

Customer Quick Reference Guide

For Oracle Technology and Oracle E-Business Suite Customers

Expect the best. Keep business moving forward with Oracle Premier Support.

Drive more value from your Oracle technology and applications. Gain greater control of your technology future with rights to major upgrades and releases. Benefit from trusted expertise, with direct access to our support engineers. Oracle Premier Support, the next generation of Oracle Support, will help drive your competitive advantage with

- **Continuous Product Enhancements.** You have rights to the newest technologies, industry best practices, and latest functionality for the solutions you've licensed. And as with all of our enhancements and upgrades, you receive Oracle Fusion, our next-generation application suite, as part of your paid annual support contract.
- **Global Support for Rapid Resolution.** Access in-depth Oracle technology and application expertise to ensure that your Oracle systems are always available.
- **Advanced Support Technologies.** You benefit from the most advanced support technologies in the industry, delivering a faster, easier, and less costly way to run your Oracle solutions.
- **Technology Leadership.** Three decades of commitment to research and development provide you with the highest quality database, middleware, and application and system software on the market today.
- **Lifetime Support.** Leading the industry, our simple and predictable Lifetime Support Policy covers your entire technology stack, from database to middleware to applications, and puts you in control of your upgrade strategy.

This quick reference guide will help you find the answers you need, when you need them.

Important Support Services Contact Information

Expect support any time: Resolve issues online immediately with our Oracle *MetaLink* Web support tool available 24/7 at oracle.com/support.

Useful Oracle Phone Numbers

Oracle Support*	Denmark:	+45 44 80 80 81
Oracle Support*	Finland:	+358 9 54941300
Oracle Support*	Germany:	+49 180 2000170
Oracle Support*	Norway:	+47 67 52 67 52
Oracle Support*	Sweden:	+46 8 477 36 00

* Region-specific contact information can be found by accessing the corresponding Web site listed in the "Useful Oracle Web Sites" section.

Useful Oracle Web Sites

- Oracle Corporation home page: oracle.com
- Oracle Support Services: oracle.com/support
- Oracle Lifetime Support Policy: oracle.com/support/premier/lifetime-support-policy.html
- Support-Global Directory: oracle.com/support/contact.html
- Web-based Customer Support (Oracle *MetaLink*): metalink.oracle.com
- Oracle Collaborative Support: conference.oracle.com
- Oracle Store (Sales): oraclestore.oracle.com
- Oracle PartnerNetwork: oracle.com/partnerships/index.html
- Oracle Consulting: oracle.com/consulting
- Advanced Customer Services: oracle.com/support/advanced-customer-services/index.html
- Oracle University: oracle.com/education
- Independent Oracle Users Group (IOUG): ioug.org
- Oracle Development Tools User Group (ODTUG): odtug.com
- Oracle Applications Users Group (OAUG): oaug.org
- Oracle OpenWorld: oracle.com/openworld
- Oracle Magazine: oramag.com

Essential Resources

Oracle *MetaLink*

Oracle *MetaLink* is your single point of entry to online technical information and allows you to access Oracle Support Services. It is

- Your portal to our global knowledgebase, complete with answers to known problems. Includes product alerts, de-support notices, step-by-step installation instructions, white papers, product documentation, service requests (SRs), forums, patches, bug queries, and more.
- The tool used to facilitate and track communication between you and our engineers. You can initiate requests for help, track progress, read recommendations from your engineer, and run reports of SR activity.

We recommend logging a service request on Oracle *MetaLink* for all issues. The severity will be determined by the system, based on the answers to a series of questions. Severity 1s require a 24/7 commitment from the customer.

Online Support

To get started, log in to Oracle *MetaLink* at metalink.oracle.com or oracle.com/support. There you can

- Create new service requests
- Manage existing SRs
- Download patches
- Search for solutions
- Use the interactive forums
- Create a personalized home page

Note: If you are a new customer, you will need to select the "First Time Users," "Register For Oracle *MetaLink*" option to obtain an account. This will require you to use your active support identifier (CSI) and complete the brief online registration process. Once you log in to Oracle *MetaLink*, you can then go to [Profile > Licenses](#) to add additional support identifiers of the products you are working with.

Working Effectively with Oracle Support Services

Things You Need to Know

Customer Support Identification Number (CSI) or Support Identifier references your support maintenance level, its duration, and all other information relevant to the technical contact, such as installed-at location, billing address, licenses, and platform. Without a valid, supported CSI number, we cannot provide support.

A **service request (SR)** is a request by a supported client for help with a technical or nontechnical problem (formerly called TAR, Technical Assistance Request). Each SR is assigned a unique tracking number.

Severity Levels describe the level of impact an SR has on the customer's business and define the resources to be engaged by both parties, as well as the rules of engagement for the resolution of the SR.

- Sev 1:** Problem or product defect causes complete loss of service, regardless of the customer environment, and/or work cannot reasonably continue.
- Sev 2:** Severe loss of service; no acceptable workaround; however, operations can continue in a restricted fashion.
- Sev 3:** Minor loss of service; impact is an inconvenience that may require a workaround to restore functionality.
- Sev 4:** No loss of service; minor error that does not impede operations.

For complete severity-level definitions, download the Oracle Technical Support Policies PDF at the following URL: oracle.com/support/policies.html.

Search for Solutions

You can resolve your technical issues quickly by searching our Knowledge Browser. On Oracle *MetaLink* navigate to [Knowledge > Knowledge Browser](#), or use the "Advanced" or "Quick Find" feature to search for technical documents, patches, bugs, service requests, error codes, and technical forums.

The Advanced search page allows you to refine and further customize your query when searching for information on the site by entering simple, user-friendly prompts. Options may be combined to create a more precise search. These options include selecting the type of search, the order in which information is shown, and the source or area of the site you wish to search.

Log a Service Request (SR)

Log in at metalink.oracle.com and navigate to [Service Request > SR Create](#). You will need to provide the following information:

- The relevant support identifier or CSI number
- Country code/area code and phone number
- Software release levels of the operating system and all Oracle components
- A description of the business impact to help determine the severity
- A detailed description of the problem, including copies of session logs, trace files, or other diagnostic information

At the end of the SR creation process, there is an "Upload to Support" feature that will allow you to attach diagnostic output as well as log and trace files pertinent to the issue.

Manage Existing SRs

Search for your SRs in *OracleMetaLink* by navigating to [Service Request > SR Search](#). Here you are able to search for all SRs under a specific support identifier or by SR number. Once you select the service request you are working with, you have the ability to

- View SR details and status
- Add notes or attachments
- Provide update information
- Close the SR

Reporting Bugs to Oracle Development

You can report suspected bugs to Oracle Development by creating an SR in *OracleMetaLink*. Oracle Support is your link to Oracle Development. The support engineer assigned to your SR will verify the details of the potential bug and will then work with the appropriate Development team to resolve. The engineer will attempt to find a workaround to solve the issue while the bug is with Development. The support engineer coordinates all technical correspondence and/or documentation regarding the SR or bug.

It's important to know the answers to the following questions before logging an SR to file a bug report:

- Is the problem reproducible?
- Has the errant behavior occurred consistently in your application?
- If not, what has changed since the last time that it worked?
- Does the situation change if you remove this newly added functionality?
- Do you still have a copy of the previously working version to compare?
- Did this functionality work in a previous version of the product?

Help Speed the Resolution Process

The following tools are available to assist with faster resolutions:

Oracle Diagnostics. Diagnostics are used to assist Support in viewing your data so that support engineers can identify the issue for quick resolution. The Remote Diagnostic Agent (RDA) is available for the Database Server, and Oracle Support Diagnostics Patch is available for Oracle applications. Support Diagnostics Tools can also be used to proactively prevent issues.

The following *OracleMetaLink* notes will provide information on how to download, install, and execute these tools:

- *OracleMetaLink* Doc ID 175853.1 – RDA Information
- *OracleMetaLink* Doc ID 179661.1 – Oracle E-Business Suite Diagnostics Tools Catalog, which provides a complete list of Support Diagnostics Tools for Oracle E-Business Suite as well as a description of these tools
- *OracleMetaLink* Doc ID 167000.1 – Oracle Support Diagnostics Patch

The above diagnostics information can be accessed from the *OracleMetaLink* Knowledge Browser. Click on the “Knowledge” tab and look for “Support Tools.”

My Configurations and Projects. My Configurations and Projects is a new *OracleMetaLink* feature that when enabled gives Oracle support engineers secure, centralized access to configuration information across your entire environment – database, middleware, and applications – to diagnose and resolve issues more quickly. Product and security alerts can access this centralized configuration information to send you proactive notifications of known issues unique to your environment, and HealthChecks access it to send recommendations for optimal system performance. These proactive notifications increase your ability to prevent known issues before they become critical, and the significantly enhanced information exchange between Oracle and your systems automates labor-intensive tasks and makes system changes easier to manage.

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Configurations

- Catalog your configurations and view them from *OracleMetaLink*.
- Provide detailed descriptions of business-critical environments.
- Access both manual and automated configuration description creation and maintenance.
- Associate projects with your configurations.
- Configure third-party software in configuration.

Projects

- Manage your configurations by project from *OracleMetaLink*.
- View your system configurations the way you want to manage your business.
- Identify project contacts and project roles.
- Identify milestones and critical dates.
- Identify project dependencies (if one project is dependent on another).

Oracle Collaborative Support (OCS). This is Oracle's collaboration tool that allows support engineers to connect and view information on a customer's system through a Web conference.

- The session is initiated by Support with customer approval.
- Although customers cannot initiate the Web conferencing session, they can request that their support engineer schedule a Web conferencing session by updating their SR via *OracleMetaLink*.
- Once the support engineer initiates the Web conferencing session, customers can join via *OracleMetaLink* by navigating to [Service Request > Collaborative Support](#) or by going to conference.oracle.com/.
- Your support identifier is used as the conference key.

Use the Escalation Process

The SR escalation process is in place for business-critical issues that require a higher level of attention from a manager in Oracle Support.

The process should be utilized when you:

- Encounter a critical roadblock or showstopper to implementation or upgrade plans.
- Urgently need to communicate important issues to a support manager.
- Are dissatisfied with the resolution or response to an SR (If you are dissatisfied with the progress made by the escalation manager, you can further escalate to a senior manager/director. If you are dissatisfied with the progress made by the senior manager/director, you can further escalate to an Oracle Support vice president.)

If a critical problem is encountered, consider the timing of when to escalate an issue. Waiting to escalate may leave little time to research the root cause of the problem and develop the most effective solution. Large, complex problems take time to resolve. Advise Support of target dates and dead-lines you have for critical issues, and document this information in the SR. State how this impacts your business and the risk it poses to implementation plans. This information will help Oracle management effectively and promptly assign the required resources to resolve your problem.

See *OracleMetaLink* Doc ID 199389.1 – Escalating SRs with Oracle Support

- Provide as much information as you can about why you are escalating.
- Call the Support number and inform the answering support engineer that you would like to speak with an escalation manager. (Please note that this will not be the support engineer who is working on your SR.)
- The engineer will page the appropriate escalation manager, who will call you within approximately 30 minutes of the request. (It is important that you telephone Oracle Support to ensure that an escalation manager is paged. Updating the SR via *OracleMetaLink* alone will not guarantee that you will receive a callback from the escalation manager within approximately 30 minutes.)
- The manager will work with you to create an acceptable action plan.
- The manager will document the conversation and the plan in the SR.
- The manager will follow up to ensure that the action plan is followed and/or reset expectations if necessary.
- The escalation manager owns the escalation until the issue is resolved or escalated to a higher management level.

Raising the Severity vs. Escalating.

Escalating an issue brings management attention to it and, when appropriate, more resources. This does not automatically mean that the severity level of the SR will be changed. If the severity level of the SR becomes inappropriate, it may be adjusted in the same manner in which it was originally established, by mutual agreement between the support engineer and the customer.

Best Practices for Service Requests

- **Be prepared** to have access to ALL information that a support engineer might need to help in resolving your issue, including the appropriate support identifier and pertinent contact information.
- **Identify** the problem area precisely and attempt to isolate the issue to a specific group of Oracle products and operating system configurations, such as RDBMS, tools, applications, UNIX, desktop, and midrange. Running the appropriate diagnostics for your product before logging an SR will assist in locating the problem areas.
- **Create** a brief subject statement summarizing your request that includes the object (defines what Oracle product is problematic) and the defect (describes the associated anomaly or ill behavior of the object).
- **Keep** your implementation configuration information easily accessible to the support engineer at all times.
- **Complete** the templates in *OracleMetaLink* thoroughly. The answers to these questions are needed to help with determining the severity and will provide specific information about product and problem types that help the support engineer isolate the issues and speed up resolution.
- **Include** all information: details of the environment, steps taken prior to logging the SR, and data collection information retrieved from running the diagnostic scripts. More information is better.
- **Provide** any error messages and symptoms that may allow the support engineer to resolve your issue quickly. Also, attach any pertinent error logs, alert logs, and trace files to your initial SR.
- **Document** test cases if possible so we can re-create the problem if needed.
- **Always** refer to your issue by referencing the assigned SR tracking number and keep an active list of all your currently open SRs.
- **Use *OracleMetaLink*** to log, track, and update your technical issues.
- **Be prepared** to use Oracle Collaborative Support with your support engineer for more efficient information transfer and SR resolution.

If You Still Need Help

- **For free training on Oracle Support tools, e-mail:** support-training_US@oracle.com
- **Register for a free online seminar:** “Working Effectively with Support,” “Introduction to *MetaLink*,” “Advanced *MetaLink*,” “*MetaLink* My Configurations and Projects,” or “Support Diagnostics for E-Business Suite” at the following URL: oracle.com/support/seminars.html
- **Review *OracleMetaLink*, your self-service portal:** oracle.com/support/metalink/index.html
- **Review the recommended reading list from Oracle Press™.** “The only Oracle – authorized guides available! Get the most complete information on Oracle's #1 line of e-business and database technologies.” <http://shop.osborne.com/cgi-bin/oraclepress/>
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