



**Support Process Guide for
Oracle Software and
Hardware Customers**

Effective December 3, 2019

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Register for My Oracle Support (MOS)

My Oracle Support, Oracle's exclusive web support portal, offers secure, real-time access to Oracle to provide the critical and timely information you need for running your business. First time users will have to register on [MOS](#) using their email address.

2

Open a Hardware Service Request in My Oracle Support

1. Log in to My Oracle Support (<https://support.oracle.com>)
2. From the Dashboard or the "Service Requests" tab, Click **Create SR** button.
3. Enter Problem Summary, Description and Severity
4. Choose the "Hardware" tab and fill in the required information: Enter your Hardware Serial Number then click "**Validate Serial Number**" or use "**Search**" to find the serial number
5. Once the serial number is validated, select Problem Type and enter Support Identifier
6. Click "**Next**"
7. On the next screen, you will be provided with solutions that may assist in the resolution of your issue. After reviewing the solutions, if you still haven't found a resolution, click "**Next**".
8. You will be given an opportunity to upload files to the SR that may assist Support with resolution of your issue. Click "**Next**".
9. Provide required information in the Contact section and Customer Reference Number if desired, and then click "**Submit**".
10. You will see an SR confirmation message with the SR number that was created.

Open a Software Service Request in My Oracle Support

1. Log in to My Oracle Support (<https://support.oracle.com>)
2. From the Dashboard or the "Service Requests" tab, Click **Create SR** button.
3. Enter Problem Summary, Description and Severity
4. Choose the "Software" tab and fill in the required information
5. Click "**Next**"
6. On the next screen, you will be provided with solutions that may assist in the resolution of your issue. After reviewing the solutions, if you still haven't found a resolution, click "**Next**".
7. You will be given an opportunity to upload files to the SR that may assist Support with resolution of your issue. Click "**Next**".
8. Provide required information in the Contact section and Customer Reference Number if desired, and then click "**Submit**".
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3

Calling Oracle Support

If you choose to call us regarding a new SR, a support engineer will create an SR for your technical issue and assign it to a technical engineer. An individual who provides technical support for your product will then contact you.

For customers who also have a cloud service subscription, please note there are some differences with the SR creation process for cloud. If you are calling to report a technical issue with a cloud service:

- The customer contact calling in will be asked to identify themselves, and they will need to be an approved user under their company SI before the SR can be created.
- Additionally, the customer contact calling in will be sent an email or text message asking them to log into the customer portal and approve the request before the SR can be worked by Oracle Support

For technical issues of an urgent nature, you can either use [MOS](#) to submit a Severity 1 SR or you can call Oracle Support.

The support hotline for your country or region can be found in the [Oracle Support Contacts Global Directory](#).

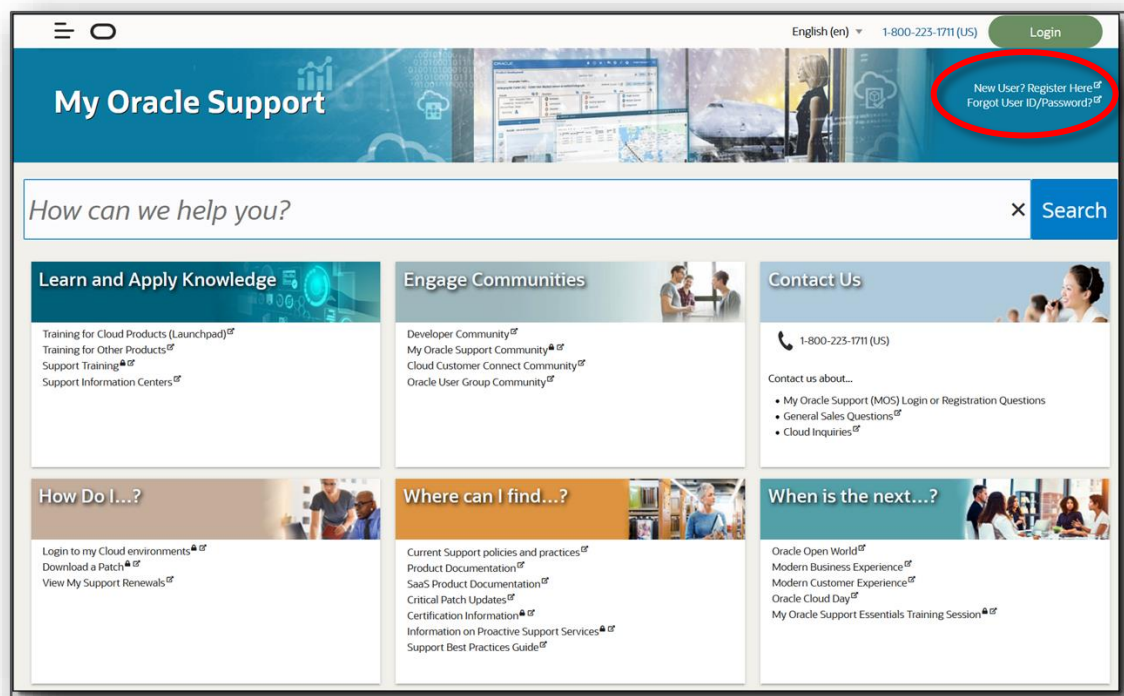
Support Process Detailed Instructions

1

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1. Register on [MOS](#).



ORACLE
My Oracle Support

Create Your Oracle Account

Already have an Oracle Account? [Sign In](#)

Email Address* Your email address is your username.

✓ The email address is confirmed to you.

Password* Passwords must have upper and lower case letters, at least 1 number, and must be 8 or more characters long.

✓ Password meets requirements.

Repeat password* ✓

Country* ✓

Name* ✓ ✓

Job Title* ✓

Work Phone* ✓

Company Name* ✓

Address* ✓

City* ✓

State/Province* ✓

ZIP/Postal Code* ✓

☐ Yes, send me marketing communications on Oracle Products, Services and Events.
You may opt out of all marketing communications. [Unsubscribe](#)

By clicking on the "Create Account" button below, you understand and agree that the use of Oracle's web site is subject to the Oracle.com Terms of Use. Additional details regarding Oracle's collection and use of your personal information, including information about access, retention, notification, deletion, security, cross-border transfers and other topics, is available in the Oracle Privacy Policy.

[Create Account](#)

[Account Help](#) | [Subscriptions](#) | [Unsubscribe](#) | [Terms of Use and Privacy](#) | [Cookie Preferences](#)

It is highly recommended that you register using an email address matching your company domain. You will be sent an email from Oracle Support after you click "Create Account."

In this email you will be asked to verify your registration. Please wait 5 minutes after you verify to move to the next step and ensure your registration is active.

If you do not receive an email with the link to continue registration, check your spam filters first. If you still do not receive the email, please call Oracle Support to have the email re-sent (see [page 15](#)).

2. Sign in to [MOS](#) using the account you just created and validated.
3. Enter a valid Support Identifier and click "Request Access".

Request Access [Provide Contact Information](#) [Accept Terms Of Use and Submit](#)

Connect your User Account

[Next](#)

We need to connect your user account to a Support Identifier. Access and privileges are approved by an Administrator in your organization. You need to add at least one Support Identifier to proceed.

Don't know your Support Identifier? [Visit the Registration Help](#)

Note to Approver

* Support Identifier

[Request Access...](#)

Access Requests

Support Identifier	Note to Approver	Role	Remove
A valid Support Identifier must be added to go to the next step.			

- The system will make sure this is a valid SI and add it to the Access Requests table. Click **Next**. If you are the first person to request access to a particular Support Identifier, you will be asked if you agree to become the Customer User Administrator. If it is appropriate for you to become the CUA and you accept the role, complete the registration process by entering the **first 5 characters** of the company name exactly as found in your welcome letter.

Request Access Provide Contact Information Accept Terms Of Use and Submit

Connect your User Account

We need to connect your user account to a Support Identifier. Access and privileges are approved by an Administrator in your organization. You need to add at least one Support Identifier to proceed.

Don't know your Support Identifier? [Visit the Registration Help](#)

Note to Approver:

* Support Identifier:

[Request Access...](#)

Support Identifier	Note to Approver	Role	Remove
20008985	Please approve me as Admin		

- Provide your contact information and then click **Next**.

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Add Support Identifiers **Provide Contact Information** Accept Terms Of Use and Submit

Provide Contact Information

Fill out your contact information accurately. This could impact the delivery of software or hardware (parts) to your address, or how and when we need to contact you for more information when filing a service request.

* First Name:

* Last Name:

* Street Address 1:

Street Address 2:

* City:

* Country:

* State/Province:

Zip Code or Postal Code:

* Time Zone:

* Phone:

Fax:

* Required Field

6. Please read the My Oracle Support Terms of Use and click the “I Accept” button to continue. Choosing “I do not accept” will terminate the registration process.

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Add Support Identifiers Provide Contact Information **Accept Terms Of Use and Submit**

Accept Terms Of Use and Submit [Back](#) [Submit](#)

(including Oracle employees) in any forum. My Oracle Support may contain hyperlinks to web sites controlled by parties other than Oracle. Oracle is not responsible for and does not endorse the contents or use of these web sites.

5. Export Compliance
You agree that you will comply with all United States export laws and that none of the information in the Materials will be exported, directly or indirectly, in violation of such laws.

6. Materials and My Oracle Support Terms of Use Subject To Change Without Notice
The contents of the Materials are subject to frequent change without notice. As well, the My Oracle Support Terms of Use may change without notice, and you agree to abide by the My Oracle Support Terms of Use in effect each time that you access My Oracle Support.

7. Right to Revoke and Monitor Access
Oracle retains the right to revoke access to the Materials at any time for any reason. Access to My Oracle Support may be monitored by Oracle.
Oracle 500 Oracle Parkway Redwood Shores, CA 94065 USA Worldwide Inquiries: Phone (+1) 650.506.7000 Fax (+1) 650.506.7200
CLICK "I accept the My Oracle Support Terms of Use" TO ACCEPT THESE TERMS AND REGISTER My Oracle Support.

☐ I Accept the My Oracle Support Terms of Use

7. Upon acceptance, your request will be forwarded to your Customer User Administrator for approval. It may take some time for your request to be approved. You will have to wait until your request is approved before you will be able to open a Service Request in [MOS](#).

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Registration Complete

Your registration is pending approval. You will get an e-mail when your registration is approved. While you wait, consider learning more about My Oracle Support:

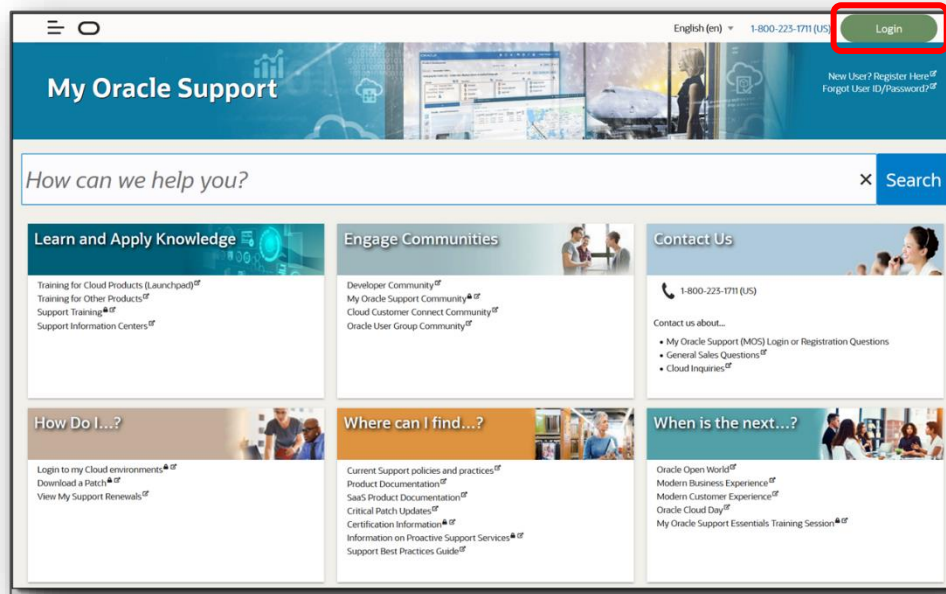
[My Oracle Support and Premier Support Benefits](#)
[Quick Training Videos](#)
[Visit Oracle Technology Network](#)

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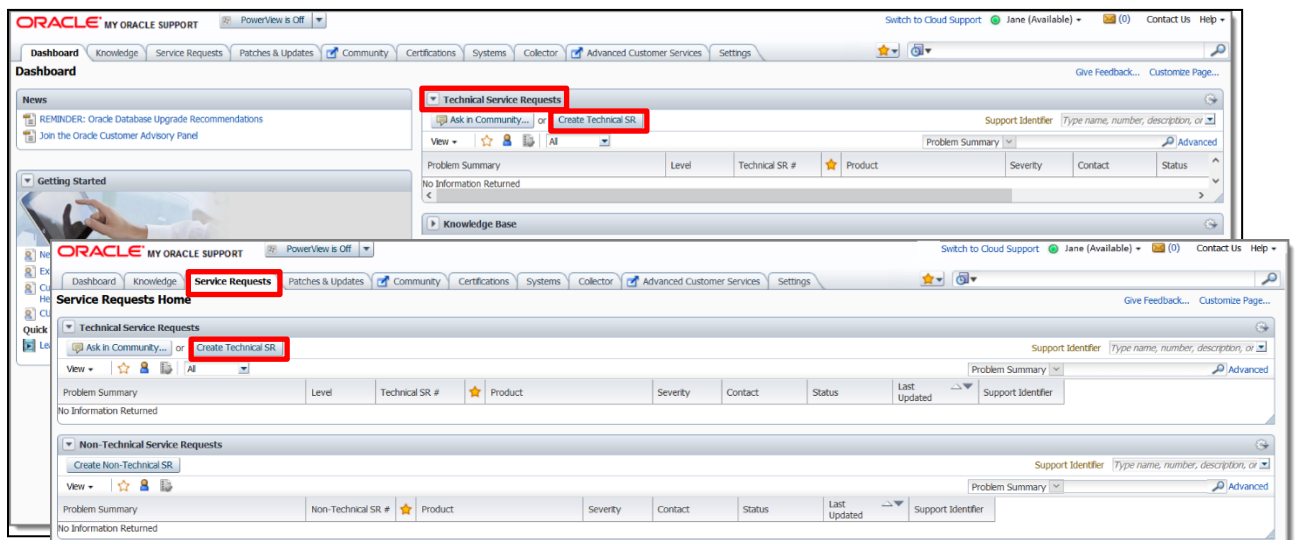
2

Open a Hardware Service Request in My Oracle Support

1. Go to [MOS](#) and sign in.



2. From the Dashboard or the "Service Requests" tab, Click **Create SR** button.



3. Enter Problem Summary, Description and Severity
4. Choose the **“Hardware”** tab and fill in the required information: Enter your Hardware Serial Number then click **“Validate Serial Number”** or use **“Search”** to find the serial number. Once the serial number is validated, select Problem Type and enter Support Identifier
5. Click **“Next”**

Create Service Request: Problem

Problem/Severity Solutions More Details Contact

Save as Draft Back **Next** Cancel

Service Request language is set to English-American [Edit](#)

What is the Problem?

* Problem Summary

* Problem Description

Error Codes

Note: In the Description field, do not submit any personal information of European residents, protected health information subject to HIPAA, or any other sensitive personal information (such as payment card data) that requires protections greater than those required by the Oracle Cloud Security Practices link below.

[Oracle GCS Security Practices](#)

Where is the Problem?

Configuration **Hardware** Cloud

Autofill this section using: [SR Profile](#) or [Existing SR](#)

* Hardware Serial Number [Validate Serial Number](#)

Don't know your Serial Number? [Search](#) by Asset Name or Customer Support Identifier

* Problem Type [Choose Problem Type](#)

* Support Identifier

6. On the next screen, you will be provided with solutions that may assist in the resolution of your issue. After reviewing the solutions, if you still haven't found a resolution, click **“Next”**.

Dashboard > Knowledge **Service Requests** Patches & Updates Community Certifications Managed Cloud

Create Service Request: Solutions

Problem/Severity Solutions More Details Contact

Save as Draft Solved Issue Back **Next** Cancel

Guided Problem Definition

The following questions are designed to improve problem definition. Your answers can help decrease the time to resolve this Service Request.

Answers to Previous Questions

* Problem Type Documentation Missing/Incorrect/Clarification [Edit](#)

Question 1: Error [Edit](#)

Question Set 2: [DB update][Production] [Edit](#)

Solution Recommendations

Did this Guided Resolution help? [Give Feedback](#)

Thank you for your input, proceed with the next step and submit Service Request

- You will be given an opportunity to upload files to the SR that may assist Support with resolution of your issue. Click **"Next"**.

Dashboard > Knowledge Service Requests Patches & Updates Community Certifications Managed Cloud More...

Create Service Request: More Details

Problem/Severity Solutions **More Details** Contact

Save as Draft Back **Next** Cancel

Problem Type

* Problem Type Documentation Missing/Incorrect/Clarification Edit

Upload Files/Attachments

Recommended File 1)

OTM Analyzer output

OTM Analyzer output

Oracle Transportation Management (OTM) Analysis and Performance Monitoring Analyzer

Additional Files Do you have any files that can help solve your Service Request?

- Provide required information in the Contact section and Customer Reference Number if desired, and then click **"Submit"**.

Create Service Request: Contact

Problem/Severity Solutions More Details **Contact**

Save as Draft Back **Submit** Cancel

*** Who should we contact for more information?**

* Primary Contact Jane Doe

* Phone Numbers

E-mail Address jane.doe@companyemail.com

* Contact Method Email

Add Alternate Contact

*** Verify this hardware address is where the equipment is located or Edit Service Address**

* Yes, the Service Address is correct ☐

Address Line1

Address Line2

City

Country

State

Province

County

Time Zone

Zip/Postal Code

Add/Edit Service Address

Customer Reference Num

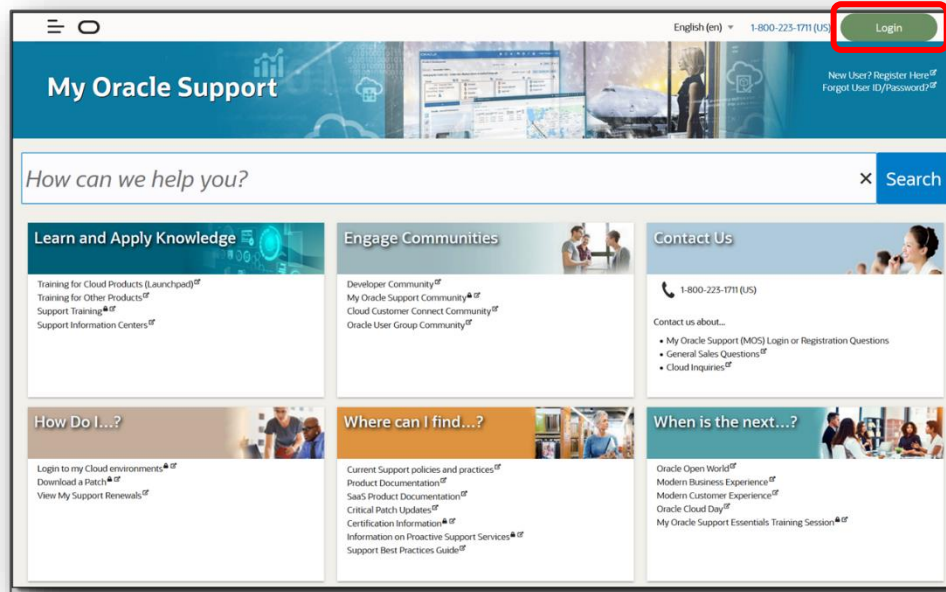
(You can use this to reference an internal tracking number.)

Team 123

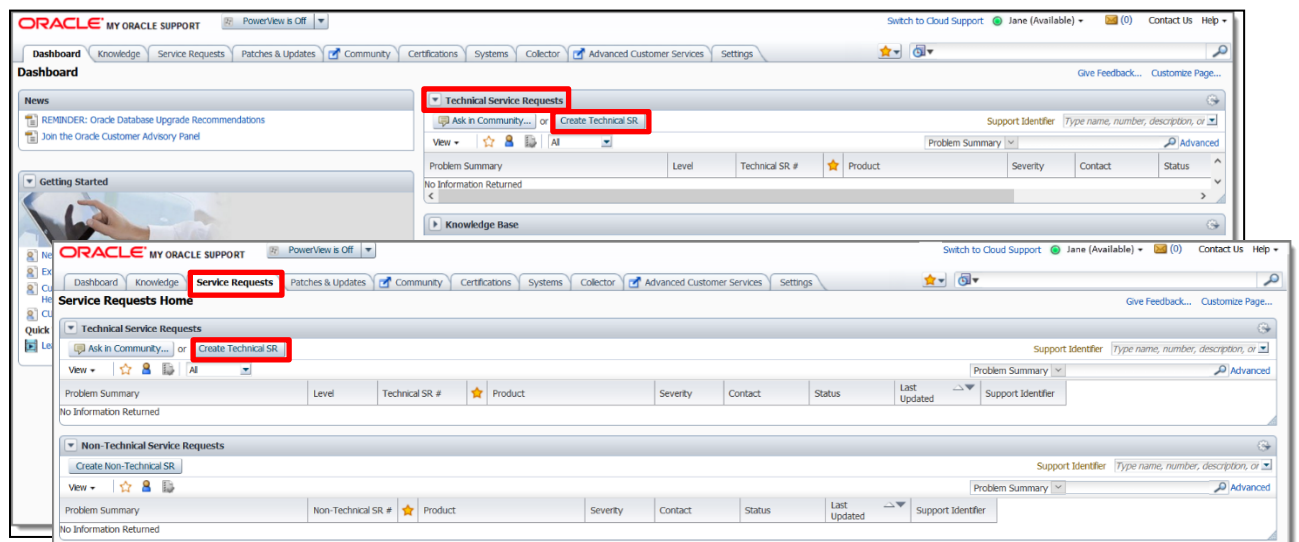
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3. Enter Problem Summary, Description and Severity
4. Choose the **“Software”** tab and fill in the required information
5. Click **“Next”**

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Switch to Cloud Support: JANE.DOE@ORACLE.COM (0) Contact Us Help

Dashboard Knowledge Service Requests Patches & Updates Community Certifications Managed Cloud CRM On Demand Systems Collector Advanced Customer Services

Service Requests > Give Feedback...

Create Service Request: Problem

Problem/Severity Solutions More Details Contact

Save as Draft Back **Next** Cancel

What is the Problem? Service Request language is set to English-American Edit

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Oracle GCS Security Practices

Where is the Problem? Autofill this section using: SR Profile or Existing SR

Configuration **Software** Cloud Managed Cloud Services

* Product Start typing...

* Product Version

* Product Language English

Database/Version Start typing...

Database Platform/Version Choose Database Platform/Version

* Problem Type Choose Problem Type

* Support Identifier Type name, number, description, or org., or select from...

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Dashboard Knowledge Service Requests Patches & Updates Community Certifications Managed Cloud

Dashboard > Give Feedback...

Create Service Request: Solutions

Problem/Severity **Solutions** More Details Contact

Save as Draft Solved Issue Back **Next** Cancel

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Severity Levels

Severity 1

Your production use of the supported programs or covered hardware systems is stopped or so severely impacted that you cannot reasonably 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
- System functionality failure causes data loss or renders system unstable
- System malfunction causes mission critical applications to restart, hang, or suspend

Except as otherwise specified, reasonable efforts will be made to respond to Severity 1 service requests within one hour. For response efforts associated with other Software Support, please see the [Oracle Software Technical Support Policies](#). For response efforts associated with other Hardware or Systems Support, please see the [Oracle Hardware and Systems Support Policies](#).

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported programs (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

Severity 2

You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

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 request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

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For technical issues of an urgent nature, you can either use [MOS](#) to submit a Severity 1 SR or you can call Oracle Support. The support hotline for your country or region can be found in the [Oracle Support Contacts Global Directory](#).

The US toll free number is **1-800-223-1711**.

When you call, you will be asked to identify yourself and state the product line you are inquiring about.

Oracle Customer Satisfaction Survey Program

As part of our goal to achieve industry-leading customer satisfaction, Oracle is dedicated to improving the quality of the support that you receive. To this end, we regularly conduct customer surveys to learn about your experiences with Oracle support services. Our Customer Satisfaction Survey Program is one of the primary methods we use to measure success and drive quality-related initiatives within our Global Customer Support organization.

Oracle will begin administering the Customer Satisfaction Survey Program to our customers who close service requests. If you are invited to participate in the survey program, you will receive an invitation e-mail with a subject line that reads: **Oracle Wants Your Feedback for Service Request**.

We thank you in advance for taking a few moments to provide your feedback if contacted; this direct input is vital to helping us improve our support delivery and issue resolution processes. Also, please note that Oracle will ensure the confidentiality of your information in accordance with [Oracle's privacy policies](#).

Additional Questions?

We urge you to register for [MOS](#) today. Familiarizing yourself with the [MOS](#) site will make your transition to Oracle Support services easier, faster, and help us serve you better.

We are eager to assist you in any way possible and your feedback is invaluable and integral to our success. Please contact Oracle Support if you need any assistance, the support hotline for your country or region can be found in the [Oracle Support Contacts Global Directory](#).