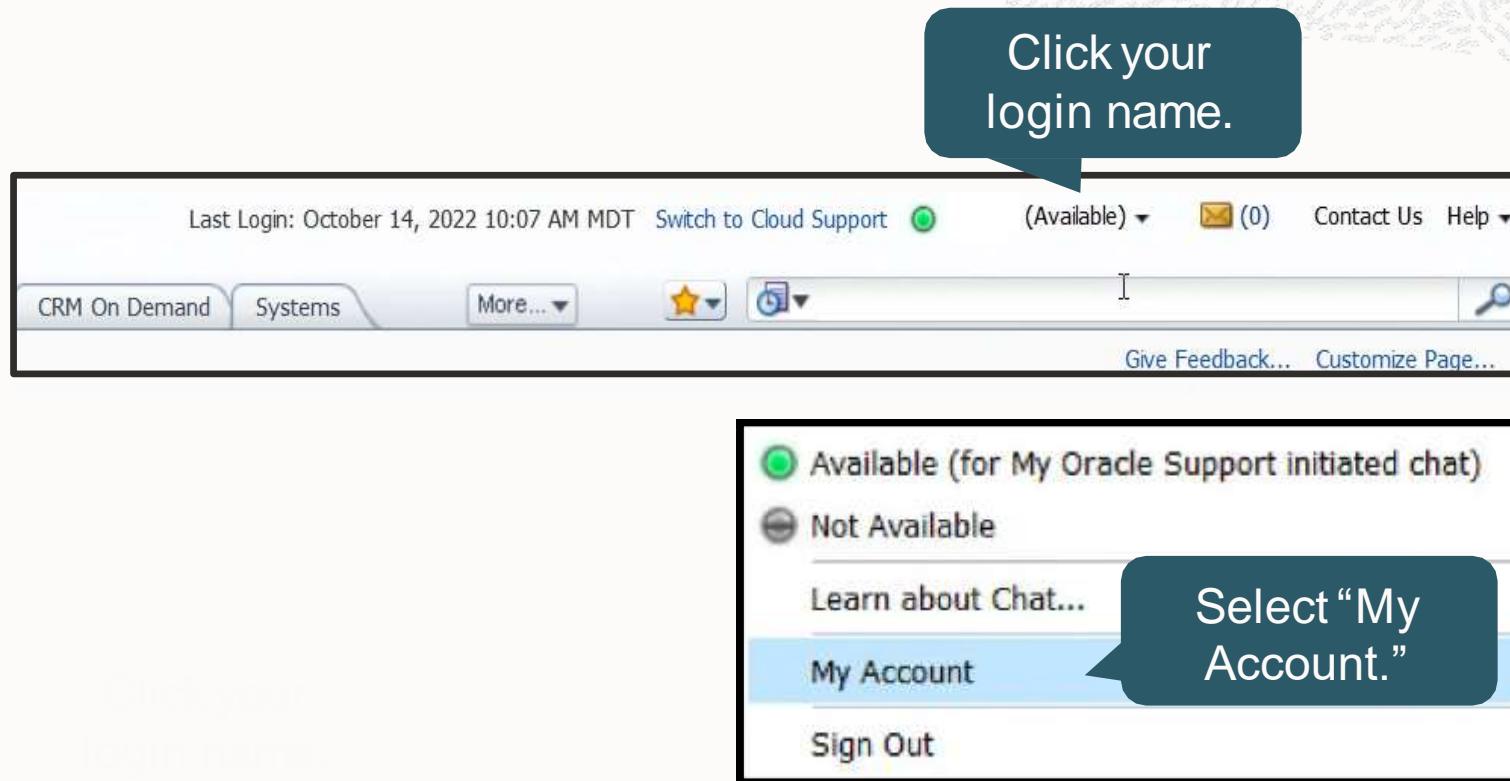
My Oracle Support Tab Customization

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

- Dashboard**: Shows news items and links to "Getting Started" and "Quick Video Training".
- Add Content**: A tab under the dashboard.
- Structure**: A tab under the dashboard.
- Knowledge Base**: A tab showing search results for "StorageTek SL150 Modular Tape Library".
- Technical Service Requests**: A tab showing a list of requests with columns: 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							
	View	Request Access...	Remove Selected				
* Support Identifier	Administrators	Request Status	Role	Access			
				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	Assets ▲▼
12345678	View	Approved	User	Create and Update	Download All	Download	View
87654321	View	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	SR Attachments	Patches	Assets ▲▼
	View	Approved	User	Create and Update	Download All	Download	View
	View	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 modal dialog box titled 'Administrators for Support Identifier' is displayed over the main content. The dialog box 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. The background of the main page shows a table with columns for 'Access', 'Attachments', 'Patches', and 'Assets'.

Support Identifiers

View ▾ Request Access... Remove Selected

* Support Identifier	Administrators	Request
12345678	View	Approve
87654321	View	Approve

Administrators for Support Identifier

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

Access	Attachments	Patches	Assets ▲▼
All	Download	View	
It	Download	No Access	

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, and Settings. The Settings link is highlighted with a yellow star icon. The main content area is titled "Support Identifiers". A table lists five rows of support identifiers, each with columns for Access (Service Requests, SR Attachments, Patches, Assets), Role (User), and SR Details. The first row is highlighted with a blue background. A callout bubble with a hand cursor points to the "Remove Selected" button at the top right of the table. The left sidebar under "My Account" contains links for Personalization, My Account (which is selected and has a hand cursor icon over it), Hot Topics, Knowledge Preferences, Service Request Profiles, Administrative (View Users, Associate Collectors, Deactivated Collections, Custom System Properties), and a "Hot Topics E-mail" link.

Administ	* Support Identifier	Request	Access				Role	SR Details
			Service Requests	SR Attachments	Patches	Assets		
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	

Highlight SI row > Remove Selected

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

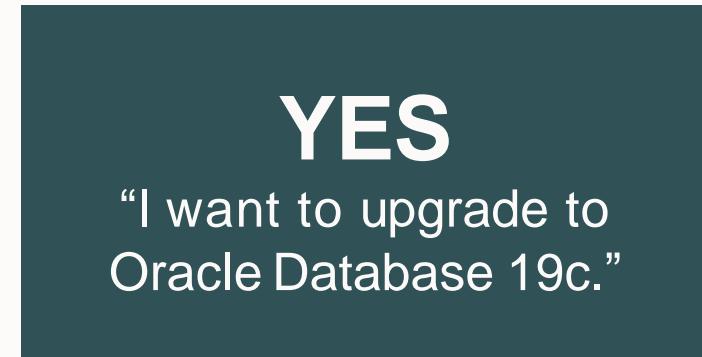


Knowledge Base: Why should you use it?



- 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

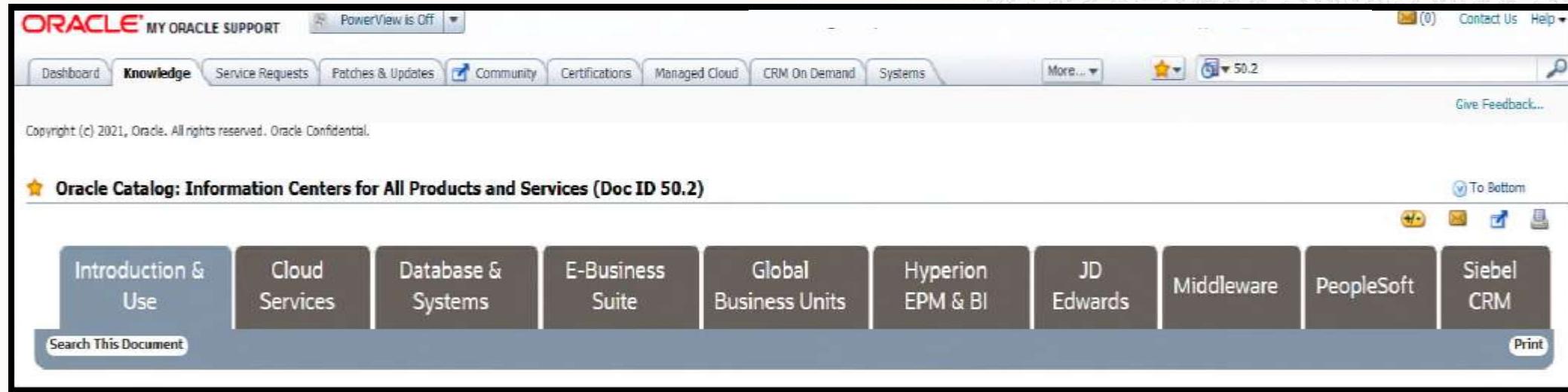
Global Search Bar

The screenshot shows the Oracle My Oracle Support interface. At the top, there is a navigation bar with links for Dashboard, Knowledge (which is highlighted with a red box), Service Requests, Patches & Updates, Community, Certifications, Managed Cloud, More, and a search icon. To the right of the search icon are links for Last Login, Switch to Cloud Support, (Available), (0) notifications, Contact Us, and Help. Below the navigation bar is a "Knowledge home" section. 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. On the right, there is a "Knowledge Base" search interface with tabs for Search & Browse, Recently Viewed, Recent Searches, and Favorite Articles. It includes a search bar with placeholder text "Start typing...", a "Search terms" input field, and a "Search" button. A large red box highlights the "Knowledge Base" search interface.

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 selected and highlighted in red), Service Requests, Patches & Updates, Community, Certifications, Managed Cloud, More..., and Contact Us/Help. 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 "Select a product or product line" and "Start typing...". Below the search bar is a section titled "Enter search terms" with a large input field containing "Type in your phras". To the right of the search bar is a dropdown menu titled "Recent (10)" listing various Oracle products and services. At the bottom of the search panel is a note: "Type in the search field to reduce results. Select by Product Line". A red box highlights the search bar and the dropdown menu. Another red box highlights the search results panel.

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



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 interface. At the top, there's a navigation bar with links for Dashboard, Knowledge, Service Requests, Patches & Updates, Community, and more. A user profile for Jeffrey (Available) is shown along with a message center icon (0) and Contact Us/Help options.

The main area is divided into several sections:

- News:** A list of recent news items including "Join the Oracle Customer Advisory Panel", "March 2021 Oracle Support Essentials Webcasts Announcement", "Database 19c Self-Guided Upgrade Documentation", "My Oracle Support Release 21.1 is Now Live", "What's Great about Oracle's Trace File Analyzer (TFA)?", and "Oracle Critical Patch Update for January 2021".
- Getting Started:** A section with links for Oracle Support Training and Resources, Oracle Support Essentials Registration, Advisor Webcasts Registration, Oracle Support Accreditation, Quick Video Training (My Oracle Support How-To Series), and Use Ideation in the My Oracle Support Community (MOSC).
- Knowledge Base:** This is the primary search interface. It includes tabs for Search & Browse, Recently Viewed, Recent Searches, and Favorite Articles. A dropdown menu allows selecting a product or product line, with "Oracle SQL Developer" currently selected. Below this is a search bar with the placeholder "Enter search terms" and a magnifying glass icon. A yellow-highlighted search result for "Information Center: Oracle SQL Developer [2282075.2]" is displayed, along with a "Search" button. Below the search results is another section titled "Service Request Dashboard" with a table for viewing service requests.
- Service Request Dashboard:** A table showing a single row: "No Information Returned". The columns include Product/Service Type, Severity, Status, Last Updated, and Support ID.

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



SCAN ME

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: 5.8M, Discussions: 514K, and Comments: 1.6M. The main banner features the text "Welcome to My Oracle Support Community" and an illustration of three people interacting with a large cylindrical object. Below the banner, there are four main sections: "Connect" (Create or join a discussion, share your experience, and network with others in our support forums), "Innovate" (Share your ideas for product enhancements, collaborate on proposed ideas, and vote on your favorites), "Learn" (Discover training opportunities and learning paths, get accredited, or attend an online education event), and "Explore" (Discover our rewards and recognition program, review the participation guidelines, and learn community best practices). Each section has a corresponding button: "Find a discussion forum", "Select an idea category", "Learn something new", and "Explore MOSC". At the bottom, there's 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. A search bar at the top contains the query "Upgrade to Database 19c". Below the search bar, there are tabs for "All", "Discussions", "Articles", "Places", "Events", and "Members". The "Discussions" tab is selected. On the left, a sidebar titled "Filter Results" includes fields for "Title", "Author", "Date Updated", and date range "From" and "To", with a "Filter" button. The main content area displays search results for discussions related to upgrading databases. The first result is a discussion titled "Upgrade Database from 11gR2 to 19c – preserving access to the 11gR2 database", last updated on Nov 8, 2021. The second result is "Upgrade database from Oracle 12201 to 19c", last updated on Feb 16, 2021. The third result is "flashback database 19c upgraded database", last updated on Mar 5, 2021.

Community Search

My search

Additional filters

Search results

Filter Results

Title

Author

Date Updated

From

To

Filter

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 1.1k

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...

⑦ 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...

⑦ flashback database 19c upgraded database
Discussion by [redacted] 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...

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 present. On the left, there are sections for "Connect" and "Innovate". The "Connect" section includes a "Find a discussion forum" button. The "Innovate" section includes a "Select an icon" button. To the right, there's a "Explore" section with a "Search" input field and a magnifying glass icon. A sidebar on the right contains a list of various Oracle Support Community groups, such as 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), Oracle Construction and Engineering (MOSC), Exadata General (MOSC), Exalogic (MOSC), Oracle Database Appliance (MOSC), Oracle SuperCluster (MOSC), and Oracle Zero Data Loss Recovery Appliance (MOSC). The background features a stylized illustration of three people interacting with large, textured cylinders.

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 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 enhancement proposals or favorite items
[Select an icon](#)

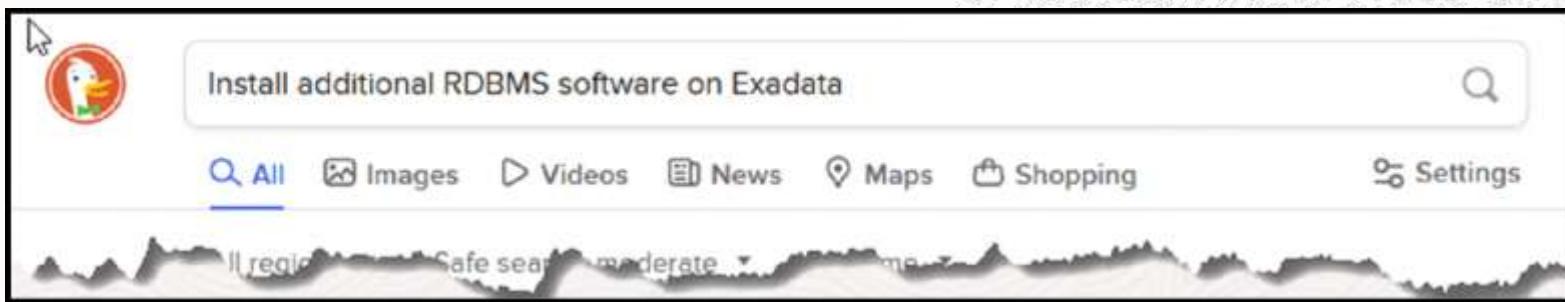
Explore
Discover our rewards and recognition program, review the participation guidelines, and learn community best practices
[Learn something new](#) [Explore MOSC](#)

Search the community

Search

- General
- 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)
- Oracle Construction and Engineering (MOSC)
- Exadata General (MOSC)
- Exalogic (MOSC)
- Oracle Database Appliance (MOSC)
- Oracle SuperCluster (MOSC)
- Oracle Zero Data Loss Recovery Appliance (MOSC)

What Can You Find in the Knowledge Base ?



COMMUNITY

 <https://community.oracle.com/tech/developers/discussion/4171535/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

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 with the URL https://community.oracle.com/mosc/categories/using_my_oracle_support. The page title is "Using My Oracle Support (MOSC)". The top 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 message about improved notifications, a status filter section, and an announcement about My Oracle Support Essentials sessions. A "Ask a Question" button is at the bottom.

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 the Service Requests Home page with two main sections: Technical Service Requests and Non-Technical Service Requests.

Technical Service Requests:

- SR Type:** Technical
- Problem:** Product related
- Required Privileges:**
 - Restricted privilege assigned by CUA
 - Create – View - None

Non-Technical Service Requests:

- SR Type:** Non-Technical
- Problem:** Permissions - Login, License - Entitlement
- Required Privileges:**
 - All users
 - Create - Update – and View your own

Buttons for creating service requests are highlighted with red boxes:
Create Technical SR (under Technical Service Requests)
Create Non-Technical SR (under Non-Technical Service Requests)

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
 1 - Critical
 2 - Significant
 4 - Minimal

What is the Problem?

* Problem Summary

* Problem Description

Error Codes

Notes: 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 Oracle Service Request (SR) creation interface. The top navigation bar includes links for Dashboard, Knowledge, Service Requests (selected), Patches & Updates, Community, Certifications, and More. A tips dialog box is displayed, stating: "Severity value is determined based on your selections for Issue Type (on the left) and other information you provided." The main form is titled "Create Service Request: Problem" and is on the "Problem/Severity" step of a four-step flow. The steps are: Problem/Severity, Solutions, More Details, and Contact. The "What is the Problem?" section contains fields for "Problem Summary" and "Problem Description". Below these is an "Error Codes" section with a note about sensitive information submission. The "Oracle GCS Security Practices" section includes three dropdown menus highlighted with a red border: "Issue Type" (set to "Technical Issue"), "Business Impact", and "System Lifecycle". A callout bubble points to these three fields with the text "Three New fields added to SR flow.". A callout bubble points to the "Severity" field in the right-hand sidebar with the text "Severity is read-only". The sidebar also shows severity levels: 1 - Critical, 2 - Major, 3 - Standard (selected), and 4 - Minimal. Buttons for Save as Draft, Back, Next, and Cancel are at the top right of the sidebar.

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MOS Selecting Issue Type

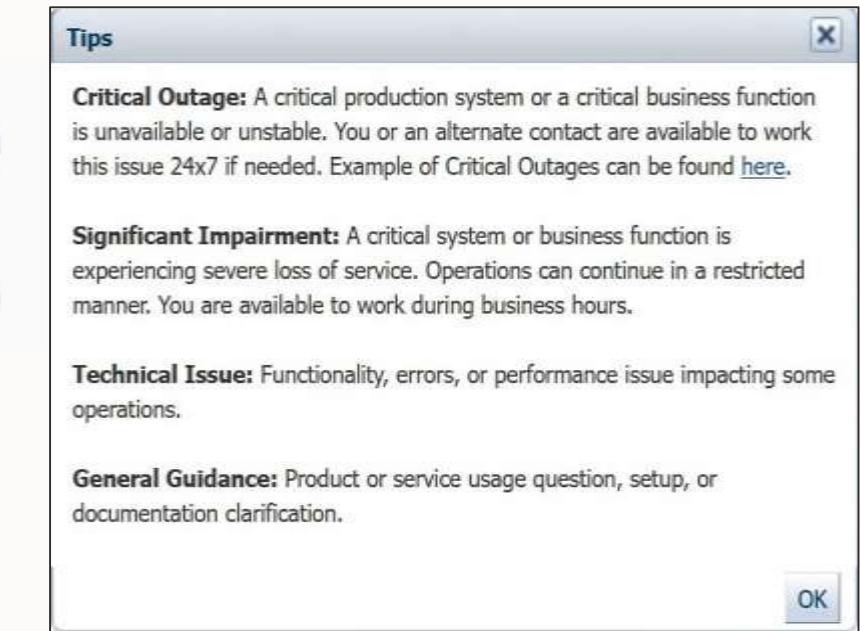
* Issue Type **Technical Issue**

* 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.

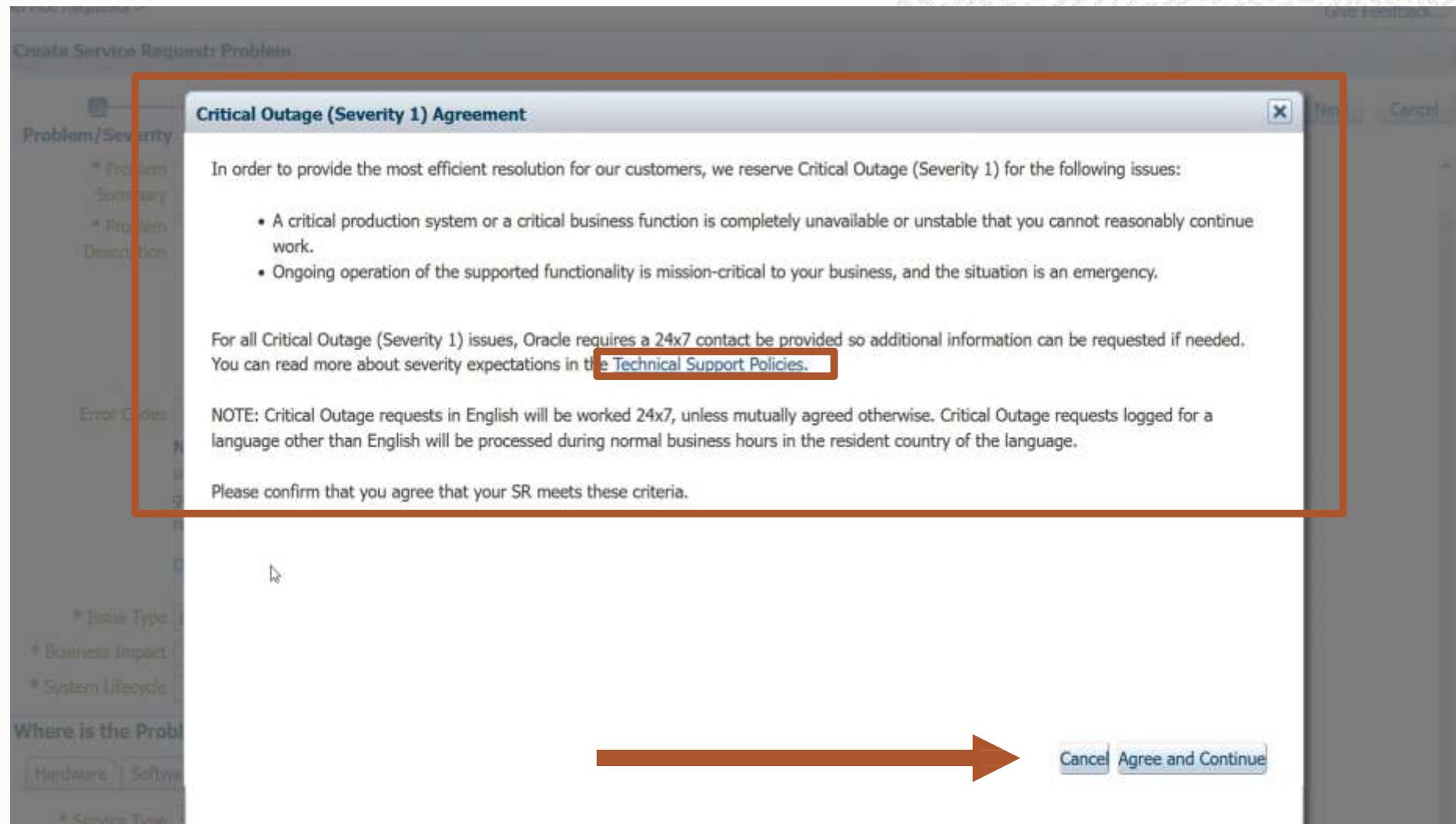
Summary Examples

- 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 ?

Create Service Request: Problem

Problem/Severity Solutions More Details Contact Save as Draft Back

What is the Problem?

* Problem Summary
* Problem Description

Error Codes

System Unavailable

System Partially Available without Workaround

System Partially Available with Workaround

System Fully Available

* Issue Type

* Business Impact

* System Lifecycle

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

Severity [?](#)

1 - Critical

2 - Significant

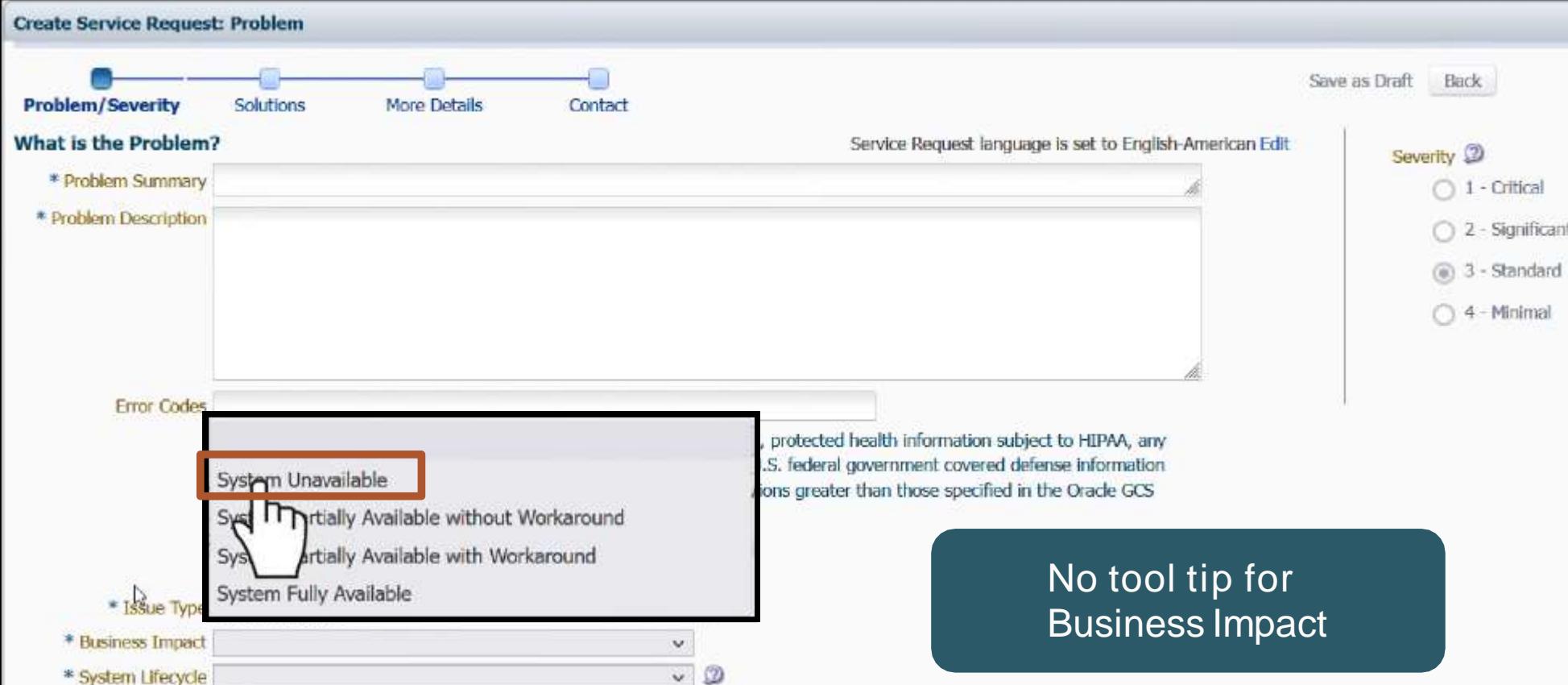
3 - Standard

4 - Minimal

protected health information subject to HIPAA, any U.S. federal government covered defense information

ions greater than those specified in the Oracle GCS

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

What is the Problem?

* Problem Summary
* Problem Description

Error Codes

Production Live
Production Feature Implementation
New Implementation
Non Production

* Issue Type

* Business Impact

* System Lifecycle

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

Tips

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

The screenshot shows a 'Create Service Request: Problem' form. 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, the section 'What is the Problem?' contains fields for 'Problem Summary' and 'Problem Description', both marked with asterisks. Under 'Error Codes', a dropdown menu lists four options: 'Production Live', 'Production Feature Implementation', 'New Implementation', and 'Non Production'. The 'Non Production' option is highlighted with a black rectangle. On the left, there are also fields for 'Issue Type', 'Business Impact', and 'System Lifecycle', all marked with asterisks. A modal window titled 'Tips' is overlaid on the page. It contains four entries: '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.), and 'Non Production' (Project on a service or system that is not live.). An 'OK' button is at the bottom right of the modal. The background of the main page has some faint, illegible text.

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,ADFUI 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 a web-based service request creation interface. At the top, there's a navigation bar with tabs: Dashboard, Knowledge, **Service Requests**, Patches & Updates, Community, More..., and a search bar. Below the navigation bar, the path 'Service Requests >' is visible. On the right side of the header, there are 'Give Feedback...' and a magnifying glass icon.

The main content area is titled 'Create Service Request: Solutions'. It features a horizontal navigation bar with four items: 'Problem/Severity' (purple square), **Solutions** (blue square, currently selected), 'More Details' (grey square), and 'Contact' (grey square). To the right of this bar are buttons for 'Save as Draft', 'Solved Issue', 'Back', 'Next', and 'Cancel'. A large hand cursor icon is positioned over the 'Solutions' button.

A red rectangular box highlights the 'Guided Problem Definition' section. This section contains the following text:

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 the 'Create Service Request: More Details' page. At the top, there's a navigation bar with tabs: Dashboard, Knowledge, **Service Requests**, Patches & Updates, Community, More..., and a search bar with a magnifying glass icon and a 'Give Feedback...' link. Below the navigation is a breadcrumb trail: Service Requests >. The main form has a header 'Create Service Request: More Details' and a progress bar with four steps: Problem/Severity, Solutions, **More Details** (which is highlighted in blue), 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 [Edit](#) [?](#)

Upload Files/Attachments
Additional Files: Do you have any files that can help solve your Service Request? [Attach](#)

Additional Information
"MY ORACLE SUPPORT COMMUNITIES" - In case this is a functional question, a rich community of Oracle experts and users around the world may also have an answer for you. In that case, you may want to log a thread on the [Oracle Lite](#) and [Oracle Database Mobile Server](#) community.

BEST PRACTICE

- Upload relevant files.
- Add important details.

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

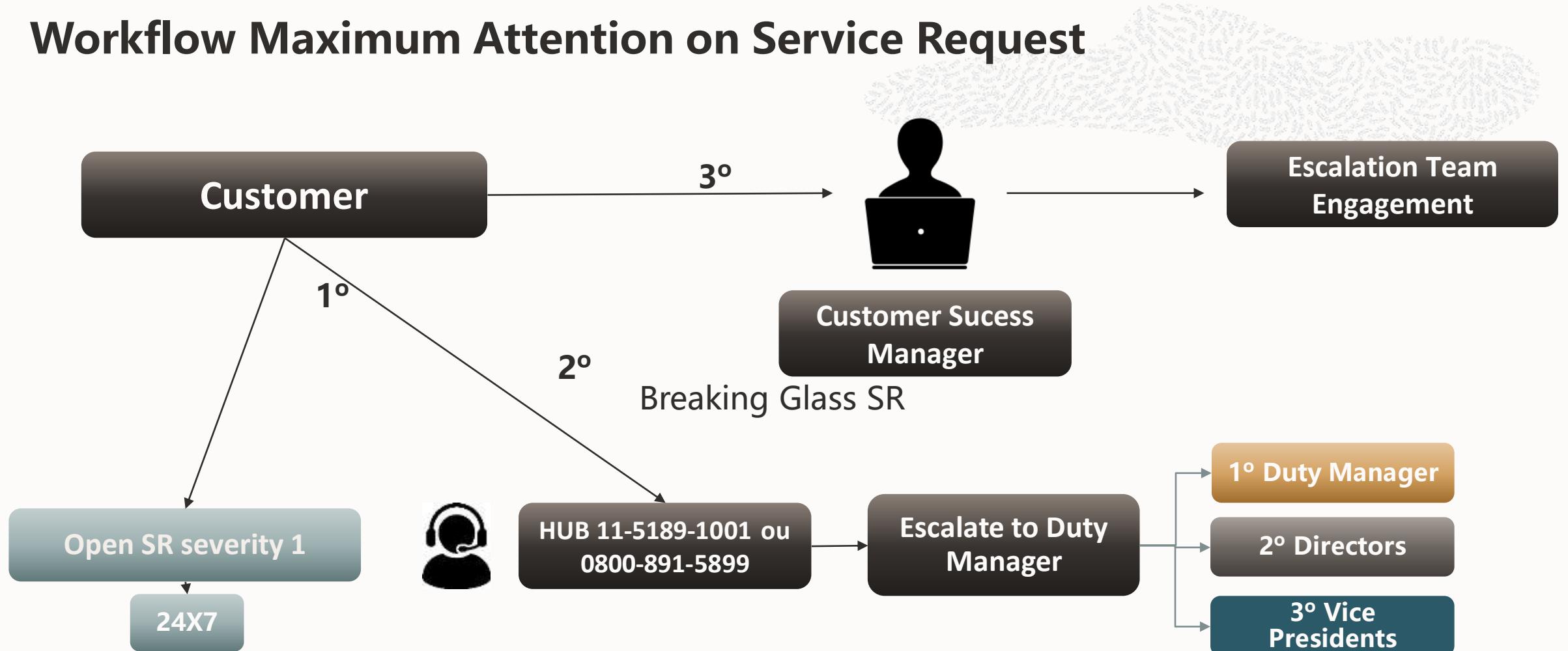


What is a Cloud Specialist ?

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

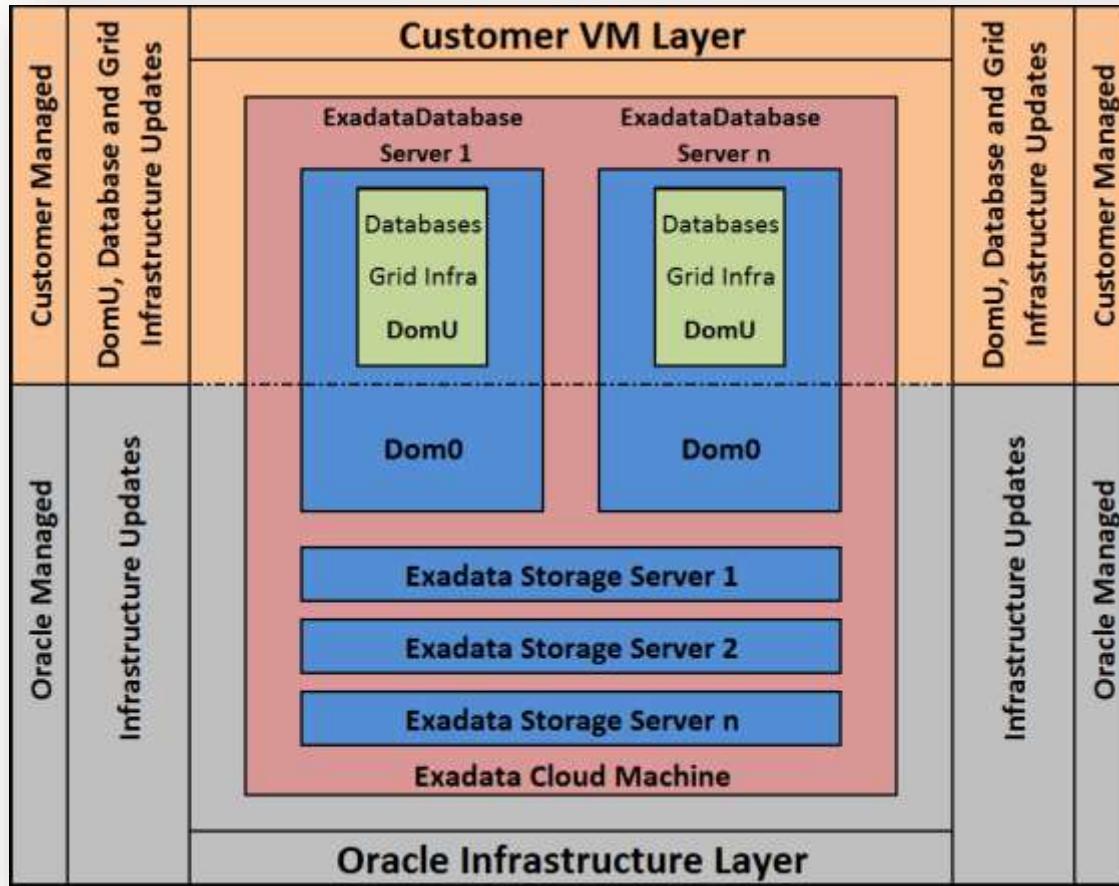


How To Request Management Attention on a Service Request (SR) with Oracle Support Services (Doc ID 199389.1)

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 ?

- Is formal and official feedback from Oracle Support about an issue
- Customer must request. It's not an automatic process
- Must be requested on parent SR when still opened
- During this period Oracle Engineers can request more evidence





Locate and Leverage training



How to access Training Programs

The screenshot shows the Oracle My Oracle Support dashboard. At the top, there's a banner with a textured background. Below it, the navigation bar includes links for Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications, Managed Cloud, More..., and a search bar. The main content area has several sections:

- Site Alerts:** A message about maintenance being canceled.
- News:** A link to the Oracle Customer Advisory Panel.
- Getting Started:** This section is highlighted with a yellow box and a red arrow pointing to the "Getting Started" link. It contains links for Oracle Support Training and Resources, Oracle Support Essentials Registration, Advisor Webcasts Registration, Oracle Support Accreditation, Quick Video Training (links to My Oracle Support How-To Series and Ideation in the My Oracle Support Community (MOSC)), and social media links for Oracle Learning Explorer and MOS Twitter.
- Technical Service Requests:** A table showing two entries. The first entry is for "Jeff test" with Product/Service Type "Integration Cloud Service", Severity "3-Standard", Status "Review Update", and Technical SR # "3-269". The second entry is for "Jeff test" with Product/Service Type "Autonomous Database Dedicated", Severity "2-Significant", Status "Review Update", and Technical SR # "3-269".
- Knowledge Base:** A search interface with fields for "Search & Browse", "Recently Viewed", "Recent Searches", and "Favorite Articles". It also has a search bar for "Select a product or product line" and a "Enter search terms" field with a search button.
- Knowledge Articles:** A section showing "Alerts (0)" and "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/oraclesupportsessmentswebcasts#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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