



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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TABLE OF CONTENTS

What is Oracle Platinum Services?	3
How does Oracle Platinum Services relate to Oracle Premier Support?	3
How much does Oracle Platinum Services cost?	3
What are the features of Oracle Platinum Services?	4
What are the benefits of Oracle Platinum Services?	5
Performance	5
Cost Savings	5
Innovation	5
What are the qualifications to be an Oracle Platinum Services customer?	5
What is a Platinum Certified Configuration?	5
Why do I need a Certified Platinum Configuration?	5
How is Oracle Platinum Services delivered to customers?	5
What are the system requirements for the Oracle Advanced Support Gateway?	6
What are the configuration options for the Oracle Advanced Support Gateway?	6
How does Oracle keep Information Technology (IT) environments and information secure during service delivery?	7
How does the remote fault monitoring work?	7
What will Oracle monitor as part of Oracle Platinum Services?	7
Will Oracle monitor applications or other components that are not part of a certified configuration?	7
How fast will Oracle respond and restore a system if a fault is detected?	8
How does the patch deployment work?	8
Why is Oracle offering this service at no additional cost?	8
Oracle DataBase 11.2.0.4: EXPIRED EXTENDED SUPPORT AND IMPACT ON Oracle PLATINUM SERVICES	9
What is the expiration date of Extended Support for Oracle Database 11.2.0.4?	9
How does the end of Extended Support on Oracle Database 11.2.0.4 impact Oracle Platinum Services?	9
Which Oracle Platinum Services systems are impacted by the end of Extended Support for Oracle Database 11.2.0.x?	9
How are Oracle Database 11.2.0.x systems on Oracle Platinum Services specifically impacted by the end of Extended Support for 11.2.0.x?	9
When does the decommission from Oracle Platinum Services become effective?	9
What other options can I use to avoid immediate decommission?	9
Who will help me with the needed migration?	10
Will I be notified before my system is decommissioned?	10
What happens after my system is decommissioned? Do I have to remove the gateway software?	10
I am not on Oracle Database 11.2.0.x, how do I find out how much longer my database version will be eligible for Oracle Platinum Services?	10
Which Oracle Database versions are eligible for Oracle Platinum Services?	10
Who do I contact for more information?	10
What are the fee structures for the services available to bridge Oracle Platinum Services?	10
When is the last day I can transition to the bridge for Oracle Platinum Services?	10
How long can I use the Oracle ACS bridge offerings for Oracle Platinum Services?	10

Oracle DataBase 12.2.0.1(12c) and 18c: EXPIRED PREMIER SUPPORT AND IMPACT ON Oracle PLATINUM SERVICES **11**

What is the expiration date of Premier Support for Oracle Database 12.2.0.1(12c)?	11
What is the expiration date of Premier Support for Oracle Database 18c?	11
Is Oracle Database 12.2.0.1(12c) eligible for Extended Support?	11
What is included in Limited Error Correction Support for Oracle Database 12.2.0.1(12c)?	11
How long will Limited Error Correction Support for Oracle Database 12.2.0.1(12c) be available?	12
Is Oracle Database 18c eligible for Extended Support?	12
Is Limited Error Correction Support available for Oracle Database 18c?	12
My Certified Configurations are exclusively on Oracle Database 12.2.0.1(12c). Will they be decommissioned after Limited Error Correction ends on March 31, 2022?	12
What do I need to do to avoid my 12.2.0.1(12c) database system(s) from being decommissioned from Oracle Platinum Services after Limited Error Correction Support ends on March 31, 2022?	12
My Certified Configurations are exclusively on Oracle Database 18c. Will they be decommissioned since Premier Support ended on June 30, 2021?	12
My Certified Configurations have a mix of 12.2.0.1(12c) and 18c databases. Will they still be decommissioned after Limited Error Correction Support for 12c ends on March 22, 2022?	12

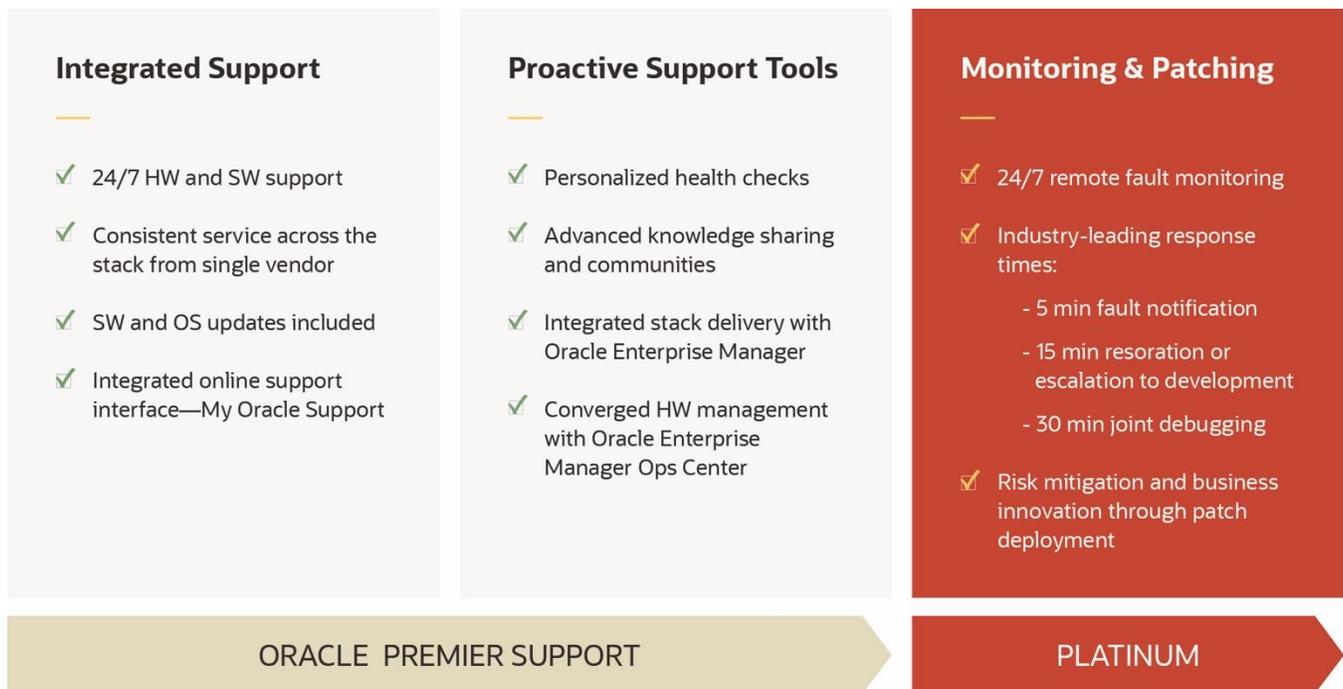
WHAT IS ORACLE PLATINUM SERVICES?

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. Oracle Platinum Services goes well beyond the typical IT support model to help customers unlock the value of their technology investments.

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.



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. In fact, Oracle Platinum Services can help dramatically reduce a customer’s overall operating cost by minimizing or eliminating unplanned downtime and by providing 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 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	24x7 fault monitoring	Faster identification, notification and restoration of issues
	Event filtering and qualification	Focus on critical events
	Reporting on event management	Full visibility into faults detected by Oracle
	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	24x7 Response Times: <ul style="list-style-type: none"> • 5-min fault notification • 15-min restoration or escalation to development • 30-min joint debugging 	Higher level of response with a faster path to issue restore
	Escalation process and hotline with dedicated escalation managers	Expert support staff available 24x7
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. Spend time on strategic projects instead of fighting fires.

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?

There are three criteria that customers need to meet to be qualified to receive Oracle Platinum Services. Customers need to:

1. Run a [Certified Platinum Configuration](#) of a qualifying Oracle Engineered System.
2. Install the Oracle Advanced Support Gateway software to enable remote monitoring, restoration and patching services.
3. Agree to let Oracle deploy patches to covered systems on their behalf up to four times per year.

WHAT IS A PLATINUM CERTIFIED 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.

To view qualifying Platinum Certified Configurations, please visit us online at <https://www.oracle.com/goto/platinumservices>.

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 are able to 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 fault monitoring, remote response and restoration, and 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 three configurations, on:

1. x86 customer provided servers;
2. x86 servers purchased from Oracle;
3. Oracle Private Cloud Appliance (PCA) is only supported for hosting the gateway software if it has not been implemented as a certified configuration under Platinum Services. An implemented PCA system under 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: 32GB
 - Recommended: 48GB
- Storage:
 - Minimum: 1 disk >=1TB (if using local storage)
 - Recommended: Separate disk spindles for data and backup file systems; 6 disks >= 600GB each

For additional information, please review the Oracle Advanced Support Gateway Installation Guide's Host System Requirements available online at: https://docs.oracle.com/cd/E41177_01/html/E40642/gnbny.html.

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.

HOW DOES THE REMOTE FAULT MONITORING WORK?

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 in Platinum Services Centers of Excellence 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 details about the fault event as well as engage the assigned engineer to get additional details regarding the fault.

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 faults in the hardware, database, operating system and networking components of covered systems. This remote fault monitoring is focused on identifying issues with the ability of core system components to function properly in order to maintain system availability. Oracle Platinum Services does 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 Advanced Customer Support 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 us online at <https://www.oracle.com/goto/acsplatinumservices>.

HOW FAST WILL ORACLE RESPOND AND RESTORE A SYSTEM IF A FAULT IS DETECTED?

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 <http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf>.

HOW DOES THE PATCH DEPLOYMENT WORK?

Oracle applies patches to the qualified Platinum systems 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.

A list of Certified Platinum Configurations, the programs that will be patched, and the scope of the remote patching deployment is available online at <http://www.oracle.com/us/support/library/remote-quarterly-patching-scope-1652890.pdf>.

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—at no additional cost.

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 are able to 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 DATABASE 11.2.0.4: EXPIRED EXTENDED SUPPORT AND IMPACT ON ORACLE PLATINUM SERVICES

If you have questions about the impact of the end of Extended Support on Oracle Database 11.2.0.4, please see information below.

What is the expiration date of Extended Support for Oracle Database 11.2.0.4?

The [Oracle Lifetime Policy document](#) shows that Extended Support for 11.2.0.4 ended on December 31, 2020.

How does the end of Extended Support on Oracle Database 11.2.0.4 impact Oracle Platinum Services?

Oracle Platinum Services [Technical Support Policies](#) states that you must properly certify all programs in the certified configuration. Since Oracle Database 11.2.0.x is no longer a certified configuration after December 31, 2020, 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 Oracle Database 11.2.0.x?

1. Homogeneous Oracle Database systems with single or multiple Oracle Homes on version 11.2.0.3 or 11.2.0.4 only, with no other supported database versions.
2. Heterogeneous Oracle Database systems with supported database versions as well as single or multiple Oracle Homes on version 11.2.0.3 or 11.2.0.4.

How are Oracle Database 11.2.0.x systems on Oracle Platinum Services specifically impacted by the end of Extended Support for 11.2.0.x?

Systems with single or multiple Oracle Homes on version 11.2.0.3 or 11.2.0.4 only, with no other database versions must migrate to a supported database version, work with Advanced Customer Services (ACS) to leverage applicable for-fee services, or be decommissioned.

Systems with other supported Oracle Database versions as well as single or multiple Oracle Homes on version 11.2.0.x will continue to receive Platinum Services for all components except for the non-certified Oracle Database (s) and their components.

When does the decommission from Oracle Platinum Services become effective?

Oracle Platinum Services has been performing the decommission process on non-certified configurations with Oracle Database 11.2.0.x homes since the first week of January 2021.

What other options can I use to avoid immediate decommission?

- Oracle Platinum Services is offering a one-time opportunity to perform database migrations to version 19c only, for customers currently on the service, under certain conditions. The offer is valid for a limited time. Please see [Oracle Platinum Services Upgrade to 19c](#) for more information.
- Contact [Oracle Advanced Customer Support \(ACS\)](#). They offer for-fee services including [Market Driven Support \(MDS\) for Oracle Exadata 11gR2](#) and other patching services for your databases. You can also work with ACS 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 as a one-time opportunity for a limited time, Oracle can migrate your database versions to 19c if you meet certain conditions. For more information, please see [Oracle Platinum Services Upgrade to 19c](#). You can also contact [Oracle Advanced Customer 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 processes starts with a service request (SR) opened to your CUA 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.

I am not on Oracle Database 11.2.0.x, 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 Advanced Customer Services \(ACS\)](#) for more information on offerings to bridge Oracle Platinum Services

What are the fee structures for the services available to bridge Oracle Platinum Services?

Please contact Oracle Advanced Customer Support services [here](#), for questions about the fee structure for the services offered.

When is the last day I can transition to the bridge for Oracle Platinum Services?

You can work with [Oracle Advanced Customer Services \(ACS\)](#) to leverage the services offered at any time. Oracle Platinum Services does not determine transition dates, but the decommission process for impacted systems is currently underway. Please see [Oracle Platinum Services Upgrade to 19c](#) for information on how Oracle Platinum Services can migrate your database to 19c.

How long can I use the Oracle ACS bridge offerings for Oracle Platinum Services?

You can stay on the Oracle ACS administered services for as long as they are offering them, with Oracle Platinum Services support limited to the non-database components of the system. For more information on the Oracle ACS bridge offering, contact [Oracle Advanced Customer Services](#). Please be aware that you can transition back to Oracle Platinum Services for all your certified configuration only after you have migrated to a qualified database version. Please see [Oracle Platinum Services Upgrade to 19c](#) for information on how Oracle Platinum Services can migrate your database to 19c.

After the Oracle ACS service offerings for bridging Oracle Platinum Services ends, how much time do I have to migrate to an eligible database version?

Oracle Platinum Services does not mandate a timeline for migrating to eligible database versions, but to be actively supported on the service, you must be on a valid supported database version. If you want to be transitioned to active Oracle Platinum Services immediately, you are advised to migrate before the bridge services timeline ends. All systems on Oracle Database 11.2.0.x versions will be immediately reviewed for decommissioning if they are no longer bridged by ACS service offerings.

When does the Oracle ACS offerings to bridge Oracle Platinum Services end?

Please contact [Oracle Advanced Customer Services \(ACS\)](#) for more information on the service offering timelines.

How do I know if my hardware is eligible for the bridge from ACS?

Available information indicates that only Oracle Exadata systems can leverage the services offered to bridge Oracle Platinum Services currently. Please contact [Oracle Advanced Customer Services \(ACS\)](#) for inquiries about other hardware types.

What is Market Driven Support Services (MDS) for Oracle Database 11gR2?

Please contact [Oracle Advanced Customer Services \(ACS\)](#) for information on MDS services.

My environment includes multiple Oracle Databases. If I already have MDS for a supported database version, can I use that to apply to 11.2.0.4?

MDS services are typically database version specific and not transferable. Please contact [Oracle Advanced Customer Services \(ACS\)](#) for more information on the services offered.

Do I need separate MDS services for each database version?

Please contact Oracle Advanced Customer Support (ACS) for information about MDS

ORACLE DATABASE 12.2.0.1(12C) AND 18C: EXPIRED PREMIER SUPPORT AND IMPACT ON ORACLE PLATINUM SERVICES

If you have questions about the impact of the end of Premier Support for Oracle Database 12.2.0.1(12c) and 18c, please see information below.

What is the expiration date of Premier Support for Oracle Database 12.2.0.1(12c)?

The [Oracle Lifetime Support Policy](#) states that Premier Support for Oracle Database 12.2.0.1(12c) expired on November 30, 2020.

What is the expiration date of Premier Support for Oracle Database 18c?

The [Oracle Lifetime Support Policy](#) states that Premier Support for 18c expired on June 30, 2021.

Is Oracle Database 12.2.0.1(12c) eligible for Extended Support?

No. Oracle Database 12.2.0.1(12c) is not eligible for Extended Support, but it is eligible for Limited Error Correction Support.

What is included in Limited Error Correction Support for Oracle Database 12.2.0.1(12c)?

Limited Error Correction for 12.2.0.1(12c) will be limited to Severity 1 production fixes and security fixes delivered via the Quarterly Release Update (RU) process. Please see the [Oracle Lifetime Support Policy](#) for more details on what is included in Limited Error Correction Support for Oracle Database 12.2.0.1(12c).

How long will Limited Error Correction Support for Oracle Database 12.2.0.1(12c) be available?

Please refer to the [Oracle Lifetime Support Policy](#).

Is Oracle Database 18c eligible for Extended Support?

No. The [Oracle Lifetime Support Policy](#) states that Oracle Database 18c is not eligible for Extended Support.

Is Limited Error Correction Support available for Oracle Database 18c?

No. Currently, the [Oracle Lifetime Support Policy](#) does not cover Limited Error Correction for Oracle Database 18c.

My Certified Configurations are exclusively on Oracle Database 12.2.0.1(12c). Will they be decommissioned after Limited Error Correction ends on March 31, 2022?

Yes, unless you migrate to a supported version of the Oracle Database. Please see [Oracle Platinum Services Upgrade to 19c](#) for more information on the migration opportunity being offered by Oracle Platinum Services.

What do I need to do to avoid my 12.2.0.1(12c) database system(s) from being decommissioned from Oracle Platinum Services after Limited Error Correction Support ends on March 31, 2022?

You must migrate to Oracle Database 19c or 21c. If you are still supported on Oracle Platinum Services under Limited Error Correction, Oracle is offering a one-time opportunity to perform database migrations to version 19c only, for customers currently on the service, under certain conditions. The offer is valid for a limited time. Please see [Oracle Platinum Services Upgrade to 19c](#) for more information. Oracle Platinum Services systems which remain on Oracle Database 12.2.0.1 (12c) will be immediately decommissioned.

My Certified Configurations are exclusively on Oracle Database 18c. Will they be decommissioned since Premier Support ended on June 30, 2021?

Yes. Oracle Platinum Services has been working to decommission all systems exclusively on Oracle Database 18c since July 1, 2021. If you are still live on Oracle Platinum Services using Oracle Database 18c, Oracle is offering a one-time opportunity to perform database migrations to version 19c only, for customers currently on the service, under certain conditions. The offer is valid for a limited time. Please see [Oracle Platinum Services Upgrade to 19c](#) for more information. Oracle Platinum Services systems which remain on Oracle Database 18c will be immediately decommissioned.

My Certified Configurations have a mix of 12.2.0.1(12c) and 18c databases. Will they still be decommissioned after Limited Error Correction Support for 12c ends on March 22, 2022?

Yes, unless you migrate to a supported version of the Oracle Database. Please see [Oracle Platinum Services Upgrade to 19c](#) for more information on the migration opportunity being offered by Oracle Platinum Services.

WHERE CAN I GET MORE INFORMATION?

If you are ready to take advantage of Oracle Platinum Services, we can help you get there quickly.

Learn more about Oracle Platinum Services

And certified configurations online at <https://www.oracle.com/goto/platinumservices>.

Get more details about database migration to Oracle Database 19c

Current Oracle Platinum Services customers, Oracle can migrate your certified configuration to 19c. Learn more about [Oracle Platinum Services Upgrade to 19c](#).

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 setup the Oracle Advanced Support Gateway. Learn more online at www.oracle.com/goto/acsplatinumservices.

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 online at <https://www.oracle.com/goto/acsplatinumservices>.

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