

Customer Quick Reference Guide

For Hyperion Customers

Expect Industry-Leading Support

Keep Your 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. Increase your IT efficiency with minimized risk. Oracle Premier Support will help drive your competitive advantage with

- **Product enhancements and updates.** With rights to future product releases and updates, you benefit from broader coverage for your entire technology stack. You get access to ongoing innovation through world-class research and development to help drive your business forward.
- **Global support infrastructure.** Oracle has the breadth and global infrastructure you need. Access in-depth Oracle expertise for accurate diagnosis, swift resolution, and the highest system availability.
- **Proactive, automated support.** You benefit from the most-advanced support tools in the industry, delivering faster problem resolution, optimized system performance, and a lower cost of maintaining your Oracle systems.
- **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.
- **Ecosystem support.** Get end-to-end lifecycle support that embraces your entire Oracle ecosystem. Benefit from dramatically reduced complexity, risks, and costs of maintaining your multivendor environment.

Important Global Customer Support Contact Information

Expect support any time: Resolve issues online immediately with My Oracle Support (formerly Oracle*MetaLink* 3), the Web support tool that's available at metalink3.oracle.com.

Global Customer Support Phone Numbers

Americas Business hours Monday through Friday 8 a.m. to 8 p.m. Eastern time

United States: +-877.901.4975

Outside the United States: +1.203.703.3600

Brazil: +0800.891.5899

Asia Pacific Business hours Monday through Friday,

Japan: 9 a.m. to 5 p.m. (Japan time), China and Taiwan: 9 a.m. to 5 p.m. (Shanghai time), all other: 8 a.m. to 6 p.m. (Sydney time)

Australia: +1.800.123.987

China: +10800.650.0116

Hong Kong: +800.90.0513

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

India: +65.6436.5698

Indonesia: +0018.0365.7919

Japan: +0120.008.361

Malaysia: +1.800.80.1123

New Zealand: +0800.44.4032

Philippines: +65.6436.5699

Singapore: +1.800.311.8899

South Korea: +00.308.651.1351

Taiwan: +00.80.165.1501

Thailand: +00.1800.656331

Europe/Middle East/Africa Business hours Monday through Friday 8:30 a.m. to 6 p.m. local time

Austria: +00.43.150.222.1085

Belgium: +00.32.2626.3840

Denmark: +00.45.35.445.507

Finland: +00.358.9817.10050

France: +00.33.1.49.93.9065

Germany: +00.49.69.29.993.720

Italy: +00.39.02.2641.2065

Ireland: +00.353.1.6058413

Norway: +00.47.23.50.0086

Spain: +00.34.91375.3365

Sweden: +00.46.8.519.92018

Switzerland: +00.41.44.439.5264

The Netherlands: +00.31.20.654.5754

United Kingdom: +00.44.207.458.0125

Global Customer HUB: To contact Global Customer HUB, dial your country-specific support telephone number and select the nontechnical option.

Support Sales: Find your country-specific telephone number at oracle.com/support/contact.html

Access the Global Customer Support contacts directory for a comprehensive listing of country-specific telephone numbers at oracle.com/support/contact.html

Useful Web Sites

Hyperion Support Resources: oracle.com/hyperion/support.html

Web-Based Customer Support (My Oracle Support): metalink3.oracle.com

Oracle Support Global Contacts Directory: oracle.com/support/contact.html

Oracle Collaborative Support: conference.oracle.com

Oracle Advanced Customer Services: oracle.com/support/advanced-customer-services/index.html

Oracle Lifetime Support Policy: oracle.com/support/premier/lifetime-support-policy.html

Oracle Support News: oracle.com/support/news.html

Oracle Resource Library: oracle.com/support/library/index.html

Oracle University: education.oracle.com

Oracle OpenWorld: oracle.com/openworld

Oracle Magazine: oramag.com

Essential Resources

My Oracle Support is your single point of entry online to technical information, providing access to Global Customer Support (GCS).

My Oracle Support is:

- Your portal to our global knowledgebase, including answers to known problems. Includes product alerts, white papers, product documentation, service requests (SRs), 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 the recommendations from your engineer, and run reports of SR activity.
- It's recommended that you log a service request on My Oracle Support for all issues. Severity 1 SRs require a 24/7 commitment from the customer.

Online Support

To get started with My Oracle Support, log in at metalink3.oracle.com or oracle.com/support and select [OracleMetaLink 3 Login](https://oracle.com/support) to

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

Note: If you are a new customer, select the [First-Time Users Register for OracleMetaLink 3](https://oracle.com/support) option to create an account. Use your support identifier to complete the brief online registration process. Once you log in to Oracle*MetaLink* 3, you can then go to [Profile](https://oracle.com/support) to enter additional support identifiers for the products you are using. If you already have an Oracle Technology Network (OTN) account, you can log in to Oracle*MetaLink* 3 with your OTN username and password.

Global Customer HUB

Global Customer HUB can help you with your support-related issues including logging technical and nontechnical service requests, escalations, ordering software and upgrades, resolving business issues, and locating the information you need. If you're unsure whom to contact at Oracle, contact Global Customer HUB. Our expert engineers can answer your questions or direct you to an appropriate resource. To contact Global Customer HUB, call your local support hotline number and select the nontechnical option for nontechnical issues, or the technical option for product-related issues. To find your local support hotline number, access the Global Customer Support contacts directory at oracle.com/support/contact.html

Working Effectively with Global Customer Support

Things You Need to Know

Support identifier: The customer support identifier (CSI) 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. Because My Oracle Support is reserved exclusively for customers with a current support contract and partners with a current Oracle PartnerNetwork membership, your support identifier is the key that provides access to My Oracle Support. Please note that support identifiers may also be referred to as customer support identifiers. Without a valid, supported support identifier, Oracle cannot provide support.

Service requests: A service request is a request by a supported client for help with a technical or nontechnical problem. Each SR is assigned a unique tracking number.

Severity levels: 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. There are four severity levels.

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 definitions of severity levels, download *Oracle's Technical Support Policies* (PDF) at oracle.com/support/policies.html

Search for Solutions

The My Oracle Support knowledgebase provides access to information and tools that help resolve your technical issues quickly. Log into My Oracle Support and run a knowledgebase search, or navigate to the [Knowledge](#) tab to browse documents by category. Use the advanced search feature for more keyword search options and filters.

Note: The contents of Hyperion e-Support have been migrated to My Oracle Support, so you can continue using your favorite tech notes, FAQs, troubleshooting steps, and error message notes.

Log a Service Request

Log in at metalink3.oracle.com and navigate to [Service Request > SR Home](#). From the drop-down menu, select [Technical](#) or [Nontechnical](#), and then select [Create SR](#). The following information is needed for the SR creation process:

- The relevant customer support identifier
- The country code/area code and phone number
- The software release numbers of the operating system and all Oracle components
- A description of the business impact of the issue
- A detailed description of the problem, including copies of session logs, trace files, and other diagnostic information

During the SR creation process, you can upload files to attach diagnostic output, as well as the log and trace files pertinent to the issue.

Manage Existing SRs

You can search for your SRs in My Oracle Support by navigating to [Service Request > SR Search](#). You can search for all SRs associated with a specific support identifier or search by SR number.

Once you select the service request you are working with, you can

- View SR details and status
- Upload files to support
- Provide update information
- Close the SR

You can view all SRs and defect reports associated with SRs for a specified period of time. You can run these reports by navigating to [Service Request > SR Management Reports](#). The SR management report provides the following information for your selected period of time:

- Number of SRs
- Close rates
- SRs by product
- SRs by platform
- SRs by status
- SRs by severity
- SRs by support identifiers
- SRs by user ID / e-mail address
- SRs by country

Report a Defect to Development

You can report suspected bugs by creating an SR in My Oracle Support. The support engineer assigned to your SR will verify the details of the potential bug and then work with the appropriate development team to resolve it. The engineer will attempt to find a workaround to solve the issue and coordinate all technical correspondence and/or documentation regarding the SR or bug. It's important to know the answers to the following questions before creating an SR to report a bug:

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

Help Speed the GCS Resolution Process

Oracle Collaborative Support: This is Oracle's collaboration tool that allows GCS to connect to and view information on your system through a Web conference.

- The session is initiated by GCS with your approval
- Although you cannot initiate the Web conferencing session, you can request that your support engineer schedule a Web conferencing session by updating your SR in My Oracle Support
- Once the support engineer initiates the Web conferencing session, you can join by going to conference.oracle.com

Use the Escalation Process

Global Customer Support makes every attempt, within the guidelines for the severity level of the issues, to resolve all reported problems promptly. In the exceptional cases when an escalation is necessary, the escalation process should be used to ensure that the issue receives additional attention.

To escalate a service request

- Call the main technical support phone number for your region and request that your issue be escalated.
- A technical support manager will contact you. If either you or Global Customer Support determines that a situation requires a higher-than-normal level of resource or communication, both you and GCS should expect to dedicate whatever technical and managerial resources are deemed necessary to resolve the problem.
- GCS will assign an escalation manager as the communication focal point for the issue.
- All plans and status information are relayed through the escalation manager to ensure prompt, accurate, and complete communication.

Review the Oracle escalation process document at metalink3.oracle.com/od/faces/secure/km/DocumentDisplay.jspx?id=548859.1

Best Practices for Service Requests

- **Search** the My Oracle Support knowledgebase to determine if a resolution to your issue already exists, or find the recommended diagnostic steps to help you troubleshoot your issue.
- **Use** My Oracle Support to log, track, and update your technical issues.
- **Complete** the fields in My Oracle Support carefully when logging a service request. Select the appropriate product type, area, and subarea. Also, providing a clear and complete problem description allows efficient routing of your issue to the best technical resource, helps the support engineer isolate the issue, and speeds resolution.
- **Provide** any resolution steps already taken, diagnostic data, and symptoms that could help the support engineer resolve your issue quickly. Attach any pertinent screen shots or documents to your service request.
- **Document** test cases if possible so the support engineer can re-create the problem if needed.
- **Determine** if anything has changed in your computing environment since the last time the affected application worked successfully.
- **Search** for existing fixes and updates in My Oracle Support / *Oracle MetaLink* 3 by selecting [Patches and Downloads + Hyperion Products](#).
- **Always** refer to your issue by the assigned SR tracking number.
- **Collaborate** with your support engineer using Oracle Collaborative Support for more-efficient information transfer and SR resolution.
- **Utilize** Oracle's transactional surveys and provide your honest and constructive feedback. Our management team reviews all comments and follows up on any low scores received so that we can continually improve the level of service we offer you.

If You Still Need Help

For free training on Oracle Support tools, e-mail support-training_US@oracle.com

Access Getting Started with My Oracle Support your self-service portal metalink3.oracle.com/od/faces/secure/ml3/homepage/ArticlesDisplay.jspx?id=548763.1

View the current training schedule and register for free Web seminars metalink3.oracle.com/od/faces/secure/ml3/homepage/ArticlesDisplay.jspx?id=548764.1

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