

Customer Quick Reference Guide

For JD Edwards EnterpriseOne and JD Edwards World 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.**
- **Global support infrastructure.**
- **Proactive, automated support.**
- **Lifetime support.**
- **Ecosystem support.**

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 available 24 hours a day, 7 days a week at metalink3.oracle.com

Global Customer Support Phone Numbers

North America Business hours 4 a.m. to 6 p.m. Pacific time
+1.800.289.2999

Asia Pacific

Business hours 9 a.m. to 6 p.m. local time

Australia: +1.800.659.537	Guam: +1.800.289.2999
China (Northern): +10.800.650.0099	Hong Kong: +800.90.3055
China (Southern): +10.800.265.0099	India: +000.6517
Indonesia: +001.803.65.7381	Papua New Guinea: +050.861.200
Japan: +0120.174.074 (Toll-free)	Philippines: +1027.1800.650.7017
+81.3.6834.6017 (Outside of Japan)	Singapore: +800.1811.029
Malaysia: +1.800.80.1557	Taiwan: +00801.65.1253
New Zealand: +0.800.447.738	Thailand: +001.800.656.470
North and South Korea: +00798.651.7220	

Europe/Middle East/Africa

Business hours 9 a.m. to 6 p.m. Central European time

Belgium: +0.800.4.0006 (French)	Netherlands: +0.207.132743
+0.800.4.0005 (English)	Norway: +800.15181
Denmark: +80.881.363	South Africa: +080.09.90870
Finland: +0.800.1.16087	Spain: +914.14.0775

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

France: + 01.70.70.8160
Germany: +0.69.2222.20261
Ireland: +1.800.242.669
Italy: +02.3600.3650

Sweden: +020.79.7496
Switzerland: +0800.83.84.65
United Kingdom: +0161.601.8901

Latin America

Business hours 9 a.m. to 6 p.m. local time

Argentina: +0800.333.0095	Jamaica: +1.800.865.5348
Bolivia: +800.1.2222,	Mexico: +001.800.784.4260
then +303.488.4639.9194,	Paraguay: +00.812.800,
then +1.800.784.4260	then +303.488.4639.9194,
Brazil: +0800.891.0813	then +1.800.784.4260
Chile: +1.230.020.5124	Peru: 0800.500.10
Colombia: +01800.9153560	then 303.488.4639.9194
Costa Rica: +0800.0120085	then 0.800.784.4260
Dominican Republic: +001.800.784.4260	Puerto Rico: +001.800.784.4260
Ecuador: +999.170,	Uruguay: +000.413.598.2887
then +303.488.4639.9194,	Venezuela: +800.1.2743
then +1.800.784.4260	

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

JD Edwards Support Resources: oracle.com/support/jdedwards-support-contacts.html
Web-Based Customer Support (My Oracle Support): metalink3.oracle.com
Oracle Support Global Contacts Directory: oracle.com/support/contact.html
Oracle E-Delivery: edelivery.oracle.com
Oracle Technology Network (OTN): oracle.com/technology/index.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 to online technical information, providing access to Global Customer Support (GCS). My Oracle Support is

- Your online support portal for our global knowledgebase, complete with 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 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. If you log a Severity 1 SR you will need to provide 24/7 contact information.

Online Support

To get started, log on to My Oracle Support at metalink3.oracle.com or oracle.com/support and select **Oracle MetaLink 3 Login** to

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

NOTE: If you are a new customer, select the **First-Time Users Register for Oracle MetaLink 3** option to create an account. Use your Support Identifier to complete the brief online registration process. Once you log in to My Oracle Support, you will then navigate to **Profile** 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 My Oracle Support 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 number) 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 and supported support identifier, Oracle cannot provide support.

Service requests: A service request (SR) 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 on the production 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 The Knowledgebase

The My Oracle Support knowledgebase provides access to information and tools that help resolve your technical issues quickly. Log on to My Oracle Support and initiate a knowledge 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 Customer Connection 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 on 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 support identifier number
- 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.

NOTE: For SRs migrated from Customer Connection to My Oracle Support, you can search by the old case number or the new SR number. When working with a support engineer on a migrated case, please reference the new SR number.

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

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

NOTE: Some bugs may not be visible in My Oracle Support due to the sensitive nature of the content. It's important to know the answers to the following questions before creating an SR to report a bug:

- Can the problem be re-created?
- Has the errant behavior occurred consistently in your application?
- If not, have you changed or added any functionality since the application worked correctly?
- Does the situation change if you remove 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 enables 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 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 service requests.
- **Complete** the fields in My Oracle Support carefully when logging a service request. Select the appropriate product, problem type, and problem clarification. 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 patches in the My Oracle Support Update Center by selecting **Patches and Downloads + JD Edwards Products**. Search for existing SARs using the **Knowledge Search**.
- **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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