

# Oracle Auto Service Request



ACHIEVE FASTER PROBLEM RESOLUTION AND SIMPLIFY SUPPORT OPERATIONS

#### KEY FEATURES

- Included as part of your product warranty or valid Oracle support plan
- Automatically generates service requests with Oracle
- Initiates parts dispatch upon receipt of service request
- Sends diagnostic data locally to software client — does not require Internet access

#### KEY BENEFITS

- Enhances the full business value of your support provided by Oracle, at no additional cost
- Speeds the diagnostic and resolution process with automated service request generation and parts dispatch, and priority service request handling
- Lowers operations costs by having your IT staff dedicate less time to remediation
- Includes only the fault telemetry data needed to solve problems, addressing your security concerns

To effectively manage systems, your IT staff members spend much of their time detecting and diagnosing problems, then taking action to resolve them. Administration and maintenance takes them away from core business issues, which is especially painful with limited budgets and resources.

## Improve System Availability with Expedited Diagnostics and Priority Service Request Handling

Oracle Auto Service Request is a secure, customer-installable support feature that provides automatic service request generation and priority service request handling for specific hardware faults. When a hardware fault is detected, Oracle Auto Service Request opens a service request with Oracle automatically and transports electronic fault telemetry to help expedite the diagnostic process. Parts are dispatched upon receipt of the service request, and in many cases, Oracle engineers are working to resolve the issue before you're even aware the problem exists.

## Simplify Support Operations

To help keep support operations simple and easy to manage, Oracle Auto Service Request requires only an outbound, secure Internet connection to Oracle (based on SSL and https). Customers typically install the software on one server in the datacenter. Oracle's hardware products send fault telemetry locally to the Oracle Auto Service Request client and do not require Internet access. The software does not use any incoming Internet connections, nor does it include any remote access mechanisms. Oracle Auto Service Request further simplifies support operations by utilizing electronic diagnostic data. The telemetry includes only what is needed to solve the problem: diagnostic information, product serial number, product type, and hostname. No other customer data is included, which addresses security concerns.

## Downloadable Software Solution That You Control

Oracle Auto Service Request is secure and customer-installable, and the software and documentation are available online. If your Oracle server or storage system is covered under an Oracle Premier Support for Systems plan or is under product warranty, you can take advantage of Oracle Auto Service Request at no additional cost.

## Get Started Today with Oracle Auto Service Request

As a feature of your Oracle support plan and product warranty, Oracle Auto Service Request software can help improve your system availability and speed time to resolution

on your existing servers and storage systems as well as Oracle hardware products purchased in the future. More information and a complete list of qualified servers and storage systems can be found online at [oracle.com/asr](http://oracle.com/asr).

### How Does Oracle Auto Service Request Work?

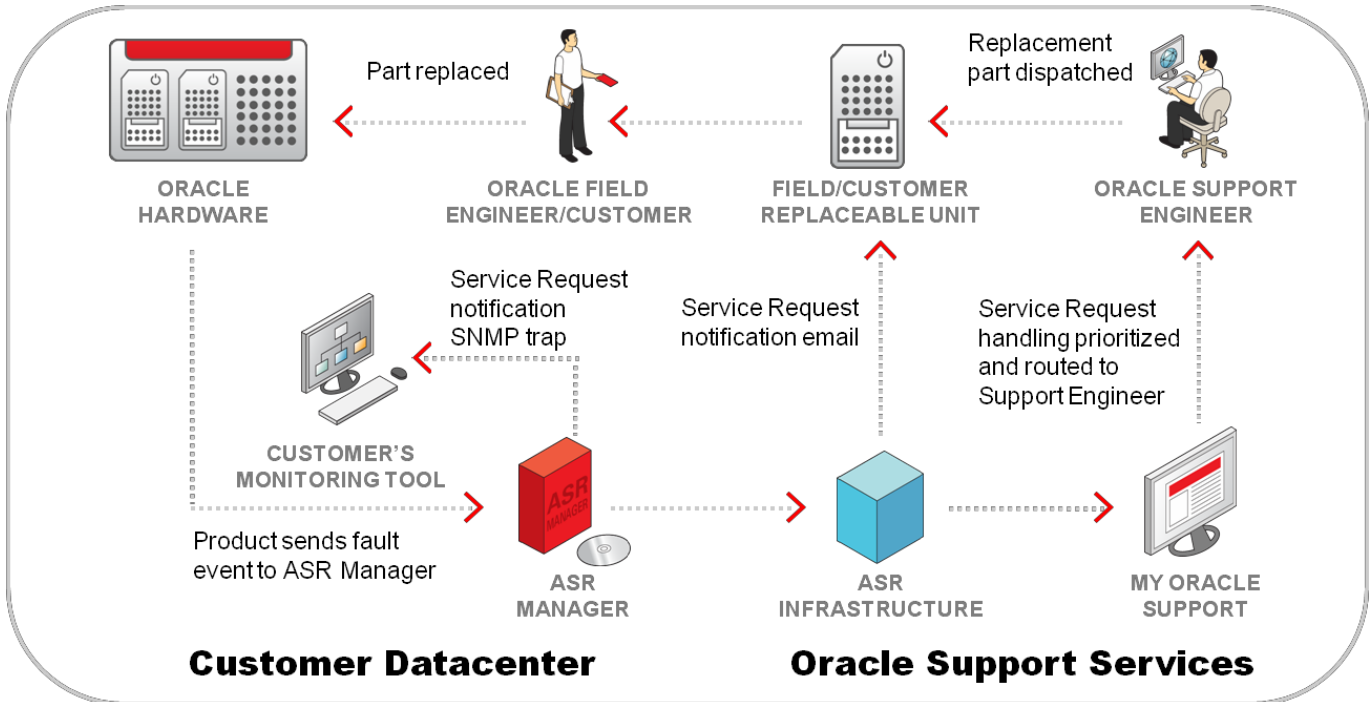


Figure 1. Oracle Auto Service Request Process Flow

**CONTACT US**

For more information about Oracle Auto Service Request, visit [oracle.com/support](http://oracle.com/support) or call +1.800.ORACLE1 to speak to an Oracle representative.



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**Hardware and Software, Engineered to Work Together**

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