



ORACLE

# Service Requests and SLAs

## Level 100

KD Singh

Oracle Cloud Infrastructure

September, 2019

## Safe harbor statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions.

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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

SUBSCRIBE TO UPDATES

<div><div>✔ Normal Performance</div><div>⚠ Degraded Performance</div><div>⚠ Partial Outage</div><div>✖ Major Outage</div></div>																
	Commercial											Government				
	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 ?	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Compute - Instance Configuration ?	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Compute - Instance Pools ?	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Compute - Custom Images ?	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Compute - Boot Volumes ?	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Compute - Boot Volume Backups ?	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔

# Getting Help

Check the known issues and workarounds page

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

Search...

Q

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

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	0	1	Author	Last Updated
VPN Fail-over option in OCI		0	1	Sudhir Bhilar	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

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

## Questions tagged [oracle-cloud-infrastructure]

Ask Question

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/compartament. So the boot Volumes create for the above VM will also fall under this root compartment. Also we have options to terminate this VM ...

asked 5 hours ago


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 your 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



support.oracle.com

Menu ORACLE My Oracle Support

**Oracle OpenWorld 2019 - San Francisco**  
Interact, learn, and discover at Oracle OpenWorld 2019 from September 16-19 in San Francisco. Join industry thought leaders at one of 1,100+ sessions, hands-on demos, and special events designed to help you excel in your role and build practical skills. Visit the Support Stars Bar for ideas on how to help drive productivity, proactively avoid business obstacles and optimize your use of Oracle products. Find out more at: <https://www.oracle.com/support/openworld-customer-services>

**New to My Oracle Support?**

- 1** New user? Register here  
Create your account
- 2** Watch  
Learn the basics in minutes
- 3** Explore  
Sign in for more quick training videos

**ORACLE MY ORACLE SUPPORT**

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- Access proactive support tools
- Collaborate in the My Oracle Support Community
- Create a Service Request

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Save Time, [Renew Your Oracle Premier Support Online](#). [Learn More](#).

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Language English  
Sign In...  
Forgot User ID / Password?  
New user? Register here

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**FAQ & Support**

- [Login and Registration Help](#)
- [Contact Support](#)
- [Accessibility Features](#)

[Join the Oracle Customer Advisory Panel](#)

**Welcome To My Oracle Support**

Navigate to:  
<http://support.oracle.com>

Sign in with your  
credentials

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PowerView is Off

DashboardKnowledgeService RequestsPatches & UpdatesCommunityCertificationsManaged CloudCRM On Demand

Dashboard

Get the Collect,...

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

All Users: Get Oracle Support Accredited

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Learn My Oracle Support: How-To Series

Register and Attend - Live Advisor Webcasts

Knowledge Base

Search & BrowseRecently ViewedRecent Searches

Select a product or product line

Start typing...

Enter search terms

Search

Technical Service Requests

Support IdentifierType name, number, description,

View★👤📄

Problem Summary

Advanced

Problem Summary	Technical SR #	★	Product	Severity	Contact	Sta
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

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 ⓘ

RESOURCE

COMPARTMENT

Block Volume ⌵

GrCh:US-ASHBURN-AD-1 ⌵

Select... ⌵

ociobenablement (root) ⌵

Description	Limit Name	Service Limit	Usage	Available ⓘ	
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

## Request a Service Limit Increase

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

### Primary Contact Details

**NAME**

**EMAIL**

### Resource Limit Increase

**SERVICE CATEGORY**

**RESOURCE**

+ Additional Resource Limit

### 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>

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	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/](https://oracle.com/cloud/free/)

### **OCI training and certification:**

[cloud.oracle.com/en\\_US/iaas/training](https://cloud.oracle.com/en_US/iaas/training)

[cloud.oracle.com/en\\_US/iaas/training/certification](https://cloud.oracle.com/en_US/iaas/training/certification)

[education.oracle.com/oracle-certification-path/pFamily\\_647](https://education.oracle.com/oracle-certification-path/pFamily_647)

### **OCI hands-on labs:**

[ocitraining.qcloudable.com/provider/oracle](https://ocitraining.qcloudable.com/provider/oracle)

### **Oracle learning library videos on YouTube:**

[youtube.com/user/OracleLearning](https://youtube.com/user/OracleLearning)

