

Service Requests and SLAs

Level 100

KD Singh

Oracle Cloud Infrastructure

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Topics

Getting help with OCI issues

My Oracle Support portal

Registering Your Account with Oracle Support

OCI SLAs

Creating and checking Support ticket status

Checking limits, quotas and usage of OCI resources

Requesting service limit increase

Support severity levels

Getting Help

OCI Service Health Dashboard
<https://ocistatus.oraclecloud.com/>



All Systems Operational

Current Status

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	Canada Southeast (Toronto)	Germany Central (Frankfurt)	UK South (London)	US East (Ashburn)	US West (Phoenix)	Japan East (Tokyo)	South Korea Central (Seoul)	India West (Mumbai)	Switzerland North (Zurich)	Brazil East (Sao Paulo)	Australia East (Sydney)	US Gov East (Ashburn)	US Gov West (Phoenix)	US DoD East (Ashburn)	US DoD North (Chicago)	US DoD West (Phoenix)
Compute - Instances <small>?</small>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Compute - Instance Configuration <small>?</small>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Compute - Instance Pools <small>?</small>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Compute - Custom Images <small>?</small>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Compute - Boot Volumes <small>?</small>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Compute - Boot Volume Backups <small>?</small>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Getting Help

Check the known issues and workarounds page

<https://docs.cloud.oracle.com/iaas/Content/knownissues.htm>

 [All Topics](#)

Known Issues

The following lists describe the known issues with Oracle Cloud Infrastructure.

Announcements

Currently, there are no known Announcements issues.

Audit

Currently, there are no known Audit issues.

Block Volume

- + Change compartment end event not emitted for block volumes and boot volumes
- + `updatevolumekmskey` and `updatebootvolumekmskey` events missing information for block volumes and boot volumes
- + `volumeld` field format is incorrect in create event with manual volume and boot volume backups
- + `additionalDetails` information missing for `copyvolumebackup.begin` and `copyvolumebackup.end` events
- + Device path option not available for instances launched before January 11, 2019

Known Issues

- Announcements
- Audit
- Block Volume
- Compute
- Console
- Container Engine for Kubernetes
- Database
- DNS
- Email Delivery
- Events
- File Storage
- Functions
- Health Checks
- IAM
- Key Management
- Load Balancing
- Marketplace
- Monitoring
- Networking
- Notifications
- Object Storage
- Registry
- Resource Manager



Getting Help

Search and post new questions in [Oracle Cloud Customer Connect](#) portal

Search and post new questions in Stack Overflow forums

Tag your questions with [oracle-cloud-infrastructure](#)

Help | Guidelines | Getting Started | Feedback

Register | Sign in

ORACLE Cloud Customer Connect

Search Entire Community Go Search Options

Home Forums Ideas Events Contribute Hall of Fame Learning Success Documentation Cloud Offerings Support More...

Oracle Cloud Infrastructure - General

Get Involved. Join the Conversation.

OCI General Posts (304) Comments (924) Search this Forum

Welcome to the Oracle Cloud Infrastructure (OCI) General Forum!

Use this as a place to pose questions, connect with experts, and share your thoughts and ideas about OCI, including Compute, Storage, and Networking.

New to Customer Connect? Visit the [Getting Started](#) page to learn how to best leverage community resources.

Sort by View

Forum Posts

1-10 of 304 [Next >](#) [Last >](#)

Title	Rating	Author	Last Updated
VPN Fail-over option in OCI	0 1	Sudhir Bilar	7:27 AM
How to get the top 10 objects by size in a bucket [Object...	5.0 0 4	Karthik Varma	Yesterday
Node Pool Instance Status Stuck In UPDATING	1 2	Raju Addala	Yesterday

Post a new topic

Find Content

By Keyword By Tag

Keywords:

Last Activity: Anytime

Author:

Find

stackoverflow Products Customers Use cases [oracle-cloud-infrastructure] Ask Question

Home PUBLIC Stack Overflow Tags Users Jobs TEAMS What's this? Q&A for Work

Questions tagged [oracle-cloud-infrastructure]

Oracle Cloud Infrastructure is Oracle's Cloud IaaS and PaaS solution.

Learn more... Top users Synonyms

123 questions Newest Active Bountied 1 Unanswered More Filter

-1 votes 0 answers

is there any API to list all the BootVolumes under the root compartment

In oracle we have option to create VM in the root account/compartment. So the boot Volumes create for the above VM will also fall under this root compartment. Also we have options to terminate this VM ...

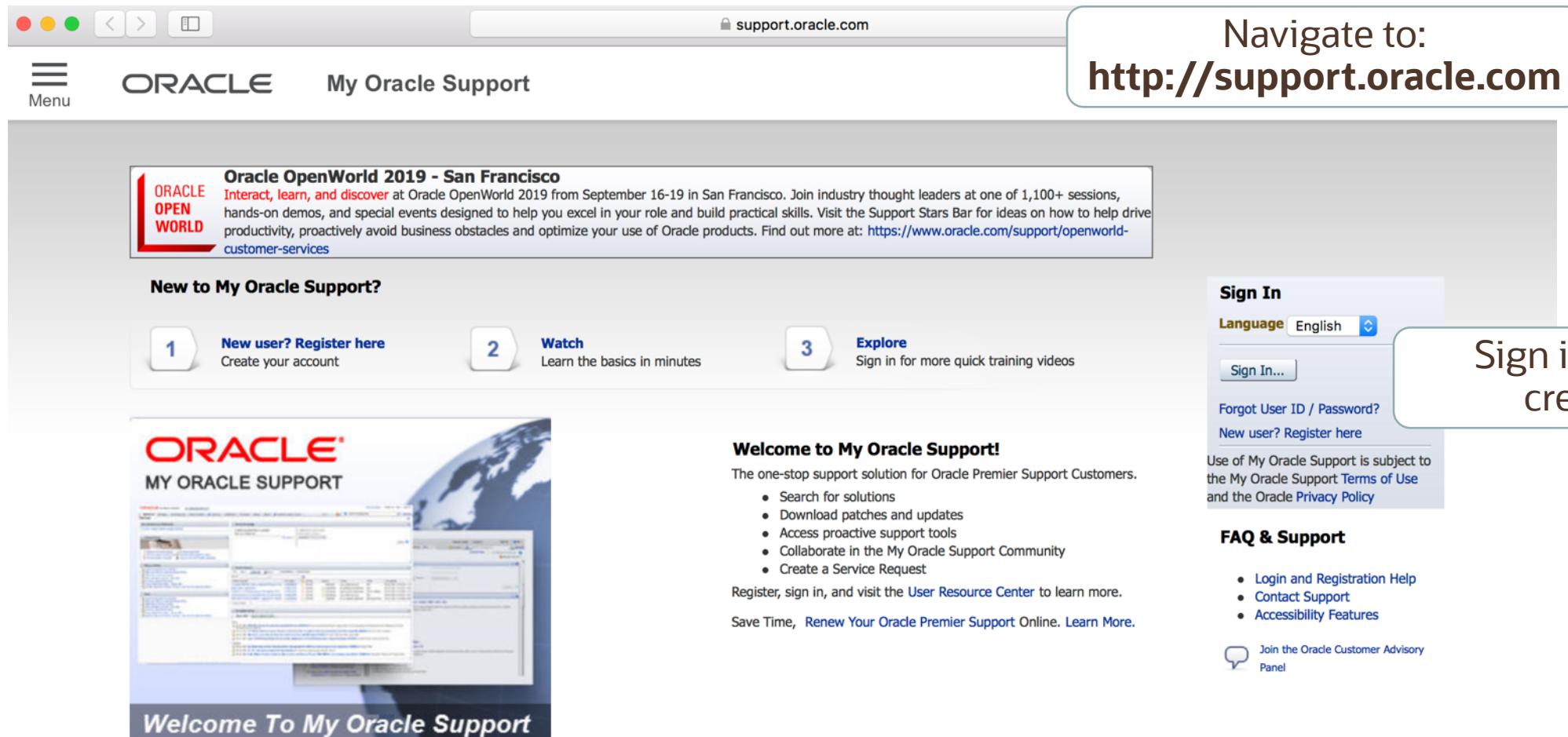
oracle-cloud-infrastructure asked 5 hours ago by [Deepa Arumugam](#)

Registering Your Account with Oracle Support

1. Go to <https://support.oracle.com>.
2. Click **New user? Register here** to create your Oracle Single Sign On (SSO) account.
3. Enter your company e-mail address in the **Email address** field, complete the rest of the form, and then click **Create Account**. A verification email is generated.
4. Check your email account for an email from Oracle asking you to verify your email address.
5. Open the email and click Verify Email Address.
6. Sign in with the credentials you just set up.
7. At sign in, you are prompted to enter a **Note to the Approver** and the **Support Identifier** (your CSI).
8. Click **Request Access**.
9. Enter the first five characters of the name of the organization that owns the Customer Support Identifier (listed in the Welcome letter and on My Services), and then click **Validate**. Click **Next**.
10. Enter your contact information and click **Next**.
11. Accept the terms and click **Next**.



Oracle My Cloud Support Portal



The screenshot shows the Oracle My Oracle Support portal homepage. At the top, there is a navigation bar with a menu icon, the Oracle logo, and the text "My Oracle Support". The URL "support.oracle.com" is visible in the address bar. A callout box on the right side contains the text "Navigate to: <http://support.oracle.com>". Below the navigation bar, there is a banner for "Oracle OpenWorld 2019 - San Francisco" with a red "ORACLE OPEN WORLD" logo. The banner text encourages users to interact, learn, and discover at the event. The main content area features a "New to My Oracle Support?" section with three steps: 1. New user? Register here (Create your account), 2. Watch (Learn the basics in minutes), and 3. Explore (Sign in for more quick training videos). To the right of this, there is a "Welcome to My Oracle Support!" section with a list of features and links to "User Resource Center" and "Renew Your Oracle Premier Support Online". On the far right, there is a "Sign In" section with fields for "Language" (set to English), "Sign In...", "Forgot User ID / Password?", and "New user? Register here". A callout box on the right side of this section contains the text "Sign in with your credentials". At the bottom of the page, there is a footer with copyright information, legal notices, and a link to the "Join the Oracle Customer Advisory Panel".

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Dashboard

Knowledge

Service Requests

Patches & Updates

Community

Certifications

Managed Cloud

CRM On Demand

S

Dashboard



Get the latest news and information from Oracle Support

- Get the latest news and information from Oracle Support
- Add your email address to receive notifications
- Receive Priority Handling for SRs entered with an attached configuration

Click Service Request tab to open new tickets and check status of existing requests

News

- REMINDER: Oracle Database Upgrade Recommendations
- Join the Oracle Customer Advisory Panel
- Reserve a One-on-One Stars Bar Engagement at Oracle OpenWorld
- Transition of DIVA Content Storage Product Line Support to EcoDigital
- The Oracle Support Stars Bar at Oracle OpenWorld
- My Oracle Support Release 19.3 is Now Live
- My Oracle Support Essentials Webcasts August 2019
- Welcome DataFox Customers
- Oracle Critical Patch Update for July 2019

Getting Started



- All Users: Oracle Support Training and Resources
- CUA: Customer User Administrators Start Here
- CUA: Group your Users and Assets
- All Users: Discover the Get Proactive Portfolio

Quick Video Training

- Learn My Oracle Support: How-To Series

- Register and Attend - Live Advisor Webcasts

Knowledge Base

Search & Browse Recently Viewed Recent Searches

Select a product or product line

Start typing...

Enter search terms



Search

Technical Service Requests

Support Identifier Type name, number, description,

View Problem Summary Advanced

Problem Summary	Technical SR #	Product	Severity	Contact	Start Date
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No Information Returned

Enable Notifications from Oracle Support

Oracle Support might want to chat with you about your open service requests. While you are signed into My Oracle Support, we can pop-up a message to let you know your engineer wants to chat. To allow these pop-up notifications, do two things:

1. Click Enable Notifications below
2. When the browser offers a second prompt for you to allow/show notifications, click that button too.

Once this is done, you will see a notification whenever Oracle Support attempts to contact you by chat while you are logged into My Oracle Support.

Don't Enable Learn More Enable Notifications

Creating an Oracle Support Service Request

1. Sign in to [My Oracle Support](#)
2. Click **Create Service Request**.

3. Select the following from the displayed menus:

Service Type: Select Oracle Cloud Infrastructure from the list.

Service Name: Select the appropriate option for your organization.

Problem Type: Select your problem type from the list.

4. Enter your contact information.

5. Enter a **Description**, and then enter the required fields specific to your issue.

For most Oracle Cloud Infrastructure issues you need to include the OCID (Oracle Cloud Identifier) for each resource you need help with.

Checking Limits, Quotas and Usage in OCI Console

☰ ORACLE Cloud

us-ashburn-1

Governance

Audit

Quota Policies

Limits, Quotas and Usage

Tag Namespaces

Limits, Quotas and Usage

Your tenancy has [limits](#) on the maximum number of resources you're allowed to use. You can use [quotas](#) to allocate resources to compartments. If you're an administrator in an eligible account, you can [request a service limit increase](#).

[Switch back to classic view](#)

SERVICE	SCOPE <i>i</i>	RESOURCE	COMPARTMENT
Block Volume	GrCh:US-ASHBURN-AD-1	Select...	ociobenablement (root)

Description	Limit Name	Service Limit	Usage	Available <i>i</i>	⋮
Volume Size (GB)	total-storage-gb	102400	-	-	⋮
Volume Count	volume-count	10000	31	9969	⋮
Volume Group max volumes allowed	volumes-per-group	32	-	-	⋮

Showing 3 Items < Page 1 >

Request Service Limit Increase from OCI Console

ORACLE Cloud

Click on Help icon in top bar and then click 'Request service limit increase'

Request a Service Limit Increase

Submit a request to increase limits for resources in your tenancy.

Primary Contact Details

NAME

Name of the primary contact person for this request.

EMAIL

Email address of the primary contact person for this request.

Resource Limit Increase

SERVICE CATEGORY

Select the category

RESOURCE

Select the resource

+ Additional Resource Limit

Submit Request

Cancel

Help

[Key concepts and terminology](#)

[Using the Console](#)

[Adding users and groups](#)

[Service limits](#)

[Developer tools](#)

[Documentation home](#)

[Get help from the Oracle Cloud Community](#)

Support

[Request service limit increase](#)

[Contact Support](#)

Provide information about your request

OCI Service Level Agreement

Only Oracle offers end-to-end SLAs covering performance, availability, and manageability

Availability: services are in operation with uptime and connectivity commitments

Manageability: ability to manage, monitor, and modify OCI resources

Performance: services consistently perform as expected

More info: <https://cloud.oracle.com/iaas/SLA>

Pillar document: <https://www.oracle.com/assets/paas-iaas-pub-cld-srvs-pillar-4021422.pdf>

o

	ORACLE®	AWS	Azure	GCP
AVAILABILITY	✓	✓	✓	✓
PERFORMANCE	✓	✗	✗	✗
MANAGEABILITY	✓	✗	✗	✗

Severity definition and SLAs

Severity 1:

Your production use of the supported programs is stopped or severely impacted that you cannot continue work.

You experience a complete loss of service.

The operation is mission critical to the business and the situation is an emergency

A Severity 1 service request has one or more of the following characteristics:

- Data corrupted

- A critical documented function is not available

- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response

- System crashes, and crashes repeatedly after restart attempts

Reasonable efforts will be made to respond to Severity 1 service requests within 1 hour

Severity 2:

You experience a severe loss of service.

Important features of Oracle Cloud Services are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Severity definition and SLAs

Severity 3:

You experience a minor loss of service.

The impact is an inconvenience, which may require a workaround to restore functionality

Severity 4:

You requested information, an enhancement, or documentation clarification regarding Oracle Cloud Services but there is no impact on the operation such service.

You experience no loss of service.

Support process guide and policies:

<https://www.oracle.com/assets/support-process-guide-cloud-4428288.pdf>

<http://www.oracle.com/us/corporate/contracts/ocloud-hosting-delivery-policies-3089853.pdf>

My Oracle Support contact info: <https://www.oracle.com/support/contact.html>

Oracle Cloud always free tier:
oracle.com/cloud/free/

OCI training and certification:
cloud.oracle.com/en_US/iaas/training
cloud.oracle.com/en_US/iaas/training/certification
education.oracle.com/oracle-certification-path/pFamily_647

OCI hands-on labs:
ocitraining.qloudable.com/provider/oracle

Oracle learning library videos on YouTube:
youtube.com/user/OracleLearning