

Important My Oracle Support Migration Information



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Dear Legacy Sun Software Customer:

Oracle Global Customer Support recently [announced](#) that legacy Sun support applications – including the Member Support Center (MSC), SunSolve, and Email Center – are 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 at least one 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.

If you are a current MSC or Automated Service Request (ASR) user, we will automatically update your My Oracle Support profile with the appropriate Support Identifiers; you need only to create an Oracle Single Sign-On account and log into My Oracle Support. Please be sure to use your existing MSC or ASR login (e-mail address) when establishing your Oracle Single Sign-On.

If you are not a current MSC or ASR user, 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 Software support user who has logged a Service Request>

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

- My Oracle Support Pre-Registration and Single Sign-On
- Migration details for MSC and ASR users

- Customer User Administrator responsibility
- Guidelines for existing Oracle customers using Sun Hardware and Software products

Legacy Sun Systems customers will receive a separate communication with Support Identifier look-up and pre-registration instructions.

Once you create your Oracle Single Sign-On and associate your Support Identifier(s), you will be prepared to begin using My Oracle Support after the December 10-12, 2010 migration weekend. In the meantime, you can continue using My Oracle Support Community and knowledge base.

Please remember that until the full migration is complete, the [MSC](#) and [SunSolve](#) support applications 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 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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