

## Important My Oracle Support Migration Information



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Dear Goldstar Java CAPS Customer:

Oracle recently [announced](#) that the Goldstar Java CAPS support portal is set to retire December 10, 2010, and customers will migrate to My Oracle Support.

In preparation for the upcoming deployment, please ensure that you:

1. Create an Oracle Single Sign-On account and My Oracle Support user profile
2. Associate an Oracle Support Identifier with your profile

Your Oracle Support Identifier is a unique number, which identifies your organization and indicates the products and level of service purchased by you and the Oracle Support services to which you are entitled.

You must utilize the Support Identifier listed below to register for My Oracle Support. Please make sure to retain your Support Identifier for future reference.

**Company Name:**  
**Legacy Sun Contract Number:**  
**New Support Identifier:**

*<Company specific information was provided in the section above and sent to each active Sun Java CAPS support user who has logged a Service Request>*

All active Goldstar Java CAPS Support portal users for your company will receive this information, please coordinate the [Customer User Administrator](#) role at your respective sites.

**For more details, read important [My Oracle Support Access Information](#) including:**

- My Oracle Support Pre-Registration and Single Sign-On
- Customer User Administrator responsibility
- Guidelines for existing Oracle customers using Sun Hardware and Software products

Please remember that until the migration is complete, [Goldstar](#) will continue to provide primary online support for users who wish to initiate Web-based Service Requests, download patches,

and access software updates.

**Stay Up To Date With the Latest My Oracle Support Migration Details**

Access the [My Oracle Support Welcome Center](#) for transition information, [training](#), significant changes, and [Frequently Asked Questions](#). We will regularly update the information found here, so please revisit this page often to ensure you get the latest news.

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](mailto: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**  
**Engineered to Work Together**

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