



Support Process Guide for My Oracle Support

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Support Process Quick Guide

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.

Open a Service Request in My Oracle Support

1. Go to the [Oracle Support Sign in page](#)
2. Enter your email address and click Next
3. Scroll down to **My Oracle Support, Support for Oracle Hardware, Software, and Managed Cloud**
4. Click on **Sign in with your Oracle account**
5. Enter your My Oracle Support login credentials
6. From the **Dashboard** or the **Service Requests** tab, Click **Create Technical SR** button
7. Enter Problem Summary and Description. Select Issue Type, Business Impact and System Lifecycle to describe the issue.
8. For Cloud, choose the **Oracle Cloud** tab and fill in the required information
9. For Software, choose the **Software On-Premise, Non-Oracle Cloud** tab and fill in the required information
10. For Hardware, choose the **Hardware** tab and fill in the required information
 - o Enter your Hardware Serial Number then click **Validate Serial Number** or use **Search** to find the serial number
11. Complete the form and answer any additional questions as prompted
12. Once you are ready to submit your SR, click **Submit** button

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 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 need to be an approved user of 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

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. If you are a first-time user, you will have to register on [MOS](#) using your email address.

1. Go to the [Oracle Support Sign in page](#)
2. Enter your email address on the **Sign in** screen and click **Next**

Sign in

Help us route you to a support portal

Email
jane.doe@test.com

Next

Launch of Two-Factor Authentication (2FA)

As part of our commitment to enhance the security of your support account, Oracle has enabled Two-Factor authentication.

[Learn More](#)

Unified Sign in Experience for Cloud Users

We redesigned the sign in page as part of introducing My Oracle Cloud Support, the new support portal for Cloud Infrastructure and Cloud Applications.

Follow the instructions on the left to sign in to your support portal.

[Learn More](#)

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3. Scroll down to Register for Oracle Hardware, Software, and Managed Cloud Support and click on **Create a My Oracle Support account**

The screenshot shows the Oracle Support homepage. At the top, there's a navigation bar with the Oracle logo, a search icon, and links for 'Learn' and 'Get Help'. A language dropdown is set to 'English'. Below the navigation bar is a large blue banner with the text 'Welcome to Oracle Support' and a sub-header 'Get the most out of your Oracle products and services, find answers, engage with communities, and resolve issues.' To the right of the banner is an illustration of a hot air balloon. Below the banner, there are two main sections. The left section is titled 'Register for Oracle Cloud Infrastructure and Cloud Applications Support' and contains a 'Sign in with your commercial cloud account' button, a 'Create an Oracle account' button, and a paragraph explaining that commercial cloud users should sign in to their cloud account. Below this is a section titled 'Register for Oracle Hardware, Software, and Managed Cloud Support', which contains a button labeled 'Create a My Oracle Support account' that is highlighted with a red rectangular box. The right section contains two announcements: 'Launch of Two-Factor Authentication (2FA)' and 'Unified Sign in Experience for Cloud Users', each with a 'Learn More' link. At the bottom right, there is a small red square icon with three white dots.

4. In the **Create Your Oracle Account** page, provide required information and click **Create Account**

The screenshot shows the 'Create Your Oracle Account' registration form. At the top, it says 'ORACLE My Oracle Support' and 'Create Your Oracle Account'. Below this, it asks 'Already have an Oracle Account? Sign In'. The form fields include: 'Email Address' (newMOSuser@company.com), 'Password' (masked with asterisks), 'Retype password' (masked with asterisks), 'Country' (USA), 'Name' (New), 'Job Title' (Cloud Admin), 'Work Phone' (+1555-555-5555), 'Company Name' (Company), 'Address' (123 Main Street), 'City' (Springfield), 'State/Province' (Illinois), and 'ZIP/Postal Code' (62703). Each field has a green checkmark indicating it is valid. At the bottom, there is a 'Create Account' button. Below the button, there is a link to '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 21](#)).

5. Sign in to [MOS](#) using the account you just created and validated
6. Set up Two-Factor Authentication (2FA). Follow the on-screen instructions to select your preferred verification method.



Select a method to use for multi-factor authentication (MFA)

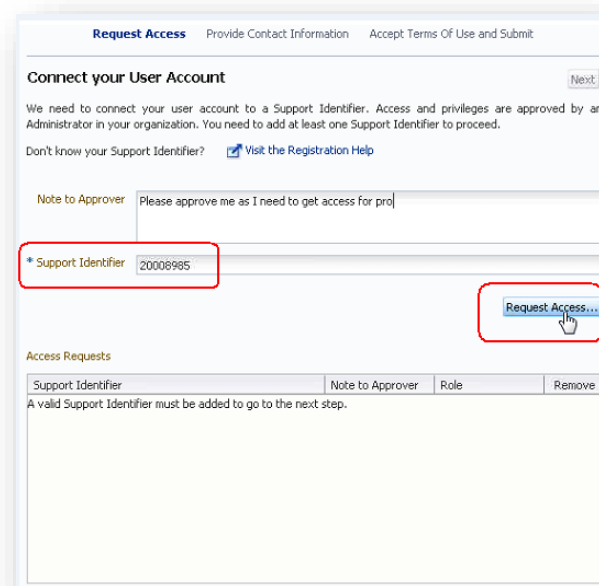
[What are the differences? ?](#)

Phone Number Email

Phone Number

To add a backup (second) factor or change your default verification method, go to [My Login Profile page](#) and use the Action menu under the Authentication Factors.

7. 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: Please approve me as I need to get access for pro

* Support Identifier: 20008985

[Request Access...](#)

Access Requests

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

8. 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 (CUA). 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 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
20008985	Please approve me as Admin		

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

ORACLE MY ORACLE SUPPORT

Provide Contact Information Back Next

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

10. 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.

ORACLE MY ORACLE SUPPORT

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.

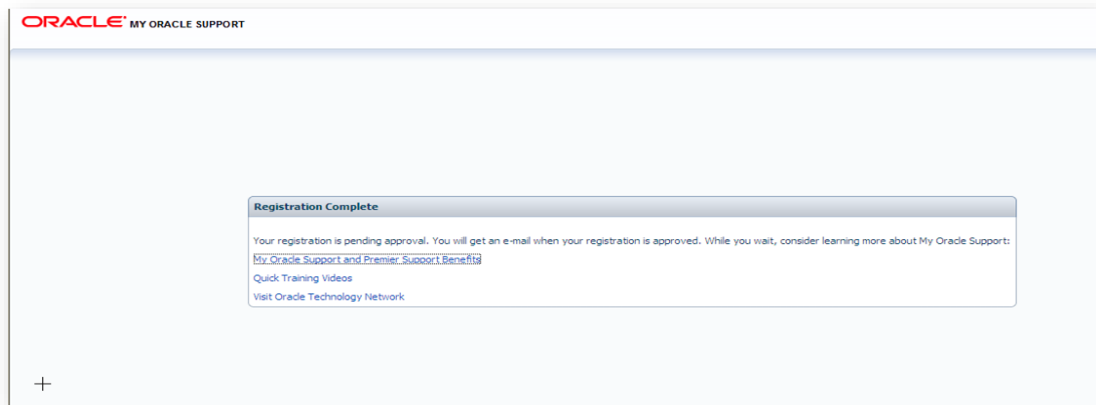
7. Right to Revoke and Monitor Access
 Oracle retains the right to revoke access to the Materials at any time for any reason. Access to My Oracle Support may be monitored by Oracle.

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.

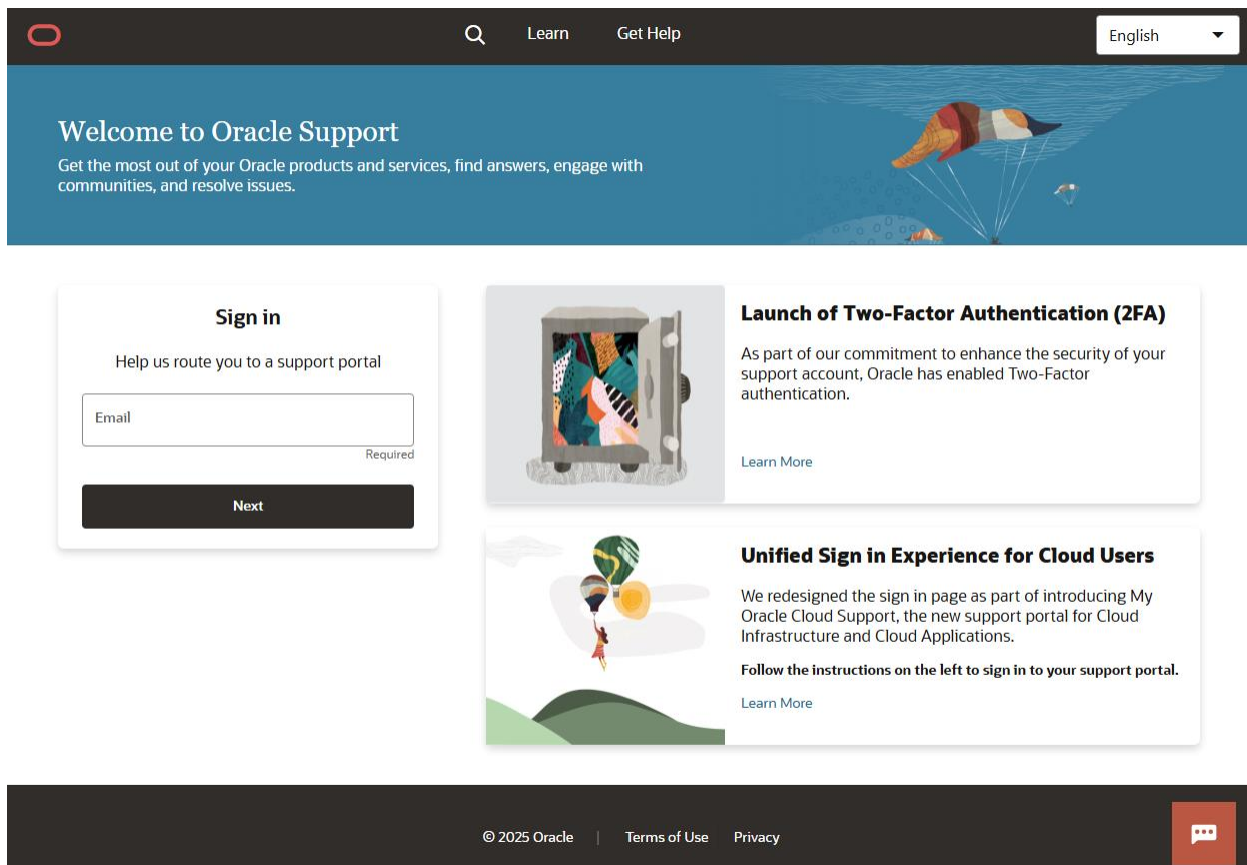
☐ I Accept the My Oracle Support Terms of Use

11. Upon acceptance, your request will be forwarded to your CUA (if one exists) or to Oracle (if no CUA exists) 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](#).



Open a Cloud Service Request in My Oracle Support

1. Go to the [Oracle Support Sign in page](#)
2. Enter your email address and click **Next**



3. Scroll down to **My Oracle Support, Support for Oracle Hardware, Software, and Managed Cloud**
4. Click on **Sign in with your Oracle account**

Oracle Support

Welcome to Oracle Support

Get the most out of your Oracle products and services, find answers, engage with communities, and resolve issues.

My Oracle Cloud Support

Support for Oracle Cloud Infrastructure and Cloud Applications

Sign in with your commercial cloud account

Sign in with your Oracle account

If you're a commercial cloud user, please sign in with your commercial cloud account unless your admin instructs otherwise.

My Oracle Support

Support for Oracle Hardware, Software, and Managed Cloud

Sign in with your Oracle account

Launch of Two-Factor Authentication (2FA)

As part of our commitment to enhance the security of your support account, Oracle has enabled Two-Factor authentication.

Learn More

Unified Sign in Experience for Cloud Users

We redesigned the sign in page as part of introducing My Oracle Cloud Support, the new support portal for Cloud Infrastructure and Cloud Applications.

Follow the instructions on the left to sign in to your support portal.

Learn More

5. Enter your My Oracle Support login credentials
6. From the “Dashboard” or the “Service Requests” tab, Click **Create Technical SR** button

ORACLE MY ORACLE SUPPORT

PowerView is Off

Last Login: January 30, 2025 12:48 PM MST

Switch to My Oracle Cloud Support

(Available)

Contact Us

Help

Dashboard Knowledge Service Requests Patches & Updates Community Certifications Managed Cloud

Dashboard

News

Getting Started

Oracle Support Training and Resources

Oracle Learning Explorer: Free Training and Accreditation

Oracle Support Essentials Registration

Get Proactive Portfolio

Advisor Webcasts Registration

Follow Us - MOS Twitter

Oracle Support Accreditation

Quick Video Training

My Oracle Support How-To Series

Use Ideation in the My Oracle Support Community (MOSC)

Knowledge Base

Search & Browse

Recently Viewed

Recent Searches

Favorite Articles

Select a product or product line

Start typing...

Enter search terms

Powered by AI. Do not input sensitive data

Search

Technical Service Requests

Ask in Community...

Create Technical SR

Support Identifier: 23080608 (ORACLE NETSUITE)

Problem Summary	Technical SR #	Product/Service Type	Severity	Contact	S
Unable to save the Standard Reports in a specific Local directory	3-32957880811	Oracle Payables	2-Significant	Samantha Fisher	
APXINWB : VALIDATE OF A SINGLE UNMATCHED/MATCHED INVOICE TAKES MORE THAN 20 MINUTES TO COMPLETE	3-32957084021	Oracle Payables	2-Significant	Samantha Fisher	
Double posting of a document from the payables module import	3-32954784391	Oracle Payables	2-Significant	Samantha Fisher	
PP-PAY-07092:Action is Invalid for the Current Record While Opening an Assignment Form	3-32954320031	Oracle Payables	2-Significant	Samantha Fisher	
CC transaction related ER Invoice is referring to old entity after employee movement to new LE	3-32953063241	Oracle Human Resources	3-Standard	Samantha Fisher	
CC transaction related ER Invoice is referring to old entity after employee movement to new LE	3-32953327918	Oracle Payables	2-Significant	Samantha Fisher	
CC transaction related ER Invoice is referring to old entity after employee movement to new LE	3-32953327911	Oracle Payables	2-Significant	Samantha Fisher	

ORACLE MY ORACLE SUPPORT PowerView is Off Last Login: January 30, 2025 12:48 PM MST Switch to My Oracle Cloud Support (Available) 0 Contact Us Help

Dashboard Knowledge Service Requests Patches & Updates Community Certifications Managed Cloud More... Powered by AI. Do not input sensitive data

Service Requests Home Give Feedback... Customize Page...

Technical Service Requests

Ask in Community... Create Technical SR Support Identifier 15292666 - Oracle Support Serv...

View All Problem Summary

Problem Summary	Technical SR #	Product/Service Type	Severity	Contact	Status	Last Updated	Service/Environment	Su
TEST 207862 473346.1	3-32957869841	Oracle Payables	2-Significant	Alice Lin	Review Update	42 mins ago		15
getting error when we cancel PO without canceling bading requisition	3-32957822891	Oracle Purchasing	3-Standard	David Felton	Customer Working	1+ hour ago		15
TEST 207862 chain to EBS-AP-INV-SUP-LOG-SS SUCCESS	3-32957731631	Oracle Payables	2-Significant	Alice Lin	Review Update	1+ hour ago		15
TEST 208179 chain to 208179 SUCCESS	3-32954769551	Oracle Payables	2-Significant	Alice Lin	Close Initiated	5+ hours ago		15
Test SR for Telephony	3-32677889467	Oracle Cloud Infrastructure - Database Se	3-Standard	Jennifer Choroszy	Review Update	5+ hours ago		15
Line not closed and Not Invoiced	3-32952546431	Oracle Order Management	3-Standard	SOURAV KUMAR	Review Update	14+ hours ago		15
OM ECC Full Data Load Program Fails with Error ORA-01652	3-32957219931	Oracle Enterprise Command Center Frame	3-Standard	Srinivas Dhanthuri	Review Update	14+ hours ago		15
Rejected Prospective Supplier Error	3-32955465141	Oracle Supplier Portal	3-Standard	Sandra Gutierrez	Customer Working	Wednesday		15
TEST 209011 chain to EBS-AP-INV-WKB-CREATION-FLOW	3-32955460511	Oracle Payables	3-Standard	Alice Lin	Review Update	Wednesday		15
TEST 208986 chain to BS-AP-SUP-BR-SUP-SS SUCCESS	3-32955460501	Oracle Payables	2-Significant	Alice Lin	Customer Working	Wednesday		15
OM ECC Full Data Load Program Fails with Error ORA-01652	3-32953092251	Oracle Order Management	3-Standard	Srinivas Dhanthuri	Review Update	Wednesday		15
How to create PR using API?	3-32951602971	Oracle Procurement	2-Significant	George Tanase	Close Initiated	Wednesday		15
OM ECC Full Data Load Program Fails with Error ORA-01652	3-32953038201	Oracle Order Management	3-Standard	Srinivas Dhanthuri	Review Update	Wednesday		15
Test SR for FileType_FCC_ER_JOB_STATS_TBL_DATA	3-32954789171	Oracle Financial Services Compliance Studi	3-Standard	Tejaswini Ramakanth	Solution Offered	Wednesday		15
Siebel RIP Report Scheduling Fails With error	3-32953042941	Siebel CRM	3-Standard	Ravikanth Kodali	Solution Offered	Wednesday		15

7. Enter Problem Summary and Description. Select an Issue Type (review the help tip). Describe the Business Impact and System Lifecycle using LOV options.

- The severity value is set based on the Issue Type and other information provided

8. Choose the **Oracle Cloud** tab and fill in the required information

9. Click **Next**

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

* Problem Summary

* Problem Description

Error Codes

Note: In the Description field, do not submit any personal information, protected health information subject to HIPAA, any other sensitive personal information (such as payment card data), or U.S. federal government covered defense information (CDI) or controlled unclassified information (CUI) that requires protections greater than those specified in the Oracle GCS Security Practices link below.

Oracle GCS Security Practices

* Issue Type Technical Issue ⓘ

* Business Impact ⓘ

* System Lifecycle ⓘ

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

Hardware Software On-Premise, Non-Oracle Cloud Oracle Cloud Managed Cloud Services

* Service Type Start typing... ⓘ

Note: Not finding your services? We've moved support for cloud services listed here to My Oracle Cloud Support portal. Click here to create SR for these services.

* Problem Type Choose Problem Type ⓘ

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

Notes for Issue Type:

- The severity will automatically update based on Issue Type selection
- It will change any time you change this selection (before submit)
- Issue Type defaults to Technical Issue (SEV 3)
- If you select **Critical Outage**, Severity 1 Agreement screen pops up
- Click **Agree and Continue** and provide 24x7 contacts
- If the issue does not need 24x7 support, click **Cancel** and change the Issue Type accordingly

Critical Outage (Severity 1) Agreement

In order to provide the most efficient resolution for our customers, we reserve Critical Outage (Severity 1) for the following issues:

- A critical production system or a critical business function is completely unavailable or unstable that you cannot reasonably continue work.
- Ongoing operation of the supported functionality is mission-critical to your business, and the situation is an emergency.

For all Critical Outage (Severity 1) issues, Oracle requires a 24x7 contact be provided so additional information can be requested if needed. You can read more about severity expectations in the [Technical Support Policies](#).

NOTE: Critical Outage requests in English will be worked 24x7, unless mutually agreed otherwise. Critical Outage requests logged for a language other than English will be processed during normal business hours in the resident country of the language.

Please confirm that you agree that your SR meets these criteria.

10. Answer any additional questions as prompted then click **Continue**

11. 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**.

12. You will be given an opportunity to upload files and include additional information to the SR that may assist Support with resolution of your issue. Click **Next**.

Create Service Request: More Details

Problem/Severity Solutions **More Details** Contact

Save as Draft

Problem Type

* Problem Type Functional Setup Manager

Upload Files/Attachments

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

Additional Information

Useful References:

- [My Oracle Support Fusion Applications and Business Processes Community](#) - The Community tab on My Oracle Support is where you can collaborate with other users and Oracle experts.

1) **### BUSINESS IMPACT ###**

2) Please include any detail not shared before including steps to reproduce, the environment where it is occurring (Prod, Test, etc.) or any recent application or environment related changes such as: Setup, configuration, data changes, installation, upgrade, patch, deployment, etc. that might have possibly caused this issue.

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

Create Service Request: Contact

Problem/Severity Solutions More Details **Contact**

Save as Draft

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

* Primary Contact

* Phone Numbers

E-mail Address

* Contact Method

Add Alternate Contact

Customer Reference Number

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

14. You will see an SR confirmation message with the SR number that was created

Open a Software Service Request in My Oracle Support

1. Go to the [Oracle Support Sign in page](#)
2. Enter your email address and click **Next**

Welcome to Oracle Support
Get the most out of your Oracle products and services, find answers, engage with communities, and resolve issues.

Sign in
Help us route you to a support portal

Email

Required

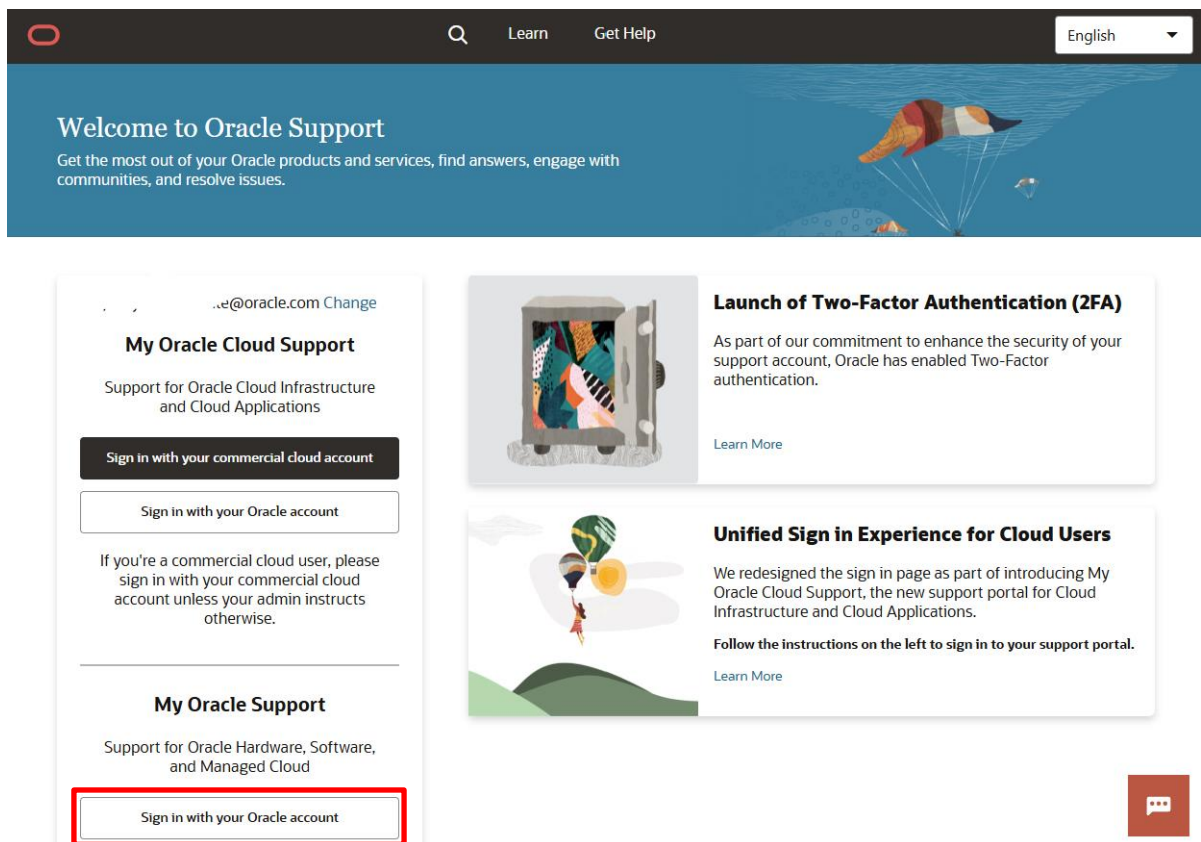
Next

Launch of Two-Factor Authentication (2FA)
As part of our commitment to enhance the security of your support account, Oracle has enabled Two-Factor authentication.
[Learn More](#)

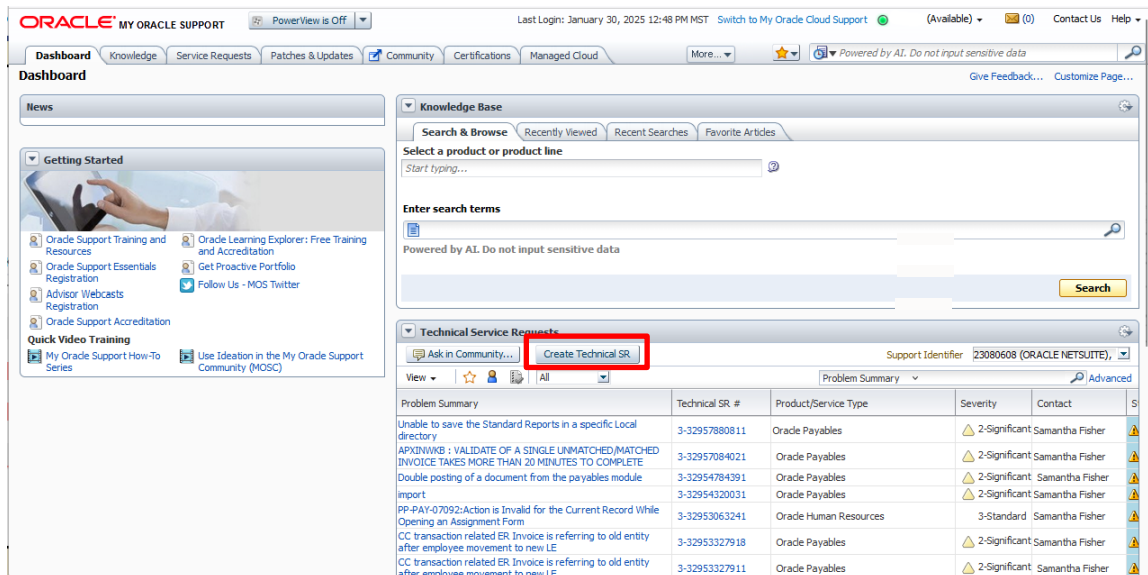
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[Learn More](#)

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3. Scroll down to **My Oracle Support, Support for Oracle Hardware, Software, and Managed Cloud**
4. Click on **Sign in with your Oracle account**



5. Enter your My Oracle Support login credentials
6. From the “Dashboard” or the “Service Requests” tab, Click **Create Technical SR** button.



ORACLE MY ORACLE SUPPORT PowerView is Off Last Login: January 30, 2025 12:48 PM MST Switch to My Oracle Cloud Support (Available) (0) Contact Us Help

Dashboard Knowledge **Service Requests** Patches & Updates Community Certifications Managed Cloud More... Powered by AI. Do not input sensitive data

Service Requests Home Give Feedback... Customize Page...

Technical Service Requests Ask in Community... **Create Technical SR** Support Identifier: 15292666 - Oracle Support Serv...

View: All Problem Summary

Problem Summary	Technical SR #	Product/Service Type	Severity	Contact	Status	Last Updated	Service/Environment
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OM ECC Full Data Load Program Fails with Error ORA-01652	3-32953092251	Oracle Order Management	3-Standard	Srinivas Dhanthuri	Review Update	Wednesday	
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Siebel RTP Report Scheduling Fails With error	3-32953042941	Siebel CRM	3-Standard	Ravikanth Kodali	Solution Offered	Wednesday	

- Enter Problem Summary and Description. Select an Issue Type (review the help tip). Describe the Business Impact and System Lifecycle using LOV options.
 - The severity value is set based on the Issue Type and other information provided
- Choose the **Software On-Premise, Non-Oracle Cloud** tab and fill in the required information
- Click **Next**

Create Service Request: Problem Save as Draft Back **Next** Cancel

Problem/Severity Solutions More Details Contact 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, protected health information subject to HIPAA, any other sensitive personal information (such as payment card data), or U.S. federal government covered defense information (CDI) or controlled unclassified information (CUI) that requires protections greater than those specified in the Oracle GCS Security Practices link below.

Oracle GCS Security Practices

* Issue Type: Technical Issue

* Business Impact

* System Lifecycle

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

Hardware **Software On-Premise, Non-Oracle Cloud** Oracle Cloud Managed Cloud Services

* Product: Start typing...

* Product Version

* Product Languages: English

Database/Version: Start typing...

Database Platform/Version: Choose Database Platform/Version

* Is the software problem on an Engineered System? Yes No

* Problem Type: Choose Problem Type

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

Severity: 1 - Critical, 2 - Significant, 3 - Standard, 4 - Minimal

Notes for Issue Type:

- The severity will automatically update based on Issue Type selection
- It will change any time you change this selection (before submit)
- Issue Type defaults to Technical Issue (SEV 3)
- If you select **Critical Outage**, Severity 1 Agreement screen pops up
- Click **Agree and Continue** and provide 24x7 contacts
- If the issue does not need 24x7 support, click **Cancel** and change the Issue Type accordingly

Critical Outage (Severity 1) Agreement

In order to provide the most efficient resolution for our customers, we reserve Critical Outage (Severity 1) for the following issues:

- A critical production system or a critical business function is completely unavailable or unstable that you cannot reasonably continue work.
- Ongoing operation of the supported functionality is mission-critical to your business, and the situation is an emergency.

For all Critical Outage (Severity 1) issues, Oracle requires a 24x7 contact be provided so additional information can be requested if needed. You can read more about severity expectations in the [Technical Support Policies](#).

NOTE: Critical Outage requests in English will be worked 24x7, unless mutually agreed otherwise. Critical Outage requests logged for a language other than English will be processed during normal business hours in the resident country of the language.

Please confirm that you agree that your SR meets these criteria.

Cancel Agree and Continue

10. Answer any additional questions as prompted then click **Continue**

11. 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

Dashboard > Give Feedback...

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

12. You will be given an opportunity to upload files and include additional information to the SR that may assist Support with resolution of your issue. Click **Next**.

Create Service Request: More Details

Problem/Severity Solutions **More Details** Contact Save as Draft Back **Next** Cancel

Problem Type

* Problem Type Functional Setup Manager Edit ?

Upload Files/Attachments

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

Additional Information

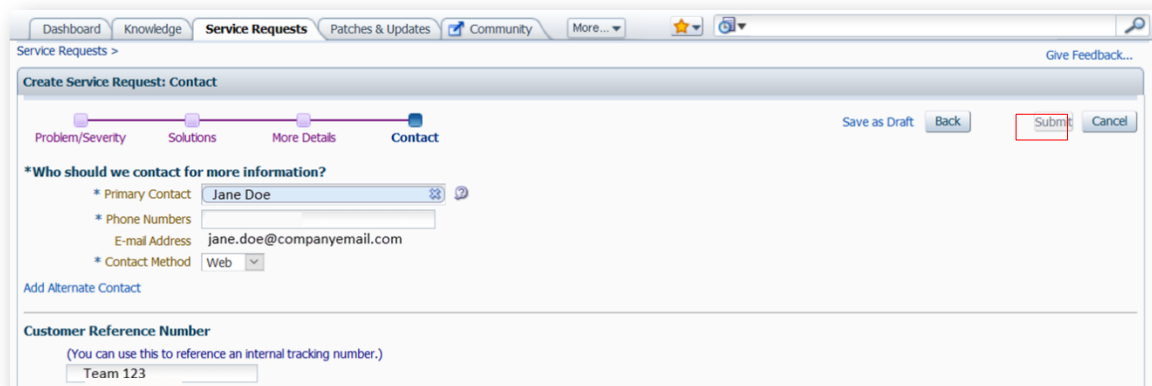
Useful References:

- [My Oracle Support Fusion Applications and Business Processes Community](#) - The Community tab on My Oracle Support is where you can collaborate with other users and Oracle experts.

1) ### BUSINESS IMPACT ###

2) Please include any detail not shared before including steps to reproduce, the environment where it is occurring (Prod, Test, etc...) or any recent application or environment related changes such as: Setup, configuration, data changes, installation, upgrade, patch, deployment, etc. that might have possibly caused this issue.

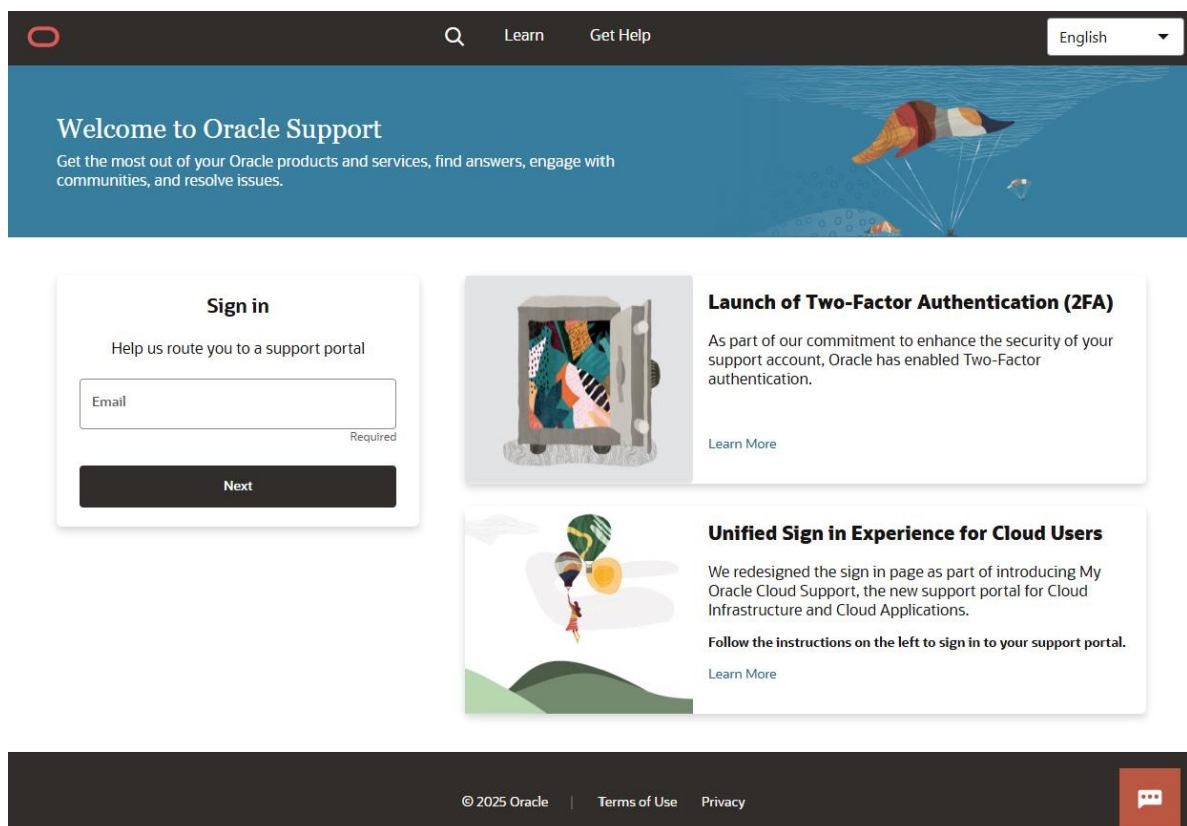
13. Provide required information in the **Contact** section and Customer Reference Number if desired, then click **Submit**



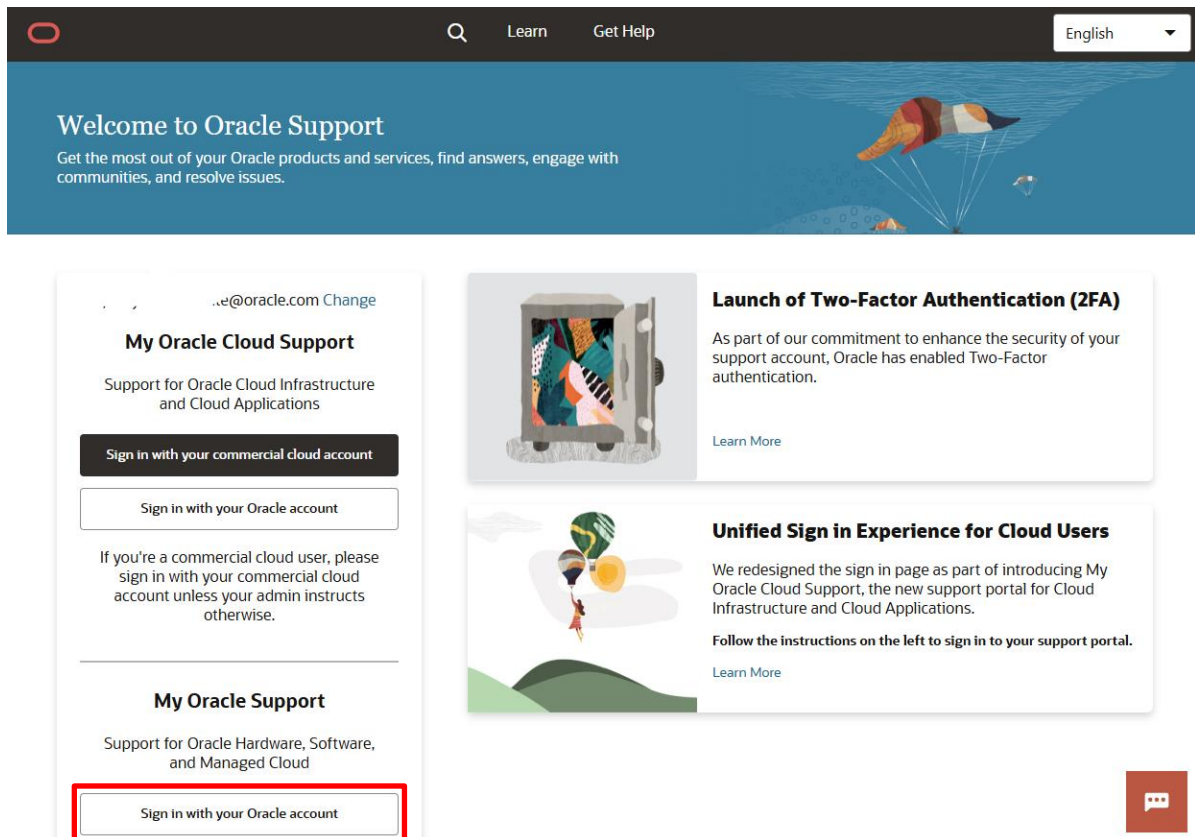
14. You will see an SR confirmation message with the SR number that was created

Open a Hardware Service Request in My Oracle Support

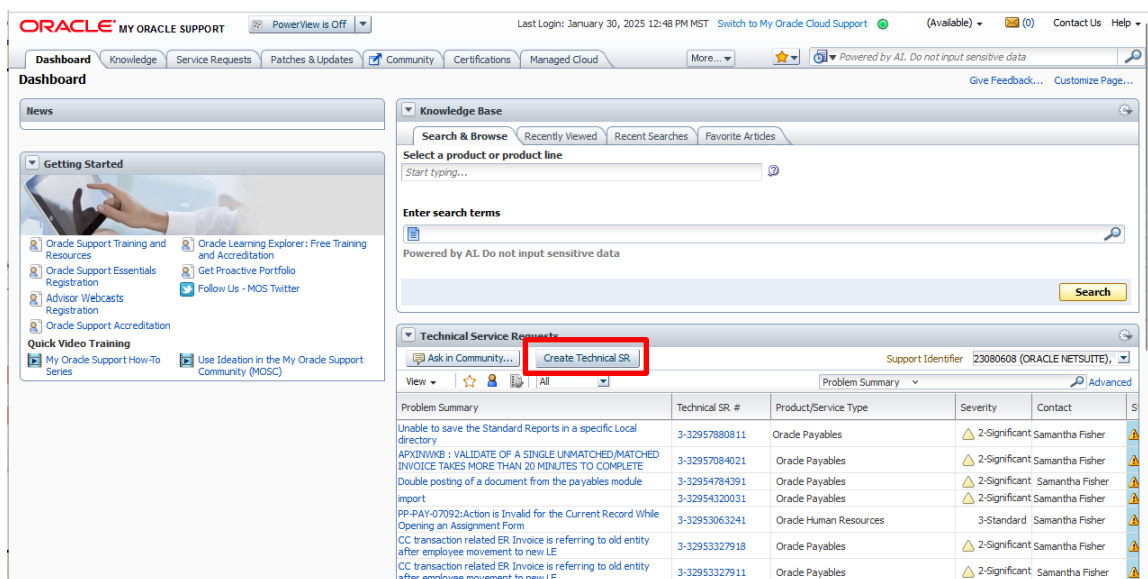
1. Go to the [Oracle Support Sign in page](#)
2. Enter your email address and click **Next**



3. Scroll down to **My Oracle Support, Support for Oracle Hardware, Software, and Managed Cloud**
4. Click on **Sign with your Oracle account**



5. Enter your My Oracle Support login credentials
6. From the “Dashboard” or the “Service Requests” tab, Click **Create Technical SR** button



ORACLE MY ORACLE SUPPORT PowerView is Off Last Login: January 30, 2025 12:48 PM MST Switch to My Oracle Cloud Support (Available) (0) Contact Us Help

Dashboard Knowledge Service Requests Patches & Updates Community Certifications Managed Cloud More... Powered by AI. Do not input sensitive data

Service Requests Home Give Feedback... Customize Page...

Technical Service Requests

Ask in Community... Create Technical SR

Support Identifier 15292666 - Oracle Support Serv...

View All

Problem Summary	Technical SR #	Product/Service Type	Severity	Contact	Status	Last Updated	Service/Environment
TEST 207862 473346.1	3-32957869841	Oracle Payables	2-Significant Alice Lin		Review Update	42 mins ago	
getting error when we cancel PO without canceling bading requisition	3-32957822891	Oracle Purchasing	3-Standard David Felton		Customer Working	1+ hour ago	
TEST 207862 chain to EBS-AP-SUP-LOG-SS SUCCESS	3-32957731631	Oracle Payables	2-Significant Alice Lin		Review Update	1+ hour ago	
TEST 208179 chain to 208179 SUCCESS	3-32954769551	Oracle Payables	2-Significant Alice Lin		Close Initiated	5+ hours ago	
Test SR for Telephony	3-32677889467	Oracle Cloud Infrastructure - Database Se	3-Standard Jennifer Choroszy		Review Update	5+ hours ago	
Line not closed and Not Invoiced	3-32952546431	Oracle Order Management	3-Standard SOURAV KUMAR		Review Update	14+ hours ago	
OM ECC Full Data Load Program Fails with Error ORA-01652	3-32957219931	Oracle Enterprise Command Center Frame	3-Standard Srinivas Dhanthuri		Review Update	14+ hours ago	
Rejected Prospective Supplier Error	3-3295546141	Oracle Supplier Portal	3-Standard Sandra Gutierrez		Customer Working	Wednesday	
TEST 209011 chain to EBS-AP-INV-WKB-CREATION-FLOW	3-32955460511	Oracle Payables	3-Standard Alice Lin		Review Update	Wednesday	
TEST 208986 chain to BS-AP-SUP-BR-SUP-SS SUCCESS	3-32955460501	Oracle Payables	2-Significant Alice Lin		Customer Working	Wednesday	
OM ECC Full Data Load Program Fails with Error ORA-01652	3-32953092251	Oracle Order Management	3-Standard Srinivas Dhanthuri		Review Update	Wednesday	
How to create PR using API?	3-32951602971	Oracle Procurement	2-Significant George Tanase		Close Initiated	Wednesday	
OM ECC Full Data Load Program Fails with Error ORA-01652	3-32953038201	Oracle Order Management	3-Standard Srinivas Dhanthuri		Review Update	Wednesday	
Test SR for FileType_FCC_ER_JOB_STATS_TBL_DATA	3-32954789171	Oracle Financial Services Compliance Studi	3-Standard Tejaswini Ramakanth		Solution Offered	Wednesday	
Siebel RIP Report Scheduling Fails With error	3-32953042941	Siebel CRM	3-Standard Ravikanth Kodali		Solution Offered	Wednesday	

- Enter Problem Summary and Description. Select an Issue Type (review the help tip). Describe the Business Impact and System Lifecycle using LOV options.
 - The severity value is set based on the Issue Type and other information provided
- 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
- Click **Next**

Create Service Request: Problem

Problem/Severity Solutions More Details Contact

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, protected health information subject to HIPAA, any other sensitive personal information (such as payment card data), or U.S. federal government covered defense information (CDI) that requires protections greater than those specified in the Oracle GCS Security Practices link below.

Oracle GCS Security Practices

* Issue Type: Technical Issue

* Business Impact

* System Lifecycle

Where is the Problem?

Hardware Software On-Premise, Non-Oracle Cloud Oracle Cloud Managed Cloud Services

* 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 Type name, number, description, or org., or select from list

Save as Draft Back Next Cancel

Notes for Issue Type:

- The severity will automatically update based on Issue Type selection
- It will change any time you change this selection (before submit)
- Issue Type defaults to Technical Issue (SEV 3)
- If you select **Critical Outage**, Severity 1 Agreement screen pops up
- Click **Agree and Continue** and provide 24x7 contacts
- If the issue does not need 24x7 support, click **Cancel** and change the Issue Type accordingly

Critical Outage (Severity 1) Agreement

In order to provide the most efficient resolution for our customers, we reserve Critical Outage (Severity 1) for the following issues:

- A critical production system or a critical business function is completely unavailable or unstable that you cannot reasonably continue work.
- Ongoing operation of the supported functionality is mission-critical to your business, and the situation is an emergency.

For all Critical Outage (Severity 1) issues, Oracle requires a 24x7 contact be provided so additional information can be requested if needed. You can read more about severity expectations in the [Technical Support Policies](#).

NOTE: Critical Outage requests in English will be worked 24x7, unless mutually agreed otherwise. Critical Outage requests logged for a language other than English will be processed during normal business hours in the resident country of the language.

Please confirm that you agree that your SR meets these criteria.

[Cancel](#) [Agree and Continue](#)

10. Answer any additional questions as prompted then click **Continue**

11. 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

12. You will be given an opportunity to upload files and include additional information to the SR that may assist Support with resolution of your issue. Click **Next**.

Create Service Request: More Details

Problem/Severity Solutions **More Details** Contact

Save as Draft Back **Next** Cancel

Problem Type

* Problem Type Technical issues with this product [Edit](#)

Upload Files/Attachments
For file uploads over 2GB or Explorer, CORES, or other Sun diagnostic files, refer to [How to Send Data to Oracle](#)

[Additional Files](#) Do you have any files that can help solve your Service Request? [Attach](#)

Additional Information

"MY ORACLE SUPPORT COMMUNITIES" - In case this is a functional question, a rich community of Oracle experts and users around the world may also have an answer for you. In that case, you may want to log a thread on the [Oracle Life](#) and [Oracle Database Mobile Server community](#).

* 1) What is the Identity Domain name / Cloud Account name?

13. Provide the 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@compnayemail.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 ☐

Add/Edit Service Address

Address Line1

Address Line2

City

Country

State

Province

County

Time Zone

Zip/Postal Code

Customer Reference Number

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

Team 123

14. You will see an SR confirmation message with the SR number that was created

Severity Levels

Severity 1 (Critical Outage)

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
- Security Incident with the potential to impact the confidentiality, integrity, or availability of the service

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 (Significant Impairment)

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 (Technical Issue)

You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4 (General Guidance)

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.

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 need to be an approved user of 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](#).

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](#).