

Oracle Platinum Services Frequently Asked Questions

Oracle Platinum Services provides remote fault monitoring with faster response times and patch deployment services to qualified Oracle Premier Support customers—at no additional cost.

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What is Oracle Platinum Services?

Oracle Platinum Services is a special entitlement under Oracle Premier Support that provides customers with additional services—over and above what they already get under their Oracle Premier Support contract(s)—when they maintain a certified configuration and two-way communication with Oracle via the Oracle Advanced Support Gateway.

Oracle Platinum Services provides enhanced support for high availability and performance to Oracle Premier Support customers running certified configurations of Oracle Engineered Systems—at no additional cost. In addition to receiving the complete support essentials with Oracle Premier Support, qualifying Oracle Platinum Services customers also receive Oracle remote fault monitoring, accelerated response times and patch deployment services. If opted into Oracle Platinum Services without Software Monitoring, then remote software fault monitoring and accelerated response times are omitted from service delivery. Oracle Platinum Services goes well beyond the typical IT support model to help customers unlock the value of their technology investments and ensure maximum uptime.

What is Oracle Platinum Services without Software Monitoring?

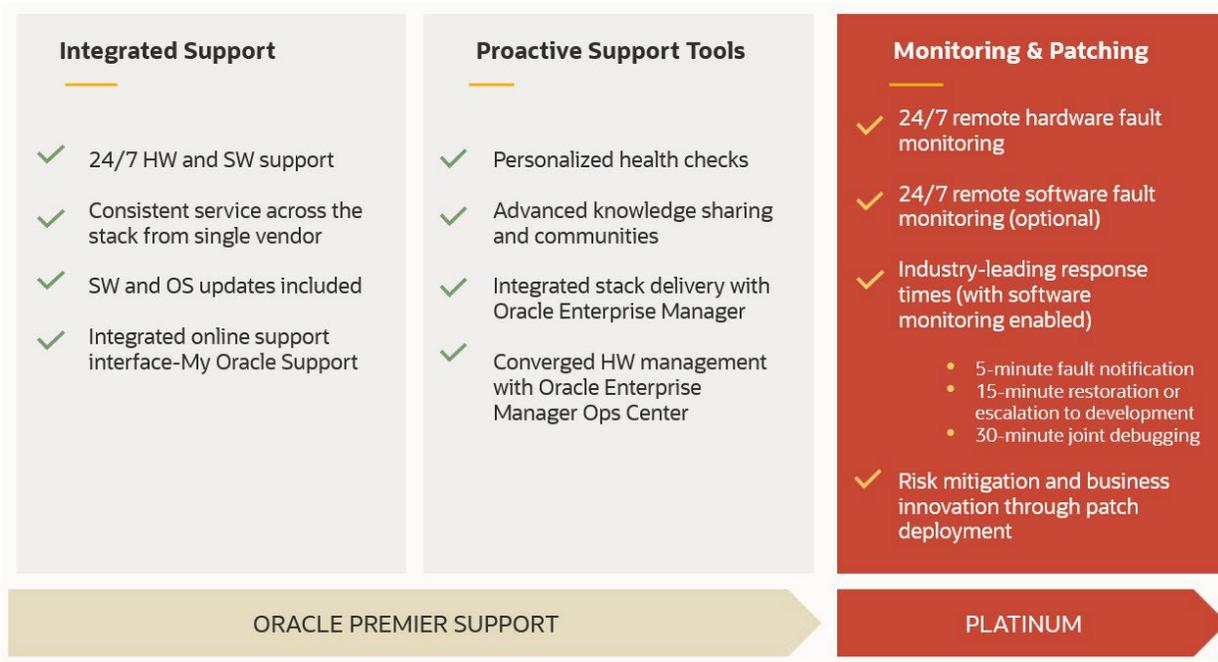
Oracle Platinum Services without Software Monitoring is Oracle Platinum Services where software fault monitoring and associated accelerated response times are excluded. This service option delivers hardware fault monitoring and remote quarterly patch deployment and does not need Oracle Enterprise Manager installed on the Oracle Advanced Support Gateway. As indicated, for this service option, response time targets will not apply. Oracle Platinum Services without Software Monitoring only applies to Exadata and ZDLRA systems. **SuperCluster, ZFSRS and PCA are out of scope for this option.**

What is Sustaining Support for Oracle Platinum Services?

Configurations which are live on Oracle Platinum Services and only have program releases that no longer meet minimum service eligibility requirements will move to Sustaining Support for Oracle Platinum Services. Oracle Platinum Services customers cannot opt into Sustaining Support for Oracle Platinum Services. As installed program releases fall below the minimum requirements for Oracle Platinum Services, affected systems will automatically move to Sustaining Support for Oracle Platinum Services. For more information, please review [Doc ID 2925353.1](#).

How does Oracle Platinum Services relate to Oracle Premier Support?

As mentioned above, Oracle Platinum Services is a special entitlement under Oracle Premier Support that provides customers with additional services – over and above what they already get under their Oracle Premier Support contract(s) – when they maintain a certified configuration and two-way communication with Oracle via the Oracle Advanced Support Gateway. When opted into Oracle Platinum Services without Software monitoring, industry leading response times do not apply.



How much does Oracle Platinum Services cost?

Oracle Platinum Services is a no charge entitlement on Oracle Premier Support, so it is offered to customers at no additional charge beyond what the customer is paying for Premier Support. Oracle Platinum Services can help dramatically reduce a customer’s overall operating cost by minimizing or eliminating unplanned downtime and by providing hardware and (optional) software monitoring and patching services which free-up internal IT staff.

What are the features of Oracle Platinum Services?

In addition to receiving the complete support essentials with Oracle Premier Support, qualifying Oracle Platinum Services customers also receive:

- 24/7 Oracle remote hardware and (optional) software fault monitoring
- Industry-leading response times
- 5-Minute Fault Notification
- 15-Minute Restoration or Escalation to Development
- 30-Minute Joint Debugging with Development
- Patch deployment performed by Oracle up to four times per year

Oracle Platinum Services Features and Benefits

	FEATURES	BENEFITS
Fault Monitoring	24/7 hardware and software fault monitoring	Faster identification, notification and restoration of issues
	Event filtering and qualification	Focus on critical events
	A single global knowledge base, tool set and client portal	Take advantage of the depth and breadth of Oracle’s collective knowledge
Respond and Restore	24/7 Response Times: <ul style="list-style-type: none"> • 5-minute fault notification 	Higher level of response with a faster path to issue restore

	<ul style="list-style-type: none"> • 15-minute restoration or escalation to development • 30-minute joint debugging 	
	Escalation process and hotline with dedicated escalation managers	Expert support staff available 24/7
Patching	Assess and Analyze – produce patch plan	Proactive identification of best practice configuration to help achieve optimal performance
	Plan and Deploy - Proactively plan and deploy patches up to four times per year	Minimize business disruption and ensure systems performance

What are the features of Oracle Platinum Services without Software Monitoring?

In addition to receiving the complete support essentials with Oracle Premier Support, qualifying Oracle Platinum Services without Software Monitoring customers also receive:

- 24/7 Oracle remote hardware fault monitoring
- Patch deployment scheduled by you, and performed by Oracle up to four times per year

Oracle Platinum Services without Software Monitoring Features and Benefits

	FEATURES	BENEFITS
Fault Monitoring	24/7 hardware fault monitoring	Faster identification, notification, and restoration of issues
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Respond and Restore	Escalation process and hotline with dedicated escalation managers	Higher level of response with a faster path to issue restore
		Expert support staff available 24/7
Patching	Assess and analyze—produce patch plan	Proactive identification of best practice configuration to help achieve optimal performance
	Plan and deploy—proactively plan and deploy patches up to four times per year	Minimize business disruption and ensure systems performance

What are the benefits of Oracle Platinum Services?

Oracle takes a high touch approach to helping customers support their Oracle systems, without adding cost or complexity. By choosing to run Platinum Certified Configurations on qualified Oracle systems, customers gain access to Oracle Platinum Services, which enables them to unlock increased value in the following areas:

Performance

Achieve high availability across the whole stack and help tap the full potential of Oracle hardware/software solutions.

Cost Savings

Reduce risk and administrative tasks while enabling higher business productivity through increased focus on strategic projects.

Innovation

Provide your business with immediate access to Oracle product enhancements and added features.

What are the qualifications to be an Oracle Platinum Services customer?

Customers need to meet the following three criteria to be qualified to receive Oracle Platinum Services:

- Run a [Certified Platinum Configuration](#) of a qualifying Oracle Engineered System.
- Install the Oracle Advanced Support Gateway software to enable remote hardware and software monitoring, restoration and patching services.
- Schedule patches up to four times a year and agree to let Oracle deploy said patches to implemented systems on their behalf.

What qualifications do customers need, to be on Oracle Platinum Services without Software Monitoring?

Customers need to meet the following three criteria to be qualified to receive Oracle Platinum Services without Software Monitoring:

- Run a [Certified Platinum Configuration](#) of a qualifying Oracle Engineered System.
- Install the Oracle Advanced Support Gateway software to enable remote hardware monitoring and patching services.
- Schedule patches up to four times a year and agree to let Oracle deploy said patches to implemented systems on their behalf.

What is a Certified Platinum Configuration?

A Certified Platinum Configuration is a defined combination of certified components based on qualifying Engineered Systems that have been tested and certified by Oracle. You can view qualifying Platinum Certified Configurations [here](#).

To learn more about Oracle Platinum Services, please visit us online at oracle.com/support/premier/systems/#platinum.

Why do I need a Certified Platinum Configuration?

Certified Platinum Configurations create a unified basis that enables us to deliver a new level of high availability support for Oracle systems within our standard support offering. Oracle runs these same certified configurations in our service centers to enable fault replication and troubleshooting. Because we are working with known configurations across our systems, as well as those of our customers, we can leverage collective knowledge and a continuous cycle of improvement to more effectively avoid faults and to respond to them much more rapidly when they do occur. Everyone benefits from the knowledge captured and the updates deployed as a result.

How is Oracle Platinum Services delivered to customers?

Oracle Platinum Services is enabled through the Oracle Advanced Support Gateway software, which customers can flexibly deploy in their environment on their own hardware resources or a covered Engineered System when virtualization is available. The Oracle Advanced Support Gateway is the central enabling technology in our ability to deliver remote hardware fault monitoring, optional remote software monitoring, applicable remote response and

restoration (when software monitoring is enabled), and remote patch deployment services. In conjunction with the Oracle Continuous Connection Network (OCCN) transport layer, the Oracle Advanced Support Gateway establishes secure connectivity to Oracle via SSL.

What are the system requirements for the Oracle Advanced Support Gateway?

Oracle provides a flexible model for deployment of the Oracle Advanced Support Gateway via no charge software that can be installed in flexible deployment configurations, on:

- x86 64-bit customer-provided servers supported by Oracle Linux 8.x and UEK 5.4 or later
- x86 64-bit servers purchased from Oracle
- Oracle VM
- A VM that supports the installation of Oracle Linux 8.x and UEK 5.4 or later

Oracle Private Cloud Appliance (PCA) is only supported for hosting the gateway software if it has not been implemented as a certified configuration under Oracle Platinum Services. An implemented PCA system under Oracle Platinum Services cannot host the gateway simultaneously.

Whether physical or virtual, the server needs to meet the minimum hardware specifications as outlined below:

- CPU: x86-64Bit architecture
 - Minimum: 4 cores
 - Recommended: 8 cores
- Memory:
 - Minimum: 48 GB
 - Recommended: 64 GB
- Storage:
 - Minimum: 1 disk >=1TB (if using local storage)
 - Recommended: Separate disk spindles for data and backup file systems; 6 disks >= 1 TB each

For additional information, please review the [Oracle Advanced Support Gateway Installation Guide](#) for Host System Requirements.

What are the configuration options for the Oracle Advanced Support Gateway?

The Oracle Advanced Support Gateway is available as a downloadable disc image (.iso). Details below:

DISTRIBUTION MECHANISM	PURPOSE	TARGET PLATFORM
Bootable ISO image	The primary distribution of the gateway and the only option for Oracle Exadata Database Machine. Can be used to deploy onto bare metal or inside an Oracle Virtual Machine (OVM). Deploying the gateway on VMWare is now supported.	x86-64 Server that supports Oracle Linux, VMWare, OVM or OVM on Oracle Private Cloud Appliance (PCA)

How does Oracle keep Information Technology (IT) environments and information secure during service delivery?

Monitoring and patching are enabled through a secure, two-way communication system—the Oracle Advanced Support Gateway. Security is of the utmost importance when Oracle accesses customer systems for monitoring and patching. Oracle follows strict security principles in its approach to keeping IT environments and information secure. These principles include:

- **A defense-in-depth approach:** Oracle employs consistent use of encryption and multiple layers of access controls, intended to preserve the confidentiality, integrity, and availability of the data we collect and systems we serve.
- **Data collection limited to a need-to-know basis:** Oracle only collects the data we need—and nothing more—to get the job done. This data includes configuration-related information specific to Oracle products. Oracle does not collect potentially sensitive customer data.
- **Adhering to formal security policies and processes:** Oracle requires a culture of security awareness with documented global security policies, compliance processes, and mandatory training based on widely accepted IT governance frameworks.
- **Independent validation through third-party audits and certifications:** Oracle is compliant with globally accepted security and governance frameworks to ensure that processes, policies, and technology are in place to manage risks associated with security. Examples include PCI DSS, SSAE 16 SOC 1 Type II and SOC 2 Type II.

How does the remote fault monitoring work?

Remote fault monitoring includes hardware monitoring and optional software monitoring. Covered components are monitored by Oracle around-the-clock, providing a single point of accountability for the Oracle stack—helping to help maximize proper functioning of the Engineered System.

Oracle engineers rapidly respond to fault alerts transmitted via the Oracle Advanced Support Gateway. Alerts are automatically filtered to focus on critical events and create SRs accordingly.

Also, when events detected meet specific sets of criteria, Oracle generates service requests automatically, which are routed to Platinum Support engineers. Customers listed as points of contact receive 5-minute fault notifications via email. After the SR is created, customers can visit the My Oracle Support portal to get more details and collaborate with the assigned engineer regarding the SR. Accelerated target response times only apply when software monitoring is enabled.

The [Fault Monitoring document](#) provides a list of categorized faults monitored under Oracle Platinum Services.

What will Oracle monitor as part of Oracle Platinum Services?

Oracle Platinum Services monitors for hardware faults in the hardware, and when enabled, for software faults in the database, operating system and networking components of covered systems. The remote hardware and optional software fault monitoring are focused on identifying issues with the ability of core system components to function properly to maintain system availability. Oracle Platinum Services and Oracle Platinum Services without Software Monitoring do not include full performance monitoring, such as our optional [Advanced Monitoring and Resolution services](#), which leverages customer-specific service level criteria and advanced monitoring tools to perform predictive monitoring on hundreds of metrics across applications, hardware, network and web infrastructure. The [Fault Monitoring document](#) provides a list of categorized faults monitored under Oracle Platinum Services.

For more information about Oracle Platinum Services monitoring, contact your Oracle [Customer Success Services](#) sales representative.

Will Oracle monitor applications or other components that are not part of a certified configuration?

Oracle offers optional, for-fee service extensions for monitoring and resolution of components and metrics that are not covered under Oracle Platinum Services.

To learn more about our optional service enhancements, please visit [Oracle Customer Success Services](#).

When software monitoring is enabled, how fast will Oracle respond and restore a system if a fault is detected?

For customers who opted into software monitoring, Oracle will notify customers of a fault within 5 minutes of receiving an alert. Senior support engineers at Oracle reference a single, global knowledge base and support toolset to quickly diagnose issues and begin restoration. After the opening of a Severity 1 service request, customers receive 15-minute restoration where they are given a plan to restore their system. If the issue is not resolved within 30 minutes of the opening of the service request, a joint debugging session is held with the customer, support engineer and Development to drive to a conclusion.

To further ensure that systems are restored to full performance as quickly as possible, Oracle Platinum Services includes a defined escalation process, hotline and dedicated escalation managers to provide expert support anytime, day or night.

This level of responsiveness is unprecedented, especially as an entitlement on top of standard support coverage.

To read the full Technical Support Policy for Oracle Platinum Services, please visit us online at oracle.com/us/support/library/platinum-services-policies-1652886.pdf.

The accelerated response and restoration targets do not apply when implemented into Oracle Platinum Services without Software Monitoring.

How does the patch deployment work?

Oracle applies patches to the qualified Certified Platinum Configurations up to four times per year via the Oracle Advanced Support Gateway. We work collaboratively with customers to assess, analyze, plan and deploy updates and patches to mitigate risks and complications. Through this continuous improvement, customers can experience greater system performance, availability, and security.

Frequent updates also enable speedy adoption of Oracle product enhancements, including powerful new features and functionality that can quickly be put to work in your business.

The [Remote Patching Deployment Scope](#) document provides a list of Certified Platinum Configurations, the programs that will be patched, and the scope of the remote patching deployment.

Why is Oracle offering this service at no additional cost?

Oracle understands that disruptions in IT systems availability can seriously impact your business. That's why when you choose the extreme performance of a [qualifying Engineered System](#), you can also gain access to enhanced support—Oracle Platinum Services—an entitlement on top of Oracle Premier Support.

We can provide this extreme support value because our continuous innovation and improvement take advantage of the insights gained supporting mission critical business solutions around the world, including our own data centers. By maintaining technology on a standard configuration, we can further remove complexity from the supportability of the IT stack. And, because we are dealing with known (certified) configurations, we can leverage collective knowledge and a continuous cycle of improvement to more effectively avoid faults and to respond to them much more rapidly when they do occur. Everyone benefits from the knowledge captured and the updates deployed as a result. It's one more way that we're "engineered to work together."

Oracle Databases: Expired Extended Support and impact on Oracle Platinum Services

If you have questions about the impact of the end of Extended Support on Oracle Databases, please see information below.

What is the expiration date of Extended Support for a specific Oracle Database?

The [Oracle Lifetime Policy document](#) shows when Extended Support for specific Oracle Databases ends.

How does the end of Extended Support on a specific Oracle Database impact Oracle Platinum Services?

Oracle Platinum Services [Technical Support Policies](#) states that you must properly certify all programs in the certified configuration. When an Oracle Database is no longer a certified configuration beyond their Extended Support date, configurations with this version no longer meet eligibility requirements for Oracle Platinum Services.

Which Oracle Platinum Services systems are impacted by the end of Extended Support for a specific Oracle Database?

1. Homogeneous Oracle Database systems with only single or multiple Oracle Homes on a database version beyond its Extended Support date, with no other supported database versions installed.
2. Heterogeneous Oracle Database systems with supported database versions as well as single or multiple Oracle Homes on version of the database beyond the Extended Support date.

How are systems with specific Oracle Database versions on Oracle Platinum Services specifically impacted by the end of the database versions' Extended Support?

Systems with single or multiple Oracle Homes of Oracle Databases beyond their extended support date must migrate to a supported database version or work with [Customer Success Services](#) to leverage applicable for-fee services. Oracle may also move such systems to Sustaining Support for Oracle Platinum Services or review them for decommissioning.

Systems with other supported Oracle Database versions as well as single or multiple Oracle Homes on versions beyond their Extended Support dates will continue to receive Platinum Services for all components except for the Oracle Database(s) and their components which are no longer supported.

When does the decommission from Oracle Platinum Services become effective?

Oracle Platinum Services typically performs the decommission process on non-certified configurations on a case-by-case basis, depending on when any allowed grace period ends.

What other options can I use to avoid immediate decommission?

- Contact [Oracle Customer Success Services\(CSS\)](#). They offer for-fee services including [Oracle Database Upgrade Support \(aka Market Driven Support\)](#) and other patching services for your databases. You can also work with CSS to keep the rest of your stack patched and up to date.

Who will help me with the needed migration?

Migrating to supported Oracle Database versions is outside of the scope of Oracle Platinum Services, but you can contact [Oracle Customer Success Services](#) for information on applicable for-fee services to help with your migration.

Will I be notified before my system is decommissioned?

Yes. The Oracle Platinum Services decommission process starts with a service request (SR) opened to your CUA or other designated POC to provide information about the process.

What happens after my system is decommissioned? Do I have to remove the gateway software?

After your system is decommissioned, you usually do not need to do anything. If you wish to be implemented back onto Oracle Platinum Services, please work with your Support (or Technical) Account Manager or Oracle Platinum Services driver, if you have one assigned.

How do I find out how much longer my database version will be eligible for Oracle Platinum Services?

Please review the [Oracle Database Releases Section](#) of the Oracle Lifetime Support Policy document for timelines relevant to your database version. You can also reference the Oracle Platinum Services [certified configuration matrix](#) to compare support timelines against versions certified on the service.

Which Oracle Database versions are eligible for Oracle Platinum Services?

The Oracle Platinum Services [certified configuration matrix](#) shows the Oracle Databases that are eligible for the service at the current date. Updates are made frequently to reflect any changes to supported versions.

Who do I contact for more information?

- If you have an account management team, please work with your account manager to get you in contact with the correct Oracle Platinum Services resources.
- Ask questions in your decommission SR during the decommission review process.
- Contact [Oracle Customer Success Services \(CSS\)](#) for more information on possible offerings to keep you eligible on Oracle Platinum Services until you can upgrade. Note that there may not be any such offering for your database version.

What are the fee structures for the services available to keep systems eligible on Oracle Platinum Services until upgrades can be done?

Please contact [Oracle Customer Success Services](#) with questions about the fee structure for the services offered.

What is Oracle Database Upgrade Support (aka Market Driven Support Services (MDS)) for applicable Oracle Database Releases?

Please contact [Oracle Customer Success Services \(CSS\)](#) for information on Oracle Database Upgrade Support (aka MDS services).

My environment includes multiple Oracle Databases. If I already have Oracle Database Upgrade Support for a supported database version, can I use that to apply to another database version?

Oracle Database Upgrade Support is typically database version specific and not transferable. Please review the [Oracle Database Upgrade Support FAQ](#) for more information.

Do I need separate Database Upgrade Support for each database version?

Please contact Oracle Customer Success Services (CSS) for information about [Oracle Database Upgrade Support](#).

Where can I get more information?

If you are ready to take advantage of [Oracle Platinum Services](#), we can help you get there quickly.

Looking to learn more about Oracle Platinum Services?

Review the Oracle Platinum Services [datasheet](#), and explore certified configurations [here](#).

Ready to configure and update an existing Oracle Engineered System?

We can help you update your system to the current certified configuration for Oracle Platinum Services and set up the [Oracle Advanced Support Gateway](#). Learn more [here](#).

Ready to install a new Oracle Engineered System?

We can help you install your new Engineered System, configure it to meet the Oracle Platinum Services requirements, and setup the [Oracle Advanced Support Gateway](#). Learn more [here](#).

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