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SUN CUSTOMERS AND PARTNERS Preview My Oracle Support - now!

Take advantage of My Oracle Support before full migration. Oracle Global Customer Support invites you to preview some of the support platform's key capabilities.

My Oracle Support is an integral part of Oracle Customer Services' ongoing commitment to customer and partner success. The award-winning platform uses personalized, proactive, and collaborative capabilities to transform the support experience.

Get started with expert collaboration and knowledge capabilities

With the preview of My Oracle Support, Oracle Sun customers and partners can have immediate access to:

- My Oracle Support Community, including live advisor webcasts, active moderation by Oracle Sun support engineers, best practice presentations, news, and announcements
- Knowledge, with more than 900,000 articles, including more than 100,000 Sun Support articles and document

Don't wait to experience the My Oracle Support advantage

To learn more about the preview, visit the My Oracle Support Welcome Center for Oracle Sun Customers and Partners to see what My Oracle Support can do for your support needs right now.

Sign In

Language

Register here

New user? [Register here](#)

[Read the Registration FAQ](#)

Need Help? [Contact Support](#)

Get Started

New to My Oracle Support?

1. [Register...](#) (Learn about what you need to register)
2. [Watch...](#) (Learn the basics in 10 minutes)
3. [Explore...](#) (More quick training videos)



My Oracle Support requires Adobe Flash Player 9.0.115 or above.

Having trouble with Flash? Try these tips:

- [Running Flash in your organization](#)
- [Installing the right version of Flash](#)
- [Flash FAQ](#)
- [Adobe Flash support site](#)

[My Oracle Support Accessibility Features](#)

[Running JAWS? Read about installing these scripts](#)

[Tell us about your experience with My Oracle Support.](#)



My Oracle Support: Sun Migration

Walt Marks

Principal Regional Advocate

walter.marks@oracle.com

Agenda

- What is My Oracle Support?
- Prepare for the Migration
- What is Changing?
- What is New?
- Support Identifiers
- Site Overview and Navigation
 - Sign-In / Registration
 - Main Dashboard
 - Customer User Administrator Functions
 - Searching
- Tab Function Overview
 - Knowledge
 - SR
 - Patches / Updates
- Help, Feedback & Resources

What is My Oracle Support?

- Next Generation Support Platform
- Single Unified Customer Support Portal
 - 1 Portal for all Products
 - Personalized, Customizable and Extensible
- Proactive Alerts and Notifications
- Knowledge Base and Product Content Regions
- Service Request – creation, management and reporting
- Patches, Fixes & Version Updates

Prepare for the Migration

- Register for My Oracle Support now
- Set up Support Identifiers when they become available
- Download and install the latest version of Adobe Flash Player Version 9.0.115 or higher
 - An HTML version of My Oracle Support is available to customers who cannot install or have access to Adobe Flash
- Refer to the following:
 - My Oracle Support Welcome Center Information Page
 - My Oracle Support FAQ for Sun Customers and Partners
 - Email Announcements
 - Getting Started region in My Oracle Support

What is changing?

- Member Support Center (MSC), SunSolve, Sun Partner Exchange, Goldstar and Email Center will be retired
 - Ability to submit Service Requests via email will be retired
- Move from Sun Online Account credentials to Oracle Single Sign-On
- Customer entitlement will shift from Sun Services contract numbers to Support Identifiers
 - Hardware SR's will still be entitled by asset or serial number
- Solaris support bundled with legacy Sun systems will be supported via the Hardware SR flow via My Oracle Support
- Support and Coverage hours will be changing for native languages
 - 7x24 English language support
 - Business hours support for native languages
- Oracle call back method will be implemented – no live transfers for severity 1 issues
- Online Service Requests opened through My Oracle Support
 - Hardware and Software request flows.

What is changing?

- Phone menus will be streamlined for both Software and Systems support requests.
- Historical Service Request (SR) data will be migrated
 - All open SRs available, including two months of closed SRs
 - Additional 18 months of SR data migrated after the transition
 - SR numbers will change to new SR numbers within My Oracle Support
 - Existing SRs will reference legacy Sun SR numbers
 - Ability to search on original legacy Sun SR numbers
- SR communication will be maintained through My Oracle Support
- Automated Service Request functionality will be supported and administrated via My Oracle Support

What is staying the same?

- Phone numbers are not changing (yet)
 - Phone support will migrate to the standard Oracle numbers around **six** weeks after migration
- Similar High level call flow process
 - Well defined, globally implemented process and work instructions
- Near identical key business practices
 - Severity definitions
 - Use of collaboration techniques
 - Emphasis and importance of knowledge management
- Problem solving methodology integral to SR management process

Support Identifiers

- What is a Support Identifier?
 - Key to Support Access
 - Verifies eligibility for Oracle support services
 - Identifies licensed products, maintenance levels and contract duration
- Support Identifiers correspond to a Sun contract number
 - Represents entitlement for a group of assets
 - Delivered to customers when a support contract is signed
- Access to Oracle Support depends on provision of a valid Support Identifier
 - Phone menus request Support Identifier
 - My Oracle Support profile requires Support Identifier
 - ASR will require a Support Identifier
 - Patches may require a Support Identifier

Support Identifier Association

- For the Sun migration to My Oracle Support, we are providing a Support Identifier lookup utility
 - Located under Settings – Account & Privileges
 - User provide a System serial number (SN) and organization name, utility delivers Support Identifier
- User adds Support Identifier to their profile for approval by the Customer User Administrator (CUA)
 - If no CUA exists for the Support Identifier, the user is offered the role
 - A CUA may create further CUAs for a Support Identifier – we recommend at least two
 - A CUA will then approve further user requests, but may set a Support Identifier to ‘Auto-Approve’

Support Identifier Migration

- MSC users will have their Support Identifier associations created for them automatically at cutover
- Software Support Identifiers will be distributed approximately two weeks before migration
- For other users, they will be able to use the lookup tool and associate Support Identifiers approximately two weeks before migration

Oracle Support Identifier (SI) - Partners

Support Provider ('SP') Partners (formally Sun Co-deliver Partners)

When logging Service Request ('SR') "On behalf of End Customers":

- Utilize Two SIs: the Partner's own 'SP' Partner SI, and the end Customer's SI
- The (SR) entitlement/Level of Service (LOS) is derived from the end Customer's SI
- The Partner 'SR' logging screen will contain new SI fields, which differentiate between the Partner and end Customer SIs
- The Partner will select their own 'SP' Partner SI first, check the "On behalf of customer" box and then select the end Customer SI from a list of available end Customer SIs
- Available end Customer SIs pulled from new relationship table

Service Requests

- Online Service Requests opened through My Oracle Support
 - Hardware and Software request flows.
- Call into the Oracle Support Hot Line number
 - Provide a valid Oracle Support Identifier
 - A system serial number may be provided to the Global Customer Support representative if a valid Oracle Support Identifier is not available
- Solaris support bundled with Sun system support
- Initiate Service Request with Serial Number with search option
 - Requires appropriate Support Identifier
 - Search on Asset Serial Number, Asset Name or Product Name

Service Requests: What is New?

- SR create/update for legacy Sun customers in My Oracle Support
 - SI and serial number are required for Hardware/Systems SRs
 - Asset name, account (organization), product name also available
 - Organization (Global) search to find assets across all (or selected) SIs
 - Asset search using Organization, SI, SN, Asset Name, product name
 - Default for SIs can be set to auto approve to allow user to proceed with Service Request flow
 - Ability to change/update contact name/details and current installed at address
 - SR only or permanent
 - Alternate SR contact also possible

What is new for Support Provider ('SP') (formally Sun Co-deliver) Partners?

- The ability to log SRs on behalf of their end Customers
- Created SR contains end customer specific attributes
- SR reflects Customer's derived entitlement/Level of Service vs. Partner's
- Can add end Customer Contact name
- Can add end Customer Contact preference
 - web, email, telephone
- Can allow end Customer SR Access (Partner controlled)
 - View via My Oracle Support Portal or No Access
- End Customer draft ASR created for Partner management

Automatic Service Request: What is New?

- Automatic Service Request (ASR) functionality
 - New user interface for the My Oracle Support CUA to:
 - Review ASR assets associated with the SI
 - Add/modify Technical Contacts (My Oracle Support contacts) for ASR assets (serial numbers)
 - Add/modify installation addresses for ASR assets
 - Approve/deny ASR asset activation requests
 - Deactivate ASR assets

Patches: What is New?

- Sun patches available under the Patches and Updates tab in My Oracle Support
- Public Patches available
 - Non contract customers can access a link from the My Oracle Support Sign in page
 - Contract customers can access the Patches and Updates tab
 - Patch read-mes and Predictive Self Healing knowledge articles will require My Oracle Registration with a valid Support Identifier.

Patches: What is New?

- T-patches and Interim Diagnostic Reliefs
 - Quick Links section of the Patches and Updates tab.
- Patchdiag.xref and CHECKSUMS files
 - Quick Links section of the Patches and Updates tab.
- Wget access
 - Wget will continue to work, however the server and the URL format will be changing
 - Please refer to the Welcome Center FAQ for further details
- Update Manager and smpatch
 - Requires registration on My Oracle Support and re-registration with Update Manager or smpatch

Overview & Navigation



Registering for My Oracle Support

- To have full access to the online My Oracle Support experience, users will need to:
 - Register for My Oracle Support with an Oracle Single Sign-On (SSO) account
 - Associate a Support Identifier with their My Oracle Support profile
- Oracle SSO accounts can be used for a variety of Oracle customer-facing sites
 - Oracle Passport
 - Oracle University
 - My Oracle Support
- Login must be in email format
 - We **strongly** recommend that customers use the email address associated with their MSC account

Registering for My Oracle Support

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[Running JAWS? Read about installing these scripts](#)

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My Oracle Support Main Dashboard

The screenshot displays the My Oracle Support Main Dashboard. At the top, there is a navigation bar with links for Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications, Systems, Collector, Proactive Hardware Services, Reports, and Advanced Customer Services. A search bar is located on the right side of the navigation bar. Below the navigation bar, there is a banner with the text "Help prevent potential outages and security issues before they affect your operations" and links for "Learn More" and "Show Me".

The dashboard is divided into several sections:

- Site Alerts:** A section with a yellow border containing a warning icon and the text "Upcoming Outages that affect My Oracle Support" and "Sample Outage Notice".
- Getting Started:** A section with a blue header and a background image of glasses. It contains links for "Welcome to My Oracle Support!", "My Oracle Support Training Central", "My Oracle Support Community", "Start using Configuration Management", "My Oracle Support FAQ", and "Tips and Tricks using My Oracle Support".
- News:** A section with a blue header and a background image of a document. It contains a link for "My Oracle Support - Release Notes Update".
- Service Requests:** A section with a blue header and a background image of a document. It contains a "Filters: Technical SRs Only" section, a "Create SR" button, and a table of service requests. The table has columns for SR Number, Problem Summary, Status, Severity, Contact, Last Updated, and Asset Name. The table contains 10 rows of data.
- Systems:** A section with a blue header and a background image of a document. It contains the text "No information returned".
- Projects:** A section with a blue header and a background image of a document. It contains a "Create New Project" button, a search bar for "Search Project Name", and a table of projects. The table has columns for Name, Description, Phase, Organiza..., and Completion Date. The table contains 1 row of data.

At the bottom of the dashboard, there is a copyright notice: "Copyright (c) 2007, 2010, Oracle. All rights reserved. Legal Notices and Terms of Use | Privacy Statement | 3rd Party Licenses". There is also a "Local intranet" link and a "100%" zoom level indicator.

For Customer User Administrators (CUA)



What is new? – Customer User Admin

- CUA determines new user access and sets user privileges
- New Customer User Administrator (CUA) and User Account functions and settings
 - CUA setup wizard when new Hardware SIs are present
 - CUAs view and set the default values for all privileges (Hardware and Software SIs)
 - Also set auto-approval flags for Hardware SIs
 - Auto approval for Hardware SI / access
 - Default auto approval (new users and privileges) set by CUAs
 - New SI description field – Updated by CUA and visible to all users
 - Useful for partners and other organization needs

Privileges and Access Translations

| Sun Member Support Center Role | My Oracle Support Role* | My Oracle Support Privilege |
|---|-----------------------------|---|
| Approved Primary User | Customer User Administrator | Service Request Create Service Request View Administration – CUA Patch access and download Asset View |
| Approved Business User | My Oracle Support User | Service Request Create Service Request View Patch access and download |
| Approved Knowledge User | My Oracle Support User | Includes Patch access and download |
| Approved User with restricted Service Request view and Knowledge access | My Oracle Support User | Service Request Create Service Request View Patch access and download |
| Approved User with Contract View | My Oracle Support User | Asset View |

*All roles include access to Knowledge and My Oracle Support Community

Settings: Pending User Requests (User Administrator View)

The screenshot displays the Oracle My Oracle Support interface. The top navigation bar includes links for Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications, Settings, and More... The user is logged in as 'Welcome,' and the page title is 'Settings: Personal and Administration'. The left sidebar shows a tree view of settings categories: Personal (Personalization, Account & Privileges, Hot Topics E-Mail, Service Request Profiles) and Administrative (Pending ASR Activations, Pending User Requests, Support IDs & Privileges, Audit, Manage Users, Assets, Manage Deactivated Systems & Targets, Custom System Properties). The 'Administrative' section is highlighted with a red box. The main content area is titled 'Pending User Requests' and features two buttons: 'Approve...' and 'Deny...'. Below these buttons is a table with the following data:

| Name | User Name / E-mail | Telephone | Organization | Support Identifier | Other Support Identifiers |
|----------|--------------------|----------------|--------------|--------------------|---------------------------|
| John Doe | @XXX.com | 1-123-456-7890 | Fortune 500 | 12345678 | |
| | | | | | |
| | | | | | |
| | | | | | |

At the bottom of the page, there is a copyright notice: 'Copyright (c) 2007, 2010, Oracle. All rights reserved. [Legal Notices and Terms of Use](#) | [Privacy Statement](#) | [3rd Party Licenses](#)'.

Search Options



Searching: Quick Find, Advanced & More

The screenshot displays the Oracle My Oracle Support (MOS) dashboard. At the top, the navigation bar includes 'Dashboard', 'Knowledge', 'Service Requests', 'Patches & Updates', 'Community', and 'Certifications'. A search bar is located in the top right, with a dropdown menu open showing options like 'All Sources', 'Knowledge Base', 'Bug Database', and 'Advanced Search'. The main content area is divided into several sections:

- Getting Started:** A section with links for 'Welcome to My Oracle Support!', 'My Oracle Support Training Central', 'My Oracle Support Community', 'Start using Configuration Management', 'My Oracle Support FAQ', and 'Tips and Tricks using My Oracle Support'.
- Health Recommendations:** A section showing 'Total Issues: 2824' with a bar chart for 'Critical' (290), 'Warning' (1336), and 'Informational' (1198) issues.
- Inventory (See Report):** A section with a pie chart showing the distribution of systems by operating system: Linux x86, Linux x86-64, Microsoft Windows, Oracle Solaris on SPARC (64-bit), Enterprise Linux Enterprise Linux AS rel, PROXIED_OS, and IBM AIX on POWER Systems (64-bit).
- Service Requests:** A table listing technical service requests with columns for 'Problem Summary', 'SR Number', and a star icon for favorites. The table includes entries like 'HYP UAT 1 - SR Component' and 'MOSH_SR_002 Test 1'.
- Systems:** A table listing system instances with columns for 'Name', 'Last Collected', 'Type', 'Oracle Home', 'Organization', and 'Source'. The table includes entries like 'COREMFG_apps_db_coremfg-ro.oracle.com_ebs' and 'DEMO111_gldemo-111.us.oracle.com_db'.
- Projects:** A section for tracking project progress.
- Knowledge Articles:** A section for finding relevant articles, with a sub-section for 'Alerts (16)' and 'Recently Updated (100)'. The alerts list recent releases and updates, such as '17/09/2010 MySQL Enterprise Server 5.1.50 has been released'.


Advanced Search

ORACLE MY ORACLE SUPPORT PowerView is OFF Welcome, Charles | Contact Us | Sign Out | Help

Dashboard Knowledge Service Requests Patches & Updates Community Certifications More... Favorites Search Knowledge Base Advanced

Dashboard

Getting Started



- Welcome to My Oracle Support!
- My Oracle Support Training Central
- My Oracle Support Community
- Start using Configuration Management
- My Oracle Support FAQ
- Tips and Tricks using My Oracle Support

Health Recommendations


Total Issues: 2824

- Critical 290
- Warning 1336
- Informational 1198

[View Suppressed Items](#)

Inventory (See Report)

View by: Hosts



- Linux x86
- Linux x86-64
- Microsoft Windows
- Oracle Solaris on SPARC (64-bit)
- Enterprise Linux Enterprise Linux AS rel...
- PROXIED_OS
- IBM AIX on POWER Systems (64-bit)
- Other

News

- My Oracle Support - Release Notes Update

Service Requests

Filters: Technical SRs Only

Create SR Actions

| Problem Summary | SR Number | Star |
|---|--------------|------|
| HYP UAT 1 -SR Component | 3-1851280661 | ☆ |
| MOSH_SR_002 Test 1 | 3-1850245351 | ☆ |
| HYP UAT 2 - General Technical Template | 3-1854460011 | ☆ |
| HYP UAT2 - Test Tech Notes | 3-1854448871 | ☆ |
| HYP UAT 2 - Test Diagnostic Tools | 3-1854460231 | ☆ |
| jat test3 | 3-1850244131 | ☆ |
| HYP UAT2 - Test General Tech Template Revisions | 3-1854448531 | ☆ |
| Test SR for UAT | 3-1849916091 | ☆ |

Systems

Filters: Using Advanced Search Is a Favorite

Search System Name

| Name | Last Colle... | Type | Oracle Home | Organization | Source |
|--|---------------|---------------------|---------------------|--------------------|--------------------|
| COREMFG_apps_db_coremfg-ro.oracle.com_ebs | 15+ w... | Oracle E-Busines... | /oracle/db/tech_... | Oracle Support ... | Oracle Support ... |
| DEMO11I_gldemo-11i.us.oracle.com_db | 23+ w... | Database Instance | /apps/demo11i/... | Oracle Support ... | Oracle Support ... |
| DEXPII_apps_db_suohsexpr03.oracleoutsourcing.co... | 15+ w... | Oracle E-Busines... | /dexp1i/oracle/p... | Oracle Global H... | Oracle Global H... |
| EMREP_otwb-lap.us.oracle.com_db | 2+ ye... | Database Instance | /u01/app/oracle... | Oracle Support ... | Oracle Support ... |
| FINANCE_stang05.us.oracle.com_db | 2+ ye... | Database Instance | /scratch/jsolomi... | Oracle Support ... | Oracle Support ... |

Projects

Knowledge Articles

Alerts (16) Recently Updated (100)

- 17/09/2010 MySQL Enterprise Server 5.1.50 has been released. [1024147.1] [MySQL Cluster, MySQL Server]
- 2 Weeks Ago
- 10/09/2010 Solaris autopush(1M) Changes (with patches 141444-09/141511-04) May Cause Sun Cluster 3.1 and 3.2 Nodes to Hang During Boot [1021684.1] [Solaris Cluster]
- 10/09/2010 A Limited Subset of DIMMs (less than 1%) Shipped in 2001-2002 May Have a Reliability Issue [1000017.1] [Sun Fire V1280 Server, Sun Blade 1000 Workstation, Sun Fire 15K Server, Sun Fire 280R Server, Sun Fire V880 Server, Sun Fire 12K Server, Sun Blade 2000 Workstation, Sun Netra 20 Server, Sun Fire 6800 Server, Sun Fire V480 Server, Sun Fire 4800 Server, Sun Fire 3800 Server, Sun Fire 4810

Search Knowledge Base

- All Sources
- Knowledge Base
- Knowledge Base Archives
- Bug Database
- Communities
- Documentation
- SUN System Handbook
- Sun Patch Readmes
- Article ID
- Bug Number
- Sun Part Number
- Advanced Search
- Recent

Customize Page...

Include Closed SRs

| Article ID | Bug Number | Sun Part Number | Last Updated |
|------------|------------|-----------------|--------------|
| | | | Today |
| | | | Today |
| | | | Today |
| | | | Today |
| | | | Today |
| | | | Today |
| | | | Today |
| | | | Today |
| | | | Today |
| | | | Today |

Advanced Search

ORACLE MY ORACLE SUPPORT PowerView is OFF Welcome, Charles | Contact Us | Sign Out | Help

Dashboard Knowledge Service Requests Patches & Updates Community Certifications More... Enter an Advanced Search String Advanced

Dashboard

- Getting Started**
 - Welcome to My Oracle Support!
 - My Oracle Support Training Central
 - My Oracle Support Community
 - Start using Configuration Management
 - My Oracle Support FAQ
 - Tips and Tricks using My Oracle Support
- Health Recommendations** Total Issues: 2824
 - Critical: 290
 - Warning: 1336
 - Informational: 1198[View Suppressed Items](#)
- Inventory (See Report)** View by: Hosts
 - Linux x86
 - Linux x86-64
 - Microsoft Windows
 - Oracle Solaris on SPARC (64-bit)
 - Enterprise Linux Enterprise Linux AS rel. 5
 - PROXIED_OS
 - IBM AIX on POWER Systems (64-bit)
 - Other
- News**
 - My Oracle Support - Release Notes Update

Service Requests

Filters: Technical SRs Only

Create SR Actions

- HYP UAT 1 -SR Compoone
- MOSH_SR_002 Test 1
- HYP UAT 2 - General Tech
- HYP UAT2 - Test Tech Note
- HYP UAT 2 - Test Diagnosti
- jat test3
- HYP UAT2 - Test General T
- Test SR for UAT

Systems

Filters: Using Advanced S

- COREMFG_apps_db_corem
- DEMO111_gldemo-11i.us.or
- DEXP11_apps_db_auohsexp
- EMREP_otwb-lap.us.oracle
- FINANCE_stang05.us.oracle.com_db

Knowledge Articles

Alerts (16) Recently Updated (100)

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- 2 Weeks Ago
- 10/09/2010 Solaris autopush(1M) Changes (with patches 141444-09/141511-04) May Cause Sun Cluster 3.1 and 3.2 Nodes to Hang During Boot [1021684.1] [Solaris Cluster]
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Advanced Search Dialog

Search

In the source: Knowledge Base

for items containing:

- All these words**
- The exact phrase**
- Any of these words**
- But without the words**

Refine Search:

- Related to the **Product**
- Related to the **Product Line**
- Refine Search (Bug Only):
- Status Code
- Fixed in Version
- Refine Search (JD Edwards Bugs Only):
- System Code
- Bug Release

Product Filtering:

- Knowledge Base
- Knowledge Base Archives
- Bug Database
- MOS Communities

Product Line Filtering Only:

- Communities
- Documentation
- Sun Patch Readmes

Clear Selection Close

Cancel Clear Show Tips Search

Advanced Search

The screenshot displays the Oracle My Oracle Support interface with the Advanced Search dialog box open. The dialog box is titled "Search" and contains the following sections:

- In the source:** A dropdown menu set to "Knowledge Base".
- for items containing:**
 - All these words:** A text input field.
 - The exact phrase:** A text input field.
 - Any of these words:** A text input field followed by "OR" and another text input field.
 - But without the words:** A text input field.
- Refine Search:**
 - Related to the Product:** A dropdown menu with the text "Type in comma separated values or choose from list".
 - Related to the Product Line:** A dropdown menu with the text "Type in value or choose from list".
 - Refine Search (Bug Only):**
 - Status Code:** A dropdown menu with the text "Available when only Bug source is selected".
 - Fixed in Version:** A dropdown menu with the text "Available when only Bug source is selected".
 - Refine Search (JD Edwards Bugs Only):**
 - System Code:** A dropdown menu with the text "Available when only Bug source is selected".
 - Bug Release:** A dropdown menu with the text "Available when only Bug source is selected".
- Buttons:** "Cancel", "Clear", "Show Tips", and "Search".

The background interface shows the Oracle My Oracle Support dashboard with various sections like "Getting Started", "Service Requests", "Systems", "Inventory", and "Knowledge Articles".

TABs Overview



Knowledge Tab

The screenshot displays the Oracle Knowledge Tab interface. At the top, the Oracle logo and 'MY ORACLE SUPPORT' are visible, along with the status 'PowerView is OFF'. The navigation bar includes 'Dashboard', 'Knowledge', 'Service Requests', 'Patches & Updates', 'Community', 'Certifications', 'Systems', 'Collector', and 'Proactive Hardware Services'. A search bar for 'Search Knowledge Base' and a 'Help' link are also present.

The main content area is divided into three panels:

- Browse Knowledge:** A sidebar menu with categories like 'Application Integration Architecture', 'Enterprise Management', 'JD Edwards EnterpriseOne', 'JD Edwards World', 'Middleware', 'More Applications', 'Oracle Database Products', 'Oracle E-Business Suite', 'Oracle Fusion Applications', 'PeopleSoft Enterprise', 'Services', 'Siebel', 'Sun Microsystems', 'Support Tools', and 'Unbreakable Linux and Virtualization'. It also includes 'Upgrade Advisors', 'Japanese Knowledge Bases', and 'Online Documentation'.
- Knowledge Articles:** A central panel with tabs for 'Alerts (20)' and 'Recently Updated (100)'. It lists several articles with titles, dates, and authors. For example, 'Oct 5, 2010 Is possible to write a message to a SeeBeyond JMS queue from a C program? [1029212.1]'. A 'Show all documents' link is at the bottom.
- Recent Activity:** A panel with tabs for 'Recently Viewed', 'Recent Searches', and 'Favorite Articles'. It shows a list of recently viewed articles with dates and titles, such as 'Sep 22, 2010 z/OS: Diagnostics required to troubleshoot problems with Access Manager for CICS [206582.1]'. It also includes a section for 'In the Knowledge' with a release announcement for 'Release of Remote Diagnostic Agent (RDA) version 4.20'.

The bottom of the page shows the 'My Oracle Support' logo and a system tray with 'Local intranet' and '100%' zoom level.

For more information view the Knowledge Tab Video in Note [#603505.1](#)

Knowledge Browsing

The screenshot displays the Oracle My Oracle Support Knowledge Base interface. At the top, the navigation bar includes 'ORACLE MY ORACLE SUPPORT', 'PowerView is OFF', and user options like 'Welcome, bo', 'Contact Us', 'Sign Out', and 'Help'. Below this is a secondary navigation bar with tabs for 'Dashboard', 'Knowledge', 'Service Requests', 'Patches & Updates', 'Community', 'Certifications', 'Systems', 'Collector', 'Proactive Hardware Services', and 'More...'. A search bar on the right contains 'Search Knowledge Base' and an 'Advanced' search button. The main content area is titled 'Knowledge Home' and features a 'Browse Knowledge' sidebar on the left. This sidebar has a search field 'Find a Product by Name' and a list of product categories. The 'Sun Microsystems' category is selected and highlighted in blue. A dropdown menu is open for 'Sun Microsystems', listing various sub-categories such as 'All of Sun Microsystems', 'Boards', 'Cabinets - Racks & Cables', 'Desktops', 'Enterprise Computing', 'Monitors', 'Networking', 'Operating Systems', 'Servers', 'Specialized Systems', 'Storage - Disk', 'Storage - Solid State', 'Storage - Tape', 'Storage Software', 'Sun Other', 'Switches (+ Routers - Hubs - Extenders)', 'Systems Administration', and 'Virtualization'. The 'Specialized Systems' sub-category is further expanded to show 'All of Specialized Systems', 'Compute Grid Systems', 'Database Systems', 'Grid Systems', and 'Other Systems'. The 'Database Systems' sub-category is also expanded to show 'All of Database Systems' and 'Sun Oracle Database Machine (Exadata V2)'. The bottom of the page shows 'My Oracle Support' on the left and 'Local intranet' and '100%' on the right.

Service Requests Tab

ORACLE MY ORACLE SUPPORT PowerView is OFF

Welcome, bo | Contact Us | Sign Out | Help

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certifications | Systems | Collector | Proactive Hardware Services | More...

Service Requests Home

Create SR (highlighted)
Software
Hardware

Open Service Requests by Severity

| | |
|----------------|----|
| Severity One | 18 |
| Severity Two | 30 |
| Severity Three | 42 |

Open Service Requests by Status

| | |
|---------------------------------|----|
| New | 79 |
| Others-Awaiting Field Auto-C... | 1 |
| Close Requested | 6 |
| Review Update | 2 |
| Work in Progress | 2 |

Service Requests

Filters: Technical SRs Only

SRs Created by Me Include Closed SRs

Create SR Actions SR Number

| Contact | SR Number | Status | Severity | Problem Summary | Last Up... | Legacy SR | Serial Number | Asset Name |
|----------|--------------|-----------------|----------|--|------------|-----------|---------------|---------------|
| bo boors | 3-1855638901 | New | 2 | L180 does not complete inventory | Today | | 368000010749 | butoassetname |
| bo boors | 3-1855650681 | New | 3 | Mj library robot refuses to bring me coffe | Today | | | |
| bo boors | 3-1855638691 | New | 3 | MJ problem 123 | Today | | 368000010749 | sauyintest |
| bo boors | 3-1855650401 | New | 1 | MJ tape noj ejecting | Today | | 368000010749 | sauyintest |
| bo boors | 3-1855649241 | New | 2 | MJ third tap edrive just died | Today | | 500000120511 | MJ_asset_02 |
| bo boors | 3-1855302401 | New | 3 | MJ another tape drive problem | Today | | 500000120643 | ButoTeste4 |
| ff | 3-1854380799 | New | 1 | testing atr load test dmarvel 9/20 | Today | | 368000010749 | |
| bo boors | 3-1855638061 | Close Reques... | 3 | Test #2 Software not operating as designed | Today | | | |
| bo boors | 3-1855637171 | New | 3 | Test #3 software not operating as designde | Today | | | |
| bo boors | 3-1855634291 | New | 1 | Now for a sev 1 case | Today | | | |

"Contact Us" Service Requests

Filters: "Contact Us" SRs Only

SRs Created by Me Include Closed SRs

Create "Contact Us" SR Actions SR Number

| Problem Summary | SR Number | Severity | Contact | Status | Last Updated | Serial Number | Asset Name |
|-----------------|-----------|----------|---------|--------|--------------|---------------|------------|
|-----------------|-----------|----------|---------|--------|--------------|---------------|------------|

My Oracle Support Local intranet 100%

For more information view the Service Request Video in Note [#603505.1](#)

Patches and Updates Tab

ORACLE MY ORACLE SUPPORT | PowerView is OFF | Welcome, Charles | Contact Us | Sign Out | Help

Dashboard | Knowledge | Service Requests | **Patches & Updates** | Community | Certifications | Systems | More...

Patches & Updates | Last refreshed 1 hour, 15 minutes ago | Customize Page...

Patching Quick Links

What are Recommended Patches?

Software and Patch Search Sites

- Updates by E-Delivery: Sun patchdiag.xref File
- PeopleSoft: Sun CHECKSUMS File
- JD Edwards: Sun Temporary Patches

Oracle E-Business Suite

- Latest R12 Packs: Recommended R12 Patches
- Latest 11i Packs: Recommended 11i Patches

Oracle Server and Tools

- Latest Patchsets

All Quick Links open in a new window

Patch Search

Search | Saved | Recent

Patch Name, Number or Sun CR ID | Product or Family (Advanced Search)

Patch Name or Number is * Type in comma separated values

and Platform is Linux x86

Clear Save Search

* Required The Patch Search region is only for Oracle, Sun, Siebel and Hyperion Products. [Learn More...](#)

Plans

Plans | Patch Requests | All Plan Types | Search for Plan name

| Name | Status | Type | Planned Deployment | Created By | Remove |
|-------------------|--------------------|----------|--------------------|-------------------|--------|
| tests54323425 | Ready for Download | Upgrade | Not Specified | Emily Murphy | |
| Test56787 | Ready for Download | Upgrade | Not Specified | Emily Murphy | |
| test23432342 | Ready for Download | Upgrade | Not Specified | Emily Murphy | |
| test upgrade plan | Ready for Download | Upgrade | Not Specified | Kristophe Hermans | |
| test 2 | Ready for Download | Patching | Not Specified | Not Available | |
| Test | Ready for Download | Upgrade | Not Specified | Emily Murphy | |
| test | Ready for Download | Upgrade | Not Specified | Charles Freeman | |

Patch Recommendations

View by Classification Target Type

Security 160

Other Recommendations 376

All Recommendations View Suppressed Items

Requires collector version 10.3.2 or newer. [Learn More...](#)

Patch Related Activity

Downloaded | Viewed | Reviewed | Favorites

Older Than 3 Weeks

★ Patch 9306023: Oracle UPK v3.6.1 Review this

Upgrade Planner

Plan Name * Enter plan name

Target * Type in or choose from list Find

Upgrade to

Release * Select target first

Clear Show Plan

Requires collector version 10.3.2 or newer. [Learn More...](#)

Community Tab

ORACLE MY ORACLE SUPPORT COMMUNITY Welcome, User151907 | My Profile | Help

Main Home | Discussions | Documents | Private Messages | People Finder | Tags | Profile | Subscriptions On

My Communities (subscribed)


Find a Community

- Exadata
- Exadata General
- Oracle Sun Technologies
- 7000 series ZFS Appliance
- Oracle Communications Calen...
- Oracle Communications Messa...
- Oracle Directory Server
- Oracle Secure Global Desktop
- Oracle Solaris Cluster
- Oracle Solaris Desktop and Gr...
- Oracle Solaris Developer Com...
- Oracle Solaris Essentials: Ker...
- Oracle Solaris File Systems an...
- Oracle Solaris Installation, Boo...
- Oracle Solaris Networking

News and Announcements

- New Communities Added in June & Planned for July
- Your Feedback Requested
- Live Webcast Training!
- Did Your Question Get Answered?
- Prior News & Announcements

Spotlight



Learn Best Practices from a My Oracle Support Community Guru

If you are active in the Oracle Database Category, you've seen Bob Beattie on many discussion threads, but don't be surprised if you see him prowling other categories too. Bob, an early adopter of My Oracle Support Community, is an independent consultant with over 19 years of Oracle Database Administration experience. He doesn't take online access to other Oracle professionals for granted, when he became a DBA "state of the art" meant sending floppy disks through snail mail to get questions answered; he was on his own with no one to ask for help. Now, as he helps other DBAs solve problems, he finds himself wishing My Oracle Support Community had been available for him when he started out as a DBA.

Bob recently sat down with Kevin Remus, My Oracle Support Community's Product Strategy Manager, to talk about the collaborative experience and leveraging resources. Learn Bob's approach to finding solutions and the value he gains from his participation that keeps him active. Bob shares his advice on how to frame your question to get an answer quickly to how he gets the most out of My Oracle Support Community and why it is such an effective tool for his business.

Over the last five years, I've seen tremendous growth in the demand for tools and resources that help businesses extract maximum value from their support investments. Today, some of the most successful organizations rely heavily upon online collaborative resources for access to the latest knowledge, to share ideas and best practices across industries, and to collaborate with industry peers and Oracle experts worldwide. I am confident that My Oracle Support will fast become your single integrated portal for all your support needs.

Take a few minutes to see My Oracle Support Community through the lens of its Top Participant and see how you can benefit from collaboration. [Best Practices by My Oracle Support Community Guru Bob Beattie](#) (MP3, 12:10 min)



















Poll: [Are you attending Oracle Open World?](#) [Also read the Administrator Corner's message](#)

Communities Content (subscribed)

Displaying items 1 - 10 (page 1)

Applied Filters: none

Sort By: Updated Date: Desc

| Subject | Updated By |
|---|--|
|  touch test 1st new featured discussion 7000 series ZFS Appliance Posted on October 4, 2010 8:48 AM in 7000 series ZFS Appliance by Albrecht - Oracle IT, Last updated on October 6, 2010 3:10 AM, 2 Replies, 5 Views | brianjac - Moderator  |
|  touch test 1st new upload document 7000 series ZFS Appliance Posted on October 4, 2010 8:51 AM in 7000 series ZFS Appliance by Albrecht - Oracle IT, Last updated on October 4, 2010 8:51 AM, Version 1, 2 Views | Albrecht - Oracle IT  |
|  touch test 1st new document 7000 series ZFS Appliance Posted on October 4, 2010 8:49 AM in 7000 series ZFS Appliance by Albrecht - Oracle IT, Last updated on October 4, 2010 8:49 AM, Version 1, 2 Views | Albrecht - Oracle IT  |
|  touch test 1st new discussion 7000 series ZFS Appliance Posted on October 4, 2010 8:47 AM in 7000 series ZFS Appliance by Albrecht - Oracle IT, Last updated on October 4, 2010 8:47 AM, 1 Replies, 2 Views | Albrecht - Oracle IT  |
|  Welcome to the Oracle Solaris Developer Community ! Posted on September 25, 2010 12:50 PM in Oracle Solaris Developer Community by BradleyMay - Moderator, Last updated on September 25, 2010 3:04 PM, 0 Replies, 10 Views | BradleyMay - Moderator  |
|  >>> PROTECT YOUR COMPANY'S CONFIDENTIAL INFORMATION! PLEASE READ <<< Posted on September 25, 2010 1:37 PM in Oracle Solaris Developer Community by BradleyMay - Moderator, Last updated on September 25, 2010 1:37 PM, 0 Replies, 2 Views | BradleyMay - Moderator  |
|  Tips to effectively use My Oracle Support Communities Posted on September 25, 2010 1:34 PM in Oracle Solaris Developer Community by BradleyMay - Moderator, Last updated on September 25, 2010 1:34 PM, 0 Replies, 4 Views | BradleyMay - Moderator  |
|  touch test 1st new upload document Oracle Solaris Developer Community Posted on September 16, 2010 7:13 AM in Oracle Solaris Developer Community by Albrecht - Oracle IT, Last updated on September 16, 2010 7:13 AM, Version 1, 2 Views | Albrecht - Oracle IT  |
|  touch test 1st new document Oracle Solaris Developer Community Posted on September 16, 2010 7:11 AM in Oracle Solaris Developer Community by Albrecht - Oracle IT, Last updated on September 16, 2010 7:11 AM, Version 1, 2 Views | Albrecht - Oracle IT  |

Getting Started

- Did you know these features are included in My Oracle Support?
- Training Available for My Oracle Support Community
- New Member Orientation
- Rules of Conduct
- You're The Expert

Frequently Asked Questions

- Community General FAQ
- Community New Features FAQ
- Rewards & Recognition Program FAQ

Events

Advisor Webcast Program

Webcasts are a convenient way for you to interact with professional, technical, and application experts regarding topics to help you get the most from Oracle's Global Support Services. Our support experts will present information such as troubleshooting tips, best practices, new release information and more. [View upcoming WebCasts and list of Archives](#)

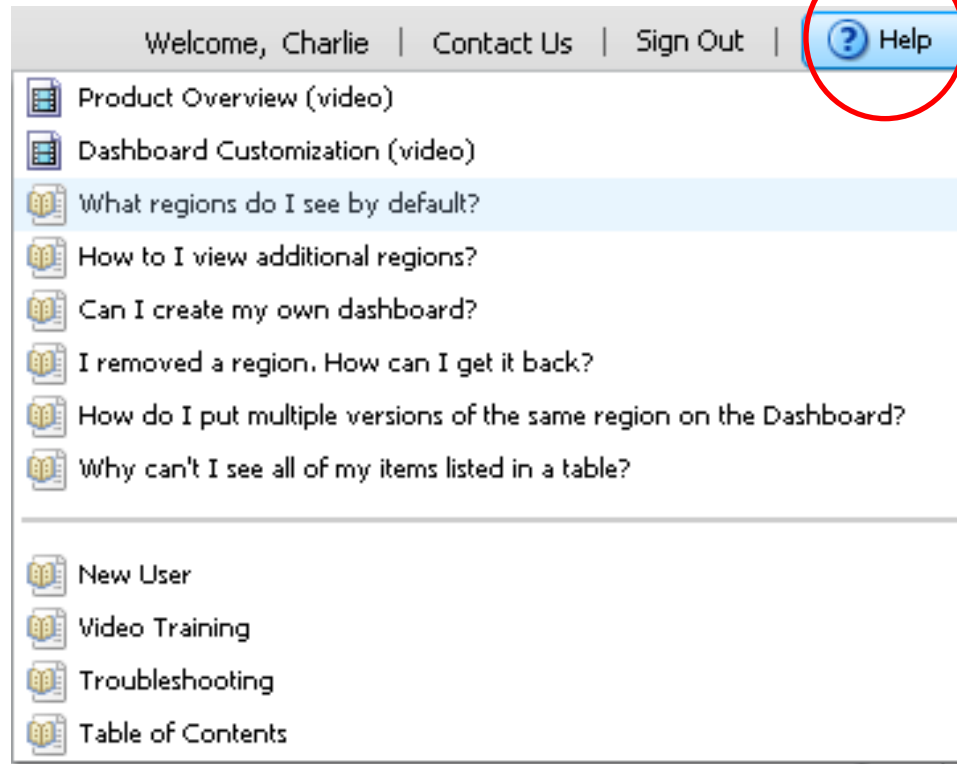
Rank

0 points

Improve your rank by posting to discussions.

https://commna.us.oracle.com/portal/server.pt?open=514&objID=2248&mode=28&threadid=268069&aggregatorResults=T268069D268076D268071

Getting Help



- Page-Sensitive “Task Help” in 4 Languages
- Videos , Articles, Links

Providing Feedback

ORACLE MY ORACLE SUPPORT

Welcome, [Home](#) | [Contact Us](#) | [Sign Out](#) | [Help](#)

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certifications | Systems | Collector | Proactive Hardware Services | Reports | Advanced Customer Services | Settings

Search Knowledge Base [Advanced](#)

Last refreshed 23 minutes ago

Contact Us Request

1 Describe Request

3 Unanswered Required Questions

- Support Identifier
- Request Summary
- 1. Enter your feedback or comment

2 Upload Files

3 Related Knowledge

* Required Field

Step 1: Describe Request

Request Description [Make Favorite](#)

Request Language * English

Support Identifier * Select one

Request Category * General Feedback for this site

Request Summary * For Issues connecting to Oracle web sites.

Request Details

- HW ASR Non-Tech SR
- License Code/Key Issues
- Marketing

Please utilize the following information to help us better understand your request:

If this is a critical issue, please dial your local [toll free support line](#) and select the non-technical option to speak to an engineer.

1.) Enter your feedback or comment

*

[Exit Wizard](#) [Back](#) [Next](#) [Submit Request](#)

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My Oracle Support [Local intranet](#) 100%

Final Reminders and Resources

- Check Email Announcements
- Register for My Oracle Support now
- Download and install [Adobe Flash Player](#) Version 9.0.115 or higher
- Refer to the following:
 - [My Oracle Support Welcome Center Information Page](#)
 - [My Oracle Support FAQ for Sun Customers and Partners](#)
 - Registration FAQ link on the My Oracle Support Homepage
 - My Oracle Support Note # 603505.1 for viewlets on:
 - Getting Started with My Oracle Support
 - Configuring the Dashboard
 - Customer User Administrator tasks
 - Using the Knowledge Tab
 - Managing Service Requests
 - Patches and Updates



Q & A



ORACLE®