

Sun Migration to My Oracle Support Begins December 10, 2010



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My Oracle Support Release 5.2 is a powerful, feature-rich platform designed to help you manage all of your online support needs. It offers flexible search options, access to vast stores of knowledge, community-building, networking with peers and Oracle experts, and of course allows you to initiate, update, and manage Service Requests through an integrated, user-friendly interface.

These capabilities and many more are detailed in the comprehensive training and readiness resources assembled on the [My Oracle Support Welcome Center](#). There you will find instructions and tutorials on how to best prepare for your upcoming transition and how you can get the most value from My Oracle Support.

The more you know ahead of time about this platform, the more you will be able to take advantage of its features. 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**.

How Can I Get Ready?

Please continue to prepare for the migration by familiarizing yourself with the resources found on the [My Oracle Support Welcome Center](#). Take the following actions to assist with a smooth transition:

1. [Pre-Register for My Oracle Support now](#)
2. Look for an important [Support Identifier](#) communication in the coming weeks
3. [Attend a Live Migration Assistance Webinar](#)
4. [Review Recorded Training Tutorials](#)
5. Read the transition to My Oracle Support [Frequently Asked Questions](#)

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

You are receiving this email because you are an existing MSC, SunSolve, or Goldstar 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.

Hardware and Software
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