

**The Member Support Center (MSC) and SunSolve Will Retire \*Friday, December 10, 2010**

**Attend a My Oracle Support Live Migration Assistance Webinar.**



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Dear Valued Sun Customer,

Oracle Global Customer Support recently [announced](#) the upcoming migration of Sun customers to My Oracle Support. During the weekend of December 10 - 12, 2010, legacy Sun portals including the Member Support Center (MSC), SunSolve, and Email Center will be retired and replaced with My Oracle Support.

To help guide you through the transition, Oracle will deliver complimentary live migration assistance webinars on My Oracle Support which will identify key differences between Legacy Sun portals and My Oracle Support. We encourage you to participate in a live webinar session prior to December 10, 2010 to help you become familiar with My Oracle Support and prepare for the migration.

A list of scheduled webinars and webinar topics are detailed below.

**Live Webinar Schedule and Agenda**

Click [here](#) for a list of the scheduled live migration webinars.

Each live webinar will cover the following topics:

- How to prepare for the migration
- My Oracle Support overview
- Migration changes
- Support Identifiers
- Where to get more information

**Additional Resources**

In addition to the live webinars, recorded viewlets covering the following important areas of My Oracle Support are available:

- [User Registration](#)
- [Customer User Administration \(CUA\)](#)
- [Service Requests](#)

- [Patches and Updates](#)

### **Visit the My Oracle Support Welcome Center and FAQ**

Stay up-to-date on the latest details about the migration to My Oracle Support. Access the [My Oracle Support Welcome Center](#) for transition information, timeline, significant changes, and [Frequently Asked Questions](#).

We will regularly update the information found on the My Oracle Support Welcome Center, so please revisit this page often to ensure you get the latest news.

### **Begin Using My Oracle Support Today**

Registering on My Oracle Support provides you with immediate access to key support resources such as My Oracle Support Community, a collaborative support forum, and personalized Knowledge Management with more than 100,000 Sun product support articles and documents.

Access <https://support.oracle.com> to register for My Oracle Support. You'll be prompted to create an Oracle Single Sign-On account (your e-mail address and password) during the registration process. You can then sign in to My Oracle Support using your Oracle Single Sign-On account and an active Sun service contract number or ID.

**Please be sure to use your existing MSC login (e-mail address) when establishing your Oracle Single Sign-On. Doing so will automatically pre-register you for full access to My Oracle Support and you will not have to re-register when migration completes.**

### **Notes:**

- If you are an existing Oracle customer, you already have full access and do not need to re-register for My Oracle Support.
- Until full migration is complete, the [MSC](#) and [SunSolve](#) will continue to provide primary online support for users who need to initiate Web-based Service Requests, download patches, and access software updates.

Stay tuned for additional communications about the retirement of legacy Sun portals and the migration to My Oracle Support in the coming weeks.

Sincerely,  
Oracle Global Customer Support

***\* To help make the upcoming migration to My Oracle Support Release 5.2 as successful as possible, we have extended the readiness period for Sun customers and partners by three weeks. Deployment will now occur over the weekend of December 10 - 12, 2010***

*This is intended for information purposes and may not be incorporated into a contract.*

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