

Get Ready for Sun Migration to My Oracle Support on **December 10, 2010**



Final Pre-Deployment Details

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Dear Goldstar Customer,

Oracle Global Customer Support is pleased to announce that migration to My Oracle Support Release 5.2 – Oracle's next-generation support platform – will occur December 10-12, 2010. At that point, My Oracle Support will become the single online support platform for all Oracle products and the Goldstar Java CAPS support portal will retire.

Migration Weekend Schedule and Details

Sun migration to My Oracle Support will begin on December 10, 2010 at approximately 1:00 p.m. Pacific Time. At this time, the Goldstar Java CAPS support portal will move into read-only mode and will remain in this state during the migration weekend. Once the migration to My Oracle Support is complete, Goldstar will retire and no longer be available for online support access.

List of reminders that apply only for the migration weekend:

- You will not have the ability to perform online support tasks such as logging Web-based Service Requests or accessing patches and software updates.
- If you need to perform any support tasks, 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.

Critical Migration Transition Checklist

Please reference the [Critical Migration Transition Checklist](#) for activities that you should complete prior to the migration weekend to help you make a successful transition to My Oracle Support.

When Sun Migration to My Oracle Support Completes

You will begin using [My Oracle Support](#) as your online support portal on December 13, 2010. Once the migration is complete, the Goldstar Java CAPS support portal will redirect you to My Oracle Support. Please note, to access My Oracle Support you must log in with

your Oracle Single Sign-On (SSO) account and an active Sun Service contract number or Support Identifier. For more details, read important [My Oracle Support Access Information](#).

Again, we strongly encourage you to complete the actions outlined in the [Critical Migration Transition Checklist](#) in advance of the migration 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 Goldstar user or have recently logged an SR with legacy Sun Java CAPS support. If you feel that you have received this email in error and are not a current Goldstar or legacy Sun Java CAPS user, please send an email 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.

Hardware and Software

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