

Sun Migration to My Oracle Support Begins December 10, 2010



Complete Critical Migration Readiness Activities

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On Friday, December 10, 2010, the Sun migration to My Oracle Support begins and legacy applications including the Member Support Center (MSC), SunSolve and Email Center will retire.

The transition checklist below contains reminders of critical activities you should complete prior to deployment. If you have not already done so, please make sure to complete the items below to help you make a successful transition.

Critical Transition Checklist	
✓	Mark your calendar for December 10, 2010
✓	Complete My Oracle Support Training and Attend a Live Migration Assistance Webinar
✓	Create Your Single Sign-On (SSO) and Enable your My Oracle Support Account Profile
✓	Access the My Oracle Support Welcome Center and FAQ
✓	Understand What Will Change After the Migration

Mark Your Calendar for December 10, 2010: Migration and Deployment Schedule

Beginning December 10, 2010 at approximately 5:00 pm Pacific time, the Member Support Center will retire and no longer be available for online support access. At this time, SunSolve will not accept new user registration or email Service Requests; however, SunSolve's knowledge and patches functionality will be available to all existing users throughout the migration weekend. Once the migration to My Oracle Support is complete, SunSolve will also retire. Below is a list of key events and reminders to keep in mind during the transition period.

Prior to December 10, 2010:

- Complete the items on the Critical Transition Checklist above.

During the Migration Weekend:

- You will not have the ability to perform online support tasks such as logging web-based Service Requests or viewing contract and asset information.
- Automated Service Request (ASR) will not create Service Requests for any enabled products.
- If you need to perform any support tasks, or if your product requires service during the migration weekend, please contact your [Local Sun Customer Support Center](#) via telephone.
- My Oracle Support will be unavailable to existing users for a short period of time over the weekend of December 10-12, 2010. During this period, please contact [Oracle Global Customer Support](#) for your support needs.

On December 13, 2010:

- You should begin using [My Oracle Support](#) as your online support portal.

Once the migration to My Oracle Support is complete, legacy Sun applications – the MSC, SunSolve, and Email Center – will redirect you to [My Oracle Support](#). Please note that you must log in with your Oracle Single Sign-On (SSO) account and an active Sun Service contract number or Support Identifier to access My Oracle Support.

We encourage you to complete the necessary actions in advance of the deployment weekend. If you have any questions in the interim, please log into My Oracle Support and use the "Contact Us" feature or call your local Customer Support office.

Sincerely,

Oracle Global Customer Support

You are receiving this email because you are an existing MSC or SunSolve user, or have recently logged an SR with legacy Sun Systems or Software support. If you feel that you have received this email in error and are not a current Sun Systems or Software support user, please send an e-mail to: Transition-Communications_ww@oracle.com with "REMOVE" in the subject line.

This is intended for information purposes and may not be incorporated into a contract.

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