

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

Final Pre-Deployment Details



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Dear Legacy Sun 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 legacy Sun applications – Member Support Center (MSC), SunSolve, and Email Center – will retire.

Migration Weekend Schedule and Details

Sun migration to My Oracle Support will begin on December 10, 2010 at approximately 5:00 p.m. Pacific Time. At this time, the MSC and Email Center will retire and no longer be available for online support access. 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 during the migration weekend.

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 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 support services during the migration weekend, please contact your [Local Sun Customer Support Center](#) via telephone.
- My Oracle Support will be unavailable for existing users for a short time during 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, Legacy Sun applications – the MSC, SunSolve, and Email Center – 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 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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