

# Oracle Market-Driven Support for Oracle Database 11g Release 2

Oracle Database 11g Release 2 will move into Oracle Sustaining Support in January 2021. Customers should upgrade to Oracle Database 19c to benefit from the innovation, flexibility, and stability provided by this release. Some organizations might encounter unexpected disruption, preventing them from upgrading as planned. Oracle Advanced Customer Services can help you accelerate your upgrade projects and reduce risk for your databases running on Oracle Database 11g Release 2 in Sustaining Support if your upgrade or transition to Oracle Cloud requires more time.

## Modernize Your Database Environments

Oracle Advanced Customer Services has the expertise and comprehensive offerings to help you modernize your database environments safely and efficiently, and accelerate adoption of new technologies.

Whether you are looking to upgrade an on-premises database, consolidate and modernize a complex database environment, or transition to Oracle Cloud or Oracle Autonomous Database, Oracle Advanced Customer Services can support you every step of the way.

Read more about [Advanced Services for Upgrade to Oracle Database 19c](#).

## Protect and Extend Your Oracle Database Technology Investment

Your database upgrade projects might take longer than planned because of changing priorities or unexpected economic disruption.

Oracle has a long-term policy to offer comprehensive support across the lifetime of Oracle software products. Once older software has reached Oracle Sustaining Support, you can still count on limited maintenance; however, you no longer have access to new bug fixes, critical patches, or security updates. This can leave your most important applications at high operational and security risk, which may lead to increased cost.



### Key Features

- Severity 1 fixes or workarounds for newly discovered Severity 1 issues impacting production environments
- Security updates to address potential vulnerabilities and reduce downtime risks
- Upgrade planning workshop to help complete upgrade plans
- Technical Account Manager to assist with service delivery issues

Oracle Advanced Customer Services offers Market-Driven Support for Oracle Database 11g Release 2 (11gR2) to extend the life of business-critical databases on this version and assist customers with upgrade planning to a fully supported release of the Oracle Database.

**This offering includes the following service components:**

- **Severity 1 Fixes:** Oracle will provide code fixes or workarounds to correct newly discovered issues that result in Severity 1 production incidents for Oracle Database 11gR2 instances.
- **Security Updates:** Oracle will continue to evaluate security-related risks and other newly discovered vulnerabilities that could potentially impact the terminal release of 11gR2 and provide critical security patches or updates that Oracle deems appropriate.
- **Upgrade Planning Workshop:** Oracle Advanced Customer Services will provide the customer with one Upgrade Planning Workshop designed to assist with developing an upgrade plan during the contract period. The goal is to help Oracle Database 11gR2 customers upgrade to a fully-supported release and reduce the risk associated with operating business-critical applications on a Sustaining Support release of the Oracle Database.
- **Technical Account Manager:** A Technical Account Manager (TAM) will serve as a single point of contact for service-related questions.

**This service is available as shown in the table below:**

ORACLE DATABASE	AVAILABILITY
Oracle Database 11g Release 2 (11.2.0.4)	<ul style="list-style-type: none"><li>• January 2021 to December 2021</li><li>• January 2022 to December 2022</li></ul>

Availability dates may differ for specific deployment options.

This support offering is limited to Oracle Database 11.2.0.4 and coverage does not extend to new certifications, third-party products, or any Java/JDK functionality including Java components embedded in the database. The service also excludes any updates related to cryptography and network encryption. This offering does not include standard Security Patch Updates (SPUs).

The service description and details of all limitations are available in the [Oracle Software Technical Support Policy](#).

**Key Benefits**

- Flexibility to manage unexpected project delays
- Additional time to make informed decisions about upgrading
- Reduces risk by applying proven and tested Severity 1 fixes for newly discovered Severity 1 bugs

**Related Services**

The following optional services are available to assist with your database upgrade and modernization plans:

- Modernization and Upgrade Roadmap
- Upgrade Support Service
- Consolidation Planning Service
- Transition Service

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## Connect with us

Call **+1.800.ORACLE1** or visit **oracle.com/acs**. Outside North America, find your local office at: **oracle.com/contact**.

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