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Customer Connection Support Tips & Support Best Practices

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Today's Objectives

- Provide an overview of the most frequently used features of Customer Connection
- Improve your ability to better utilize Customer Connection

Navigation



- Main navigation on left
- You can always click on “PeopleSoft Home” or the “Oracle/PeopleSoft Customer Connection” icon in top left to get Home

Search Tools – Site Wide Search

The screenshot displays the Oracle PeopleSoft Customer Connection website. At the top, the Oracle and PeopleSoft logos are visible, along with the tagline "Customer Connected". Below the logos, there is a navigation menu with links for "PeopleSoft Home", "Implement, Optimize + Upgrade", "Updates + Fixes", "Support", "Oracle University", and "Products + Services". A search box is highlighted with a red border, containing a search input field and a "SEARCH" button. Below the search box, there are links for "Additional Search Engines: SARs", "Update Center", and "Course Catalog", along with "Improve search results" and "Site index". To the right of the search box, there is a "Find What You Need" section with links for "Advisor Webcasts", "Contact Directory", "Customer Care Directory", "Email Subscription Center", "Global Support Center Directory", and "New Customers Start Here". On the far right, there is a sidebar with a photo of a man and several promotional banners, including "Receive Enterprise One Launch", "New 'Save PeopleSoft'", and "Reminder: Integrate P".

- Accessed from “Search” box on left
- Searches all content on Customer Connection except SARs and EnterpriseOne/World Update Center

Search Tools – Site Index

- Notice “Site index” link in Search box
- Alphabetical listing of topics

Search

Additional Search Engines:







- » [SARs](#)
- » [Update Center](#)
- » [Course Catalog](#)

[Improve search results](#) | [Site index](#)

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

This Site Index provides an alphabetical listing of the major suites, modules, and solutions, please use our [Product Index](#)

A

- [about Oracle](#) 
- [investor relations](#) 
- [accessibility program](#) 
- [Advisor webcasts](#)
- [advisory boards](#)
 - [EMEA User Advisory Board \(EMEA UAB\)](#)
 - [International Customer Advisory Board \(ICAB\)](#)
- [Africa](#). See [Europe, Middle East, and Africa \(EMEA\)](#)
- [Alliance Partners](#). See [Partners](#)
- [analytics](#) 
- [application hosting](#). See [Hosting Services](#) 
- [Application Integration](#). See [AppConnect](#) 
- [archives, document](#)
- [Asia Pacific](#)
 - [Advisor Webcast sessions](#)
 - [Customer Care directory](#)
 - [Global Support Center directory](#)
 - [office locations](#)

Search Box – Improve Search Results

- Use “Improve search results” link for additional information
- Links to specialty searches and tips – We will talk about these specialty searches later

Search

Additional Search Engines:

- » [SARs](#)
- » [Update Center](#)
- » [Course Catalog](#)
- » [Improve search results](#) | [Site index](#)

PeopleSoft Customer Connection has a wide range of support, product, and service information. Site access into the site, but may return more results than are easily sortable.

Here are some recommendations on how to target your search and improve results:

- Choosing targeted search engines.
- Using appropriate search syntax.
- Understanding search query techniques.
- Managing sitewide search results.

Below are the available custom search engines with a description of each engine's specialty. We've robust engines.

Updates and Fixes Search

Search for updates and fixes to PeopleSoft® Enterprise global applications and PeopleTools.

[Updates and Fixes Search Tips](#)

Update Center Search

Search for updates to PeopleSoft® EnterpriseOne and PeopleSoft® World applications and tools.

Software Action Request Search

Software Actions Requests (SARs) are used to track requested changes to PeopleSoft EnterpriseOne tools.

[SARs Search Tips](#)

Online Support Solution Search

Search previous resolutions other customers have logged that may solve your issue.

[Online Support Solution Search Tips](#)

Course Catalog Search

Search for training courses on PeopleSoft Enterprise applications and PeopleTools.

PeopleSoft Advisor Search

Search for PeopleSoft Advisor webcasts on our technology, applications, or business solutions.

Sitewide Search - Example

- Looking for information on “Support Assistant”
- Enter words in text box and click on “Search”

Search

Additional Search Engines:

- » [SARs](#)
- » [Update Center](#)
- » [Course Catalog](#)

[Improve search results](#) | [Site index](#)

Search Again:

Search within these results [Search Tips](#)

Additional Search Engines: [SARs](#) [Update Center](#) [Course Catalog](#)

Limit Search to: 1 - Entire Site
Using: All Words

Search Results for:
SUPPORT ASSISTANT in Entire Site

1 - 10 of 621 results found Page 1 2 3 4 5 6 7 8 9 10 [Prev](#) [Next](#)

Select desired area, then click search to reduce results list.

548	Results in: Support	<input type="radio"/>
17	Results in: Products	<input type="radio"/>
47	Results in: News and Events	<input type="radio"/>
1	Results in: General	<input type="radio"/>
8	Results in: Discussion Groups	<input type="radio"/>

Rank	Page	Area Searched
1.00	Oracle-PeopleSoft PeopleSoft EnterpriseOne Support Assista Index page of the Support Assistant on Customer Connection.	Support
0.99	Troubleshooting Post (R09801) Issues Using Support Assistant Title Troubleshooting Post (R09801) Issues Using Support Assistant Profiles ----- ----- Abstract Documents the actions required prior to running a Support Assistant General Ledger	Support
0.99	Oracle-PeopleSoft PeopleSoft EnterpriseOne Support Assista Index page of the Support Assistant FAQ on Customer Connection.	Support

Sitewide Search - Example

- Use the “Search Tips” link to learn how to improve your sitewide searches
- Use the “Limit Search” section to further define your search

Search Again:
SUPPORT ASSISTANT

Search within these results [Search Tips](#)

Additional Search Engines: [SARs](#) [Update Center](#) [Course Catalog](#)

***Limit Search to:**
1- Entire Site
Using: All Words
All Words
Exact Phrase
Some Words

Search Results for:
SUPPORT ASSISTANT in Entire Site

1 - 10 of 618 results found Page [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [Prev](#) [Next](#)

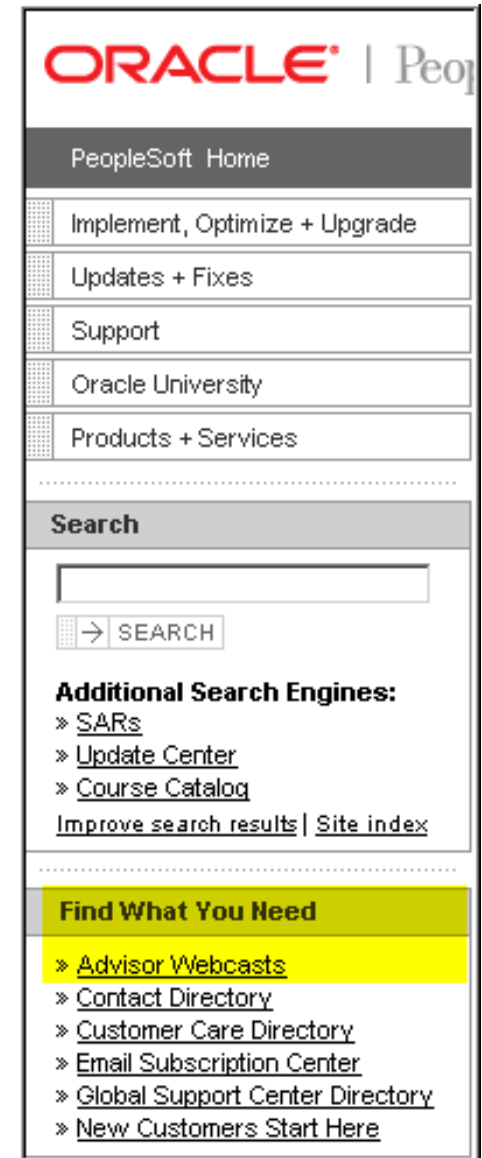
Select desired area, then click search to reduce results list.

545	Results in: Support	<input type="radio"/>
17	Results in: Products	<input type="radio"/>
47	Results in: News and Events	<input type="radio"/>
1	Results in: General	<input type="radio"/>
8	Results in: Discussion Groups	<input type="radio"/>

Rank	Page	Area Searched
1.00	Oracle-PeopleSoft PeopleSoft EnterpriseOne Support Assista Index page of the Support Assistant on Customer Connection.	Support

Find What You Need Advisor Webcasts

- Live web conferences about products, services and technology
- View listing of upcoming events
- Register for upcoming web conferences
- Recordings available after the live event
- Uses Oracle Web Conferencing



The screenshot shows the Oracle PeopleSoft Home page. At the top, the Oracle logo is followed by "PeopleSoft Home". Below this is a navigation menu with links: "Implement, Optimize + Upgrade", "Updates + Fixes", "Support", "Oracle University", and "Products + Services". A search section follows, featuring a search input field, a "SEARCH" button, and a list of "Additional Search Engines" including "SARs", "Update Center", and "Course Catalog". At the bottom, a "Find What You Need" section lists several links, with "Advisor Webcasts" highlighted in yellow.

ORACLE | PeopleSoft Home

PeopleSoft Home

- Implement, Optimize + Upgrade
- Updates + Fixes
- Support
- Oracle University
- Products + Services

Search

→ SEARCH

Additional Search Engines:

- » [SARs](#)
- » [Update Center](#)
- » [Course Catalog](#)

[Improve search results](#) | [Site index](#)

Find What You Need

- » [Advisor Webcasts](#)
- » [Contact Directory](#)
- » [Customer Care Directory](#)
- » [Email Subscription Center](#)
- » [Global Support Center Directory](#)
- » [New Customers Start Here](#)

Find What You Need Contact Directory

- Provides access to list of contacts for the customer's company
- Allows Web Administrator to manage contacts (add, delete, assign other Web Administrators)

Find What You Need

- » [Advisor Webcasts](#)
- » [Contact Directory](#)
- » [Customer Care Directory](#)
- » [Email Subscription Center](#)
- » [Global Support Center Directory](#)
- » [New Customers Start Here](#)

Contact Directory

Company: Vantive Corporation

Contacts

Last Name	First Name	Phone	Site	Email Address	User ID	WebAdmin		
Brew	Corey	877/339-2145		coreybrew@yahoo.com	13631	<input type="checkbox"/>		
Dudley Spencer	Jenny	925/694-2473		jenny.dudley.spencer@oracle.com	00341	<input type="checkbox"/>		
Friese	Karin	303/334-4899		17307@PeopleSoft.com	17307	<input checked="" type="checkbox"/>		
Luu	Le	01438740471		le@stoneshot.com	stoneshot	<input type="checkbox"/>		
Meyer	Greg	408 3678652	Santa Clara- CA-Office Site	barbara.jones@oracle.com	gregmeyer	<input checked="" type="checkbox"/>		
UserMay6	Portal	925/449-4158		wendy_blomquist.consultant@peoplesoft.com	PortalUser	<input type="checkbox"/>		
UserWeb	Portal	925/555-5555		barbara_jones@peoplesoft.com	PortalUserWeb	<input checked="" type="checkbox"/>		

Find What You Need - Directories

- Customer Care Directory
 - Phone numbers for Customer Care
- Global Support Center Directory
 - Phone numbers for Global Support Center

Find What You Need

- » [Advisor Webcasts](#)
- » [Contact Directory](#)
- » [Customer Care Directory](#)
- » [Email Subscription Center](#)
- » [Global Support Center Directory](#)
- » [New Customers Start Here](#)

Profile and Log Out – Top Right

- Log Out
 - Used to log out of Customer Connection
- My Profile
 - Change your name, password, password hint, email, phone numbers, etc.

Welcome Back **Karin Friese** representing **PeopleSoft Inc.** LOG OUT MY PROFILE

ORACLE | **PeopleSoft**
Customer Connection™

PeopleSoft Home | Home Page | **New Page**

Implement, Optimize + Upgrade
Updates + Fixes
Support
Oracle University

Successful Quest and OAUG User Conference Demonstrates Collaboration
JD Edwards World Enhancements Announced

Updates and Fixes Notification Edit ? x
Enterprise CRM CRM Portal Pack 8.9
» CRM RD_COMPANY_CI API doesnt allow updates of phone and email
» CRM Language Support Correspondence

Personalize Content | Personalize Layout

Recent Cases Edit ? x

Case#	Summary	Status
3946933	cb testing	Cancelled

Links at Bottom of Each Page

- Contact Us
- Website Help
- Site Index
- Site Map

[Contact Us](#) | [Website Help](#) | [Site Index](#) | [Site Map](#)
[Legal Terms](#) | [Privacy Policy](#)

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Personalization

- Pagelets provide personalization
- “Personalize Content” and “Personalize Layout”

The screenshot displays the Oracle PeopleSoft Customer Connection homepage. At the top, the Oracle and PeopleSoft logos are visible, along with the tagline "Customer Connection". Below the logo, there are navigation tabs for "Home Page" and "New Page". A yellow bar at the top right contains two buttons: "Personalize Content" and "Personalize Layout".

The main content area is divided into several sections:

- Left Sidebar:** Contains navigation links such as "Implement, Optimize + Upgrade", "Updates + Fixes", "Support", "Oracle University", and "Products + Services". It also features a search box and "Additional Search Engines" like "SARs", "Update Center", and "Course Catalog".
- Top Left Pagelet:** Titled "Successful Quest and OAUG User Conference Demonstrates Collaboration", it features a photo of a man and text about "JD Edwards World Enhancements Announced".
- Top Middle Pagelet:** Titled "Enterprise EPM Business Planning 8.8 SP2", it lists updates and fixes, including "In Global Settings the Shared Driver Expression pageview is" and "PeopleCode error on Statistical Accounts search key for Set".
- Top Right Pagelet:** Titled "Recent Cases", it displays a table of cases with columns for Case#, Summary, and Status.
- Bottom Middle Pagelet:** Titled "Integration News", it provides information about the latest Oracle-PeopleSoft integration.
- Bottom Right Pagelet:** Titled "Financial Aid Regs Schedule", it shows a schedule for "07/01/05 Regs4 2005/2006" and lists supported releases.

Case#	Summary	Status
3946933	cb testing	Cancelled
3946913	cb testing	Cancelled
3909080	Test Case For Training	Closed
3904409	test case - please do not assign	Closed
3883960	testing C1 and ICE integration	Closed

Personalize Content

- Select the pagelets you want to include
- A couple are Enterprise only:

Personalize Content

Personalize Layout

- Financial Aid Regs Schedule
- Tax Update Schedule
- Maintenance Schedules


Use the check boxes below to select the pagelets you want to appear on this page. Click Save and Return when you are finished.

Page Name:

Page

Available Pagelets:

- | | | |
|---|---|--|
| <input checked="" type="checkbox"/> Maintenance Schedule | <input checked="" type="checkbox"/> Product Roadmaps | <input checked="" type="checkbox"/> Recent Cases |
| <input checked="" type="checkbox"/> Documentation Updates | <input checked="" type="checkbox"/> Tax Update Schedule (Enterprise Only) | |
| <input checked="" type="checkbox"/> Financial Aid Regs Schedule (Enterprise Only) | <input checked="" type="checkbox"/> Updates and Fixes Notification | |
| <input checked="" type="checkbox"/> Integration News | | |



 SAVE AND RETURN

Personalize Layout

- Modify the layout by moving the individual pagelets

To specify the layout of your page:

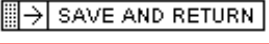
1. Select a two-column or three-column layout.

 2 columns  3 columns

2. Use the arrow icons to change the position of individual pagelets.
Click the X icon to delete the selected pagelet.

Left Column:	Center Column:	Right Column:
Customer Communications (Fixed)	Documentation Updates	Tax Update Schedule
Maintenance Schedule	Updates and Fixes Notification	Recent Cases
Product Roadmaps	Integration News	
Financial Aid Regs Schedule		

3. Click Save and Return to save your changes and return to your updated page.

 SAVE AND RETURN

Personalize - Edit Pagelet

To edit your pagelet, select the criteria for the recent updates and fixes of interest to you.

Add Updates and Fixes to Pagelet

1. Select criteria from the drop-down menus.

* = Required fields

*Product Family: Enterprise

*Product Line: EPM

*Product: Business Planning

*Release: 8.8 SP2

*Date: Less than 4 weeks

Industry: --Optional--

Localization: --Optional--

2. Click the Add button. Your selections will be displayed in the list below.

- 1 EPM Business Planning 8.8 SP2
- 2 EnterpriseOne SCM

3. Repeat steps 1 and 2 to add more selections.

4. Click Save and Return to save your changes and return to your updated page.

Note: To delete selections, uncheck the boxes you wish to delete, then click Save and Return.

Updates and Fixes Notification

Enterprise EPM

Business Planning 8.8 SP2

- » [In Global Settings the Shared Driver Expression pageview is](#)
- » [PeopleCode error on Statistical Accounts search key for Setl](#)

EnterpriseOne MFG & SCM

Breaking News:

EnterpriseOne Manufacturing: 8.9-8.11SP1: CTKID & CFGSID Inconsistent on Different Processors. [Read more.](#)

Breaking News:

EnterpriseOne Distribution: 8.9 and Later: Errors Entering Item Master Records on AS400. [Read more.](#)

PeopleSoft EnterpriseOne and World

- » [Deployment Assistant](#)
- » [Support Assistant](#)

PeopleSoft Enterprise

- » [Change Assistant](#)

Recent Cases Pagelet

Recent Cases Preferences

Display: All cases reported for my company

SAVE

- All cases reported for my company
- All cases that I am the contact for
- All open cases that I am the contact for
- Cases reported for my company in the last 30 days
- Cases reported for my company in the last 7 days
- Cases that I am the contact for, last 30 days
- Cases that I am the contact for, last 7 days
- Open cases reported for my company

- Choose your view of cases
- Convenient links to online support

Recent Cases

Vantive Corporation

Case#	Summary	Status
3575686	cb test	Cancelled
3568209	new case should be created as a test case...please ignore	Closed
3568170	test report creation	Cancelled
3568125	test for cutover validation	Closed
3568124	Copied from case 3568122.	Closed

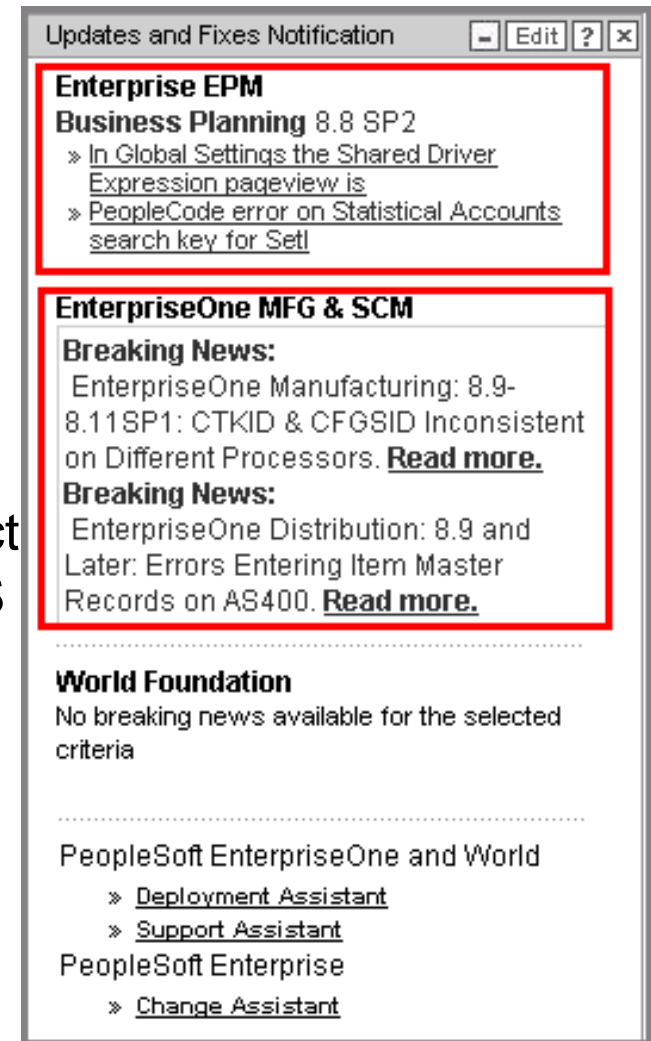
» [Create New Case](#)

» [View More Cases](#)

» [Search Solution](#)

Updates & Fixes Notification Pagelet

- Recent updates
 - Enterprise only
 - Information from Updates & Fixes database
- Breaking News
 - For all product families
 - Displayed at the Product Family/Product Line level (for example, Enterprise FMS or World HCM)



Breaking News

- Information included in Breaking News text is brief, since details are in the C1 Solution

The screenshot shows the Oracle PeopleSoft Customer Connection website. The top navigation bar includes "PeopleSoft Home" and "News and Events » Home Page News Archive » EnterpriseOne Distribution: 8.9 and Later: Errors Entering It". The main content area features a news article titled "EnterpriseOne Distribution: 8.9 and Later: Errors Entering Item Master Records on AS400". The article text states: "July 7, 2005—Errors may occur when trying to enter item master records on AS400 iSeries with V5R2 or V5R3." Below the text is a "Description" section: "In EnterpriseOne releases 8.9 and above, using AS400 iSeries where existing information in the database cannot be retrieved where the problem only occurs when running a BGFN on the AS400 iSeries. An application or UBE it most commonly occurs with the P4101 when records." A "Solution" section follows: "Please review [Solution 200984427](#) for additional details." On the left side, there is a search bar with a "SEARCH" button and a list of "Additional Search Engines" including "SARs" and "Update Center".

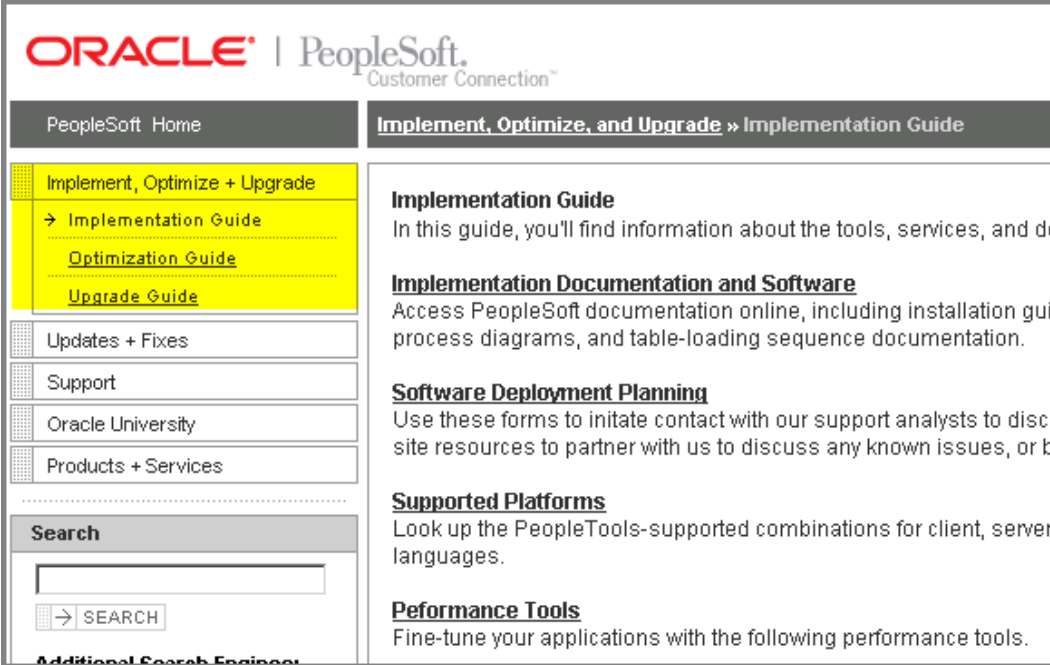
The screenshot shows the details of Solution 200984427. The "Search Solution" section includes a "Solution Summary" with the following information: "Solution ID: 200984427" and "Solution Library: PeoplePapers". Below this is a "Did this solve your Problem?" section with two buttons: "YES" and "NO, CONTINUE SEARCH". The "Summary" section states: "Breaking News: E1: 41: Errors when trying to enter item master records on AS400". The "Details" section includes an "ABSTRACT": "In releases 8.9 and above using AS400 iSeries with V5R2 or V5R3, an issue can occur where existing information in the database cannot be retrieved where the problem only occurs when running a BGFN on the AS400 iSeries. An application or UBE it most commonly occurs with the P4101 when records." and a "PROBLEM": "An issue exists on the iSeries AS400 where the re-use of a DB connection fails to bring back any data. The AS400 is trying to reuse a DB connection to get data. E1 apps code has no control over that part of the process. Here are two examples from AS400 server logs below using the F4101A workfile. The first example is Example 1 from the first item entry. In this example the insert and subsequent fetch are successful."

What is Breaking News?

- Used to communicate significant product issues that may create production system down, data loss or data corruption
- Displayed on the Updates and Fixes Notification pagelet on Customer Connection
- Customers must personalize their Customer Connection homepage in order to view recent Breaking News

Implement, Optimize & Upgrade

- Provides access to tools, services, and documentation needed during the production life cycle of your software
- Includes:
 - Pre-Install Checklists
 - Red Paper Library
 - Interactive Services Repository (ISR)
 - Supported Platforms
 - Performance Tools
 - Software Deployment Planning Forms
 - Upgrade Planning Resources
 - And more



The screenshot displays the Oracle PeopleSoft Customer Connection website. At the top, the Oracle and PeopleSoft logos are visible, along with the tagline 'Customer Connection'. Below the logos, there is a navigation bar with 'PeopleSoft Home' and 'Implement, Optimize, and Upgrade » Implementation Guide'. The main content area is divided into two columns. The left column contains a sidebar with a yellow background for the 'Implement, Optimize + Upgrade' section, which includes links for 'Implementation Guide', 'Optimization Guide', and 'Upgrade Guide'. Below this are links for 'Updates + Fixes', 'Support', 'Oracle University', and 'Products + Services'. A search box is located at the bottom of the sidebar. The right column contains the main content, which includes the 'Implementation Guide' section, followed by 'Implementation Documentation and Software', 'Software Deployment Planning', 'Supported Platforms', and 'Performance Tools'.

ORACLE | PeopleSoft.
Customer Connection™

PeopleSoft Home | **Implement, Optimize, and Upgrade** » Implementation Guide

Implement, Optimize + Upgrade

- Implementation Guide
- Optimization Guide
- Upgrade Guide

Updates + Fixes

Support

Oracle University

Products + Services

Search

SEARCH

Implementation Guide

In this guide, you'll find information about the tools, services, and documentation needed during the production life cycle of your software.

Implementation Documentation and Software

Access PeopleSoft documentation online, including installation guides, process diagrams, and table-loading sequence documentation.

Software Deployment Planning

Use these forms to initiate contact with our support analysts to discuss any known issues, or to partner with us to discuss any known issues, or to partner with us to discuss any known issues.

Supported Platforms

Look up the PeopleTools-supported combinations for client, server, and database languages.

Performance Tools

Fine-tune your applications with the following performance tools.

Enterprise Update Search

- Search the Update & Fixes database

PeopleSoft Home

Implement, Optimize + Upgrade

Updates + Fixes

→ Enterprise Update Search

EnterpriseOne + World Update Center

SAR Search

Documentation Updates

Support

Oracle University

Products + Services

Search

SEARCH

Additional Search Engines:

- » SARs
- » Update Center
- » Course Catalog

Improve search results | Site index

Find What You Need

- » Advisor Webcasts
- » Contact Directory
- » Customer Care Directory
- » Email Subscription Center
- » Global Support Center Directory

Report ID: [] []

100 results []

Apply to Release

* indicates a required field

Search for: [] []

*Product Line: [-----select-----] []

*Product: [-----select-----] []

*Release: [-----select-----] []

Industry: [-----none-----] []

Localization: [-----none-----] []

Last Posted: [=] [] []

(mm/dd/yyyy)

100 results []

- Documentation updates
- Regulatory updates
- Bundles

More Information

Updates and Fixes

- » Tax Updates
- » Apply to Release
- » Required for install or Upgrade
- » Posted Date
- » Multilingual Customers

EnterpriseOne + World Update Center

- Search and download updates

PeopleSoft Home | **Updates + Fixes** » Update Center

Implement, Optimize + Upgrade
Updates + Fixes
Enterprise Update Search
→ EnterpriseOne + World Update Center
SAR Search
Documentation Updates

Support
Oracle University
Products + Services

Search
[] → SEARCH
Additional Search Engines:
» SARs
» Update Center
» Course Catalog
Improve search results | Site index

Find What You Need
» Advisor Webcasts
» Contact Directory
» Customer Care Directory
» Email Subscription Center
» Global Support Center Directory
» New Customers Start Here

Update Center

Home

8.11 Installation Information and Breaking News:
8.11 Technical/Tools Breaking News
Revised 8.11 Install/Upgrade Guides for UDB

Interested in reducing the amount of time spent searching and downloading software fixes? Creating your own Update Center reusable queries?
Check out the Change Assistant:
Click here to install and launch the Change Assistant application
Seminar on Demand for Change Assistant 2.0
Troubleshooting Change Assistant

From this site, as part of our Total Ownership Experience, you will be able to download software updates for all of the following release types:

- JD Edwards EnterpriseOne** (Electronic Software Updates, Tools Releases (also known as Service Packs), EnterpriseOne Application Updates)
- JD Edwards World Updates** (Code change documents can be found by using the SAR Search, then using the link within the SAR detail.)
- CRM** (Application Updates, and Patches)
- XPI** (Foundation, EnterpriseOne XBPs, EnterpriseOne Integrations, World Integration Points)
- Enterprise Portal** (Portal Components, Collaborative Portlets, Content Manager)

Please select the links on the right to be taken to the Home Page for each type of Update provided here. From there you will be able to search for relevant updates and add to your download basket (if desired).

Java Runtime Engine

Search
Type: All Updates
Release: All
Platform: -- Select Platform --
Search for (Name, ID, Object, *text*)
[] → SEARCH

Search Tips

Download Basket
» Items(0)

News and Links
» Home
» Electronic Software Updates
» EnterpriseOne Tools Releases
» JD Edwards EnterpriseOne
» JD Edwards World
» EnterpriseOne CRM
» XPI - Foundation
» XPI - EnterpriseOne XBPs
» XPI - World
» EnterpriseOne Integrations
» Enterprise Portal

E1 and World SAR Search

- Provides access to the Software Action Request (SAR) database
- SARs are used to track requested changes (bugs and enhancements) to EnterpriseOne and World software
- Text search is very different from other CC searches

PeopleSoft Home | Updates + Fixes » SAR Search

SAR Search

Product:

- PeopleSoft EnterpriseOne
- CRM
- Distribution and Logistics
- Financial Management
- Human Capital Manag...
- Interoperability
- Manufacturing
- Tools and Technology
- PeopleSoft World
- XPI

Search for: check stub

Release: (All), 8.10, 8.11, 8.11 SP1, 8.9, A7.2, A7.3

System Code: (All), 00-General Back Office, 01-Address Book, 02-Electronic Mail, 03-Accounts Receivable, 03B-Enhanced Accounts F, 04-Accounts Payable

SAR Number: []

Type: (All), 1-Correction, 2-Enhancement

ICE Report ID: []

Stage: (All), Closed, In Progress

Objects: []

[] CLEAR [] SEARCH

Find What You Need

SAR Search – Search Results

PeopleSoft Home

Implement, Optimize + Upgrade

Updates + Fixes

[Enterprise Update Search](#)

[EnterpriseOne + World Update Center](#)

→ [SAR Search](#)

[Documentation Updates](#)

Support

Oracle University

Products + Services

Search

→ SEARCH

Additional Search Engines:

- » [SARs](#)
- » [Update Center](#)
- » [Course Catalog](#)
- [Improve search results](#) | [Site index](#)

Updates + Fixes » SAR Search

SAR Search

Sort By: ▼

[PeopleSoft® Update Center](#)

Found 99 SARs. Page 1 of 10 [Return to Search](#)

	Rank SAR Information	Date Published
1	<ul style="list-style-type: none"> • 7726234 SAL change not reflected in GP RPT1319006000 System07 8.11 P0801CMP Type1 Status21 Program ID/Name P0801/Basic Compensation R073012/Payroll Register Environment 8.11 all platforms 8.9... 	2005-07-08
2	<ul style="list-style-type: none"> • 7706090 Address does not print R07186 RPT1310305000 System07 ERP8.0 R07186 Type1 Status26 Release: PD7333/SP23/June 1, 2005 Program/Program ID: Print Pay Stub/R07186 Issue: If an employee h... 	2005-06-23
3	<ul style="list-style-type: none"> • 7706102 Address does not print R07186 RPT1310307000 System07 8.9 R07186 Type1 Status09 Release: PD7333/SP23/June 1, 2005 Program/Program ID: Print Pay Stub/R07186 Issue: If an employee h... 	2005-06-23
4	<ul style="list-style-type: none"> • 7706129 Address does not print R07186 RPT1310311000 System07 8.11SP1 R07186 Type1 Status09 Release: PD7333/SP23/June 1, 2005 Program/Program ID: Print Pay Stub/R07186 Issue: If an employee h... 	2005-06-23
5	<ul style="list-style-type: none"> • 7684613 Address does not print R07186 RPT1300523000 System07 Xe R07186 Type1 Status26 Release: PD7333/SP23/June 1, 2005 Program/Program ID: Print Pay Stub/R07186 Issue: If an employee h... 	2005-06-06

- SAR Search Tips page – Under “Improve search results”

E1 and World Software Delivery

PeopleSoft Home

Implement, Optimize + Upgrade

Updates + Fixes

[Enterprise Update Search](#)

[EnterpriseOne + World Update Center](#)

[SAR Search](#)

[Documentation Updates](#)

Support

Oracle University

Products + Services

Updates and Fixes

[Enterprise Update Search](#) | [EnterpriseOne and World Update Center](#) | [EnterpriseOne and World Software Delivery](#) | [SAR Search](#) | [Documentation Updates](#)

PeopleSoft Enterprise Updates and Fixes Search

Select one of these views to begin your search:

- **Apply to Release**—Sort results by application and PeopleTools releases.
- **Required for Install or Upgrade**—Show only updates required for installation or upgrade.
- **Posted Date**—Sort results by date of posting.

- Information on the various software updates for EnterpriseOne and World
- ASUs, Baselines, ESUs, Planners, Tools Releases, Updates, Tax & Regulatory Updates, etc.

Support - Troubleshooting

- Information to help you work with GSC and Customer Care to resolve your product issues

PeopleSoft Home	Support » Troubleshooting
Implement, Optimize + Upgrade	
Updates + Fixes	
Support	
→ Troubleshooting	Troubleshooting You'll find technical tips, how-to hints, recommended steps to solving problems, and more in this self-help tool.
Online Support	Guide to Problem Resolution Use this self-service guide as a roadmap to handling both PeopleSoft Global Support Center and Customer Care. The techniques described in this guide can help you better work with us to solve your problems quickly and effectively.
Knowledge Garden Support	
Report a Problem	Supported Platforms Here you'll find a list of the PeopleSoft-supported platforms, including:
Total Ownership Experience	<ul style="list-style-type: none">▪ PeopleSoft Internet Architecture components▪ Third-party products▪ Servers▪ Clients▪ Languages
Documentation	
Roadmaps + Schedules	Tips and Techniques Find how-to hints, problem resolutions, troubleshooting tips, and in-depth discussions of the logic behind various products. Just the FAQs helpful how-to hints and resolutions for each product line.
User Groups	
Discussion Groups	
Support Policy	
Support Programs + Information	
Oracle University	

Support – Online Support

- Create New Case, Manage Cases, Search Solutions
- Provides customer access to Customer1

PeopleSoft Home

Support » Online Support

Implement, Optimize + Upgrade

Updates + Fixes

Support

[Troubleshooting](#)

→ [Online Support](#)

[Knowledge Garden Support](#)

[Report a Problem](#)

[Total Ownership Experience](#)

[Documentation](#)

[Roadmaps + Schedules](#)

[User Groups](#)

[Discussion Groups](#)

[Support Policy](#)

[Support Programs + Information](#)

Oracle University

Online Support

Online Support is your around-the-clock link to our powerful other self-service activities.

Create New Support Cases

Instantly create new support cases with the PeopleSoft Global Support Center. Remember to include an in-depth description of the problem so we can resolve your case more quickly.

Manage Existing Cases

Check on the progress of your case in real time. You'll see the current status. You can add your own comments or you've found a resolution—all from one screen.

Search for Solutions

Use our locator to look up previous resolutions that may be relevant based on relevancy to the keywords you used. You'll also see solutions that have helped other customers resolve their issues.

Search for Solutions

- Solutions are made available on Customer Connection as a searchable database for self-service problem resolution
- Customers are encouraged to search the solution database prior to submitting a case

The screenshot shows the PeopleSoft Home page with a navigation menu on the left and a main content area on the right. The 'Support' menu item is highlighted in yellow. The main content area is titled 'Support » Online Support' and contains several sections: 'Online Support', 'Create New Support Cases', 'Manage Existing Cases', and 'Search for Solutions'. The 'Search for Solutions' link is highlighted with a red box.

PeopleSoft Home

Support » Online Support

Implement, Optimize + Upgrade

Updates + Fixes

Support

Troubleshooting

→ Online Support

Knowledge Garden Support

Report a Problem

Total Ownership Experience

Documentation

Roadmaps + Schedules

User Groups

Discussion Groups

Support Policy

Support Programs + Information

Online Support

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Check on the progress of your case in r know the current status. You can add yo you've found a resolution—all from one

Search for Solutions

Use our locator to look up previous reso based on relevancy to the keywords you helped other customers resolve their is

The screenshot shows a 'Recent Cases' window with a table of support cases. The window title is 'Recent Cases' and it has standard window controls. The table has three columns: 'Case#', 'Summary', and 'Status'. The cases listed are for Vantive Corporation. The 'Search Solution' link at the bottom is highlighted with a red box.

Recent Cases

Vantive Corporation

Case#	Summary	Status
3946933	cb testing	Cancelled
3946913	cb testing	Cancelled
3909080	Test Case For Training	Closed
3904409	test case - please do not assign	Closed
3883960	testing C1 and ICE integration	Closed

» [Create New Case](#)

» [View More Cases](#)

» [Search Solution](#)

Search for Solutions

- Three versions of the Solution Search
 - Basic Keyword, Frequently Used Solutions, and Advanced

Search Solution

Choose the appropriate Search Method, select or enter the search criteria, and click Search.

Search Method

Keywords
Product Group:

Frequently Used Solutions
Product Group:

Basic Keyword Search - Examples

Search Method

Keywords

Product Group:


Product/Service:

Release/Industry: **Problem Type:**

Frequently Used Solutions

Product Group:

Solution By Keyword Search

Score	Solution ID	Summary	Solved Count
80%	200782512	Common Errors Printed on the Create Payment Control Groups Report	6
77%	200784057	Create Payment Groups - Errors on Report	6
77%	200925572	P04570 Minimum and Maximum amounts in Create Payment Groups	2 

Search Method

Keywords

Product Group:

Product/Service:

Release/Industry: **Problem Type:**

Frequently Used Solutions

Product Group:

Solution By Keyword Search

Score	Solution ID	Summary	Solved Count
95%	200782512	Common Errors Printed on the Create Payment Control Groups Report	6
94%	200784057	Create Payment Groups - Errors on Report	6
91%	200925572	P04570 Minimum and Maximum amounts in Create Payment Groups	2
69%	200782503	Invalid Overwrite or Read Memory Violation Error and Heap Corruption Error	8
67%	200782553	Considerations for Processing Batch Invoices and Vouchers	3
67%	200784064	Batch Process - Errors on Report	15
65%	200782688	Posting Records	10
65%	200802721	P0413M - DUPLICATE KEYS NOT ALLOWED ERROR	2
64%	200782640	Understanding Accounts Payable Check Processing	19
64%	200822161	ERRORS REGARDING F90703 AND F90704 TABLES IN LOGS	1
64%	200824323	MANUAL PYMT AAI ISSUE	1
62%	200782653	Duplicate Payment IDs (PYID) in A/P Payment Processing	1
62%	200783215	EnterpriseOne 8.9 OCM Mappings for Business Functions Invalid	27
62%	200784069	Post Program and Errors on Report	12
62%	200804059	FX ROUNDING ERROR ON POST AFTER VAT INCORRECTLY ENTERED	1
62%	200805054	HAVING TROUBLE ON THE HTML SEVER ON DATA SELECTION GETTING AN ERROR.	1

- Two search words return more results than a single word
- Notice how Score jumps from 91 to 69

Solution Search Tips

- If you don't get the results you expect, try using variations of your keywords, or try different products
- Review the Solution Search Tips

The screenshot shows the PeopleSoft Home page. On the left, there is a navigation menu with links for 'Implement, Optimize + Upgrade', 'Updates + Fixes', 'Support', 'Oracle University', and 'Products + Services'. Below this is a search box with a 'SEARCH' button and a list of 'Additional Search Engines' including 'SARs', 'Update Center', 'Course Catalog', 'Improve search results', and 'Site index'. Further down is a 'Find What You Need' section with links to 'Advisor Webcasts', 'Contact Directory', 'Customer Care Directory', 'Email Subscription Center', 'Global Support Center Directory', and 'New Customers Start Here'. The main content area on the right contains text about search recommendations and lists several search engines: 'Updates and Fixes Search', 'Update Center Search', 'Software Action Request Search', and 'Online Support Solution Search'. The 'Online Support Solution Search' link is highlighted with a red box.

Solution Search Tips

Solution Search enables you to look for solutions that may solve your product issues, speeding your trouble resolution. The tips in this section will provide tips for improving the results of your searches, enabling you to resolve more issues faster.

You can access Solution Search on this site under Support, Online Support, then Search for Solutions, or by adding it to your personalized home page view. You can search three ways using Solution Search:

- **Basic keyword search**—best used to search for one or more keywords, and includes product selections
- **Frequently used solutions**—best used to scan for commonly used solutions, and includes product selections
- **Advanced search**—best used to search for phrases, and does not include product selections.

Understanding Your Solution Search Results

All three search methods return ranked results. The percentage used for ranking corresponds to the relevance of the documents that are returned—the more times a word shows up in the document, the higher its relevance. For example, if you enter the words **check stub** in the text field, your returned results will include **check** or to **stub**. Solutions with either word displayed more than once will be ranked higher than solutions that include either word only once. See [Advanced Search](#) below for tips on searching for phrases.

Basic Keyword Search

Keyword search enables you to look for one or more words in a solution, and also enables you to limit those results. For the most effective basic keyword searches:

- Use the Product Group and Product/Service fields help narrow your searches. If you select Product Group and Product/Service also; however, the Release/Industry and Problem Type are optional.
- Enter at least one keyword in the text box. Multiple keywords are treated individually, as if there were several words. For example, if you enter the words **check stub** in the text field, your returned results will include **check** or to **stub**. Solutions with either word displayed more than once will be ranked higher than solutions that include either word only once. See [Advanced Search](#) below for tips on searching for phrases.
- Add additional words to the Keyword text field to return additional documents. Generally documents with more words will be ranked higher than those that match fewer of your keywords.
- If you don't get the results you expected, try using variations on your keywords, or try different products.
- Enter specific Solution IDs in the Keyword text field if you're looking for a specific solution.

Frequently Used Solutions

This search is best used when you want to scan for issues others may be having with your release, or as a way to find solutions that have helped others. Your results are returned ranked by the number of times a resolution has solved other customer issues. You only need fill in the Product Group and Product/Services fields. The Release/Industry and Problem Type fields are optional.

Frequently Used Solutions

- Returns the most frequently used solutions for a particular Product Group and Product/Service
- Product Group and Product/ Service required
- Release/Industry and Problem Type fields are optional
- Results sorted by Solved Count (number of times used to close a case).

Frequently Used Solutions

Product Group: CRM
Product/Service: Mobile Sales
Release/Industry:
Problem Type:
SEARCH GO TO ADVANCED SEARCH

Frequently Used Solutions By Product

Solution ID	Summary	Product/Service Solved Count
200729613	CRM 8.4: Mobile Sales: Web Server Error when trying to Sync for the first time	5
200744183	CRM 8.8 Mobile Application Bundle 124583	4
200760407	Exec Esc Root Cause: Product Quality / Functionality	4
200763240	Loyalty HA - Escalation - Recently Downgraded	4
200977374	CRM 8.9 Mobile Sales: The data on the device, how is it stored? DB format?	2
200948876	CRM-Mobile : Indexes to improve the performance of Mobile Full Synchronization.	2
200739904	Recommendation Resolved	2

Advanced Solution Search

- The main search text field treats multiple words as a phrase, as if in quotes

For example: A search for **check stub** in this field will return results that contain **check stub** together as a phrase

- As with the Basic Keyword Search, results are ranked higher if they contain the searched phrase multiple times

The screenshot displays the Oracle Advanced Search interface. At the top, the search field contains the text "check stub" and is highlighted with a red box. Below the search field, there are filters for "Solution Summary" (set to "Starts With") and "Solution ID" (set to "Equals"). The "Display" is set to "25 rows" and "Match on" is set to "All". There are checkboxes for "Show Summaries" and "Ignore Capitalization". Below the search controls, there are two buttons: "SEARCH" and "GO TO BASIC SEARCH".

The "Results" section shows three search results, each with a star icon and a percentage score. The first result is highlighted with a red box and has a score of 85%. The second and third results have scores of 84%.

Score	Result
85%	ONLY FIRST 10 CHARS OF INVOICE NUMBER PRINT ON THE CHECK STUB Summary: PROBLEM Client creates a voucher with an invoice number over 10 characters. When they print checks the check stub only prints the characters of the invoice number. How can we print the full...
84%	Understanding Accounts Payable Check Processing Summary: Title: Understanding Accounts Payable Check Processing Abstract: Documents answers to frequently asked questions regarding Accounts Payable che...
84%	EPY - Enhancement for Improved Multiple Components of Pay (MCOP) functionality Summary: Solution 200982656 - EPY - Enhancement for Improved Multiple Components of Pay (MCOP) functionality

Advanced Solution Search

- Product Group and Product/Service fields are not available to narrow your searches
- Match on
 - **All** - **Both** the Solution ID and Summary must match
 - **Any** - **Either** the Solution ID or Summary must match

The screenshot displays the Oracle Advanced Search interface. At the top, the search term "check stub" is entered in the search box, with a "SEARCH" button to its right. Below this, the "Solution" section is highlighted with a red box, showing two criteria: "Solution Summary" set to "Starts With" and "Solution ID" set to "Equals". Below the criteria, another red box highlights the search options: "*Display:" set to "25 rows", "*Match on:" set to "All", and two checked checkboxes: "Show Summaries" and "Ignore Capitalization". Below these options are two "SEARCH" buttons, one of which is labeled "GO TO BASIC SEARCH". The "Results" section below shows three search results, each with a star icon and a percentage match score. The first result is "85%" and is titled "ONLY FIRST 10 CHARS OF INVOICE NUMBER PRINT ON THE CHECK STUB". The second and third results are both "84%" and are titled "Understanding Accounts Payable Check Processing" and "EPY - Enhancement for Improved Multiple Components of Pay (MCOP) functionality" respectively.

Advanced Search

Search:

Solution

Solution Summary

Solution ID

*Display: *Match on: Show Summaries Ignore Capitalization

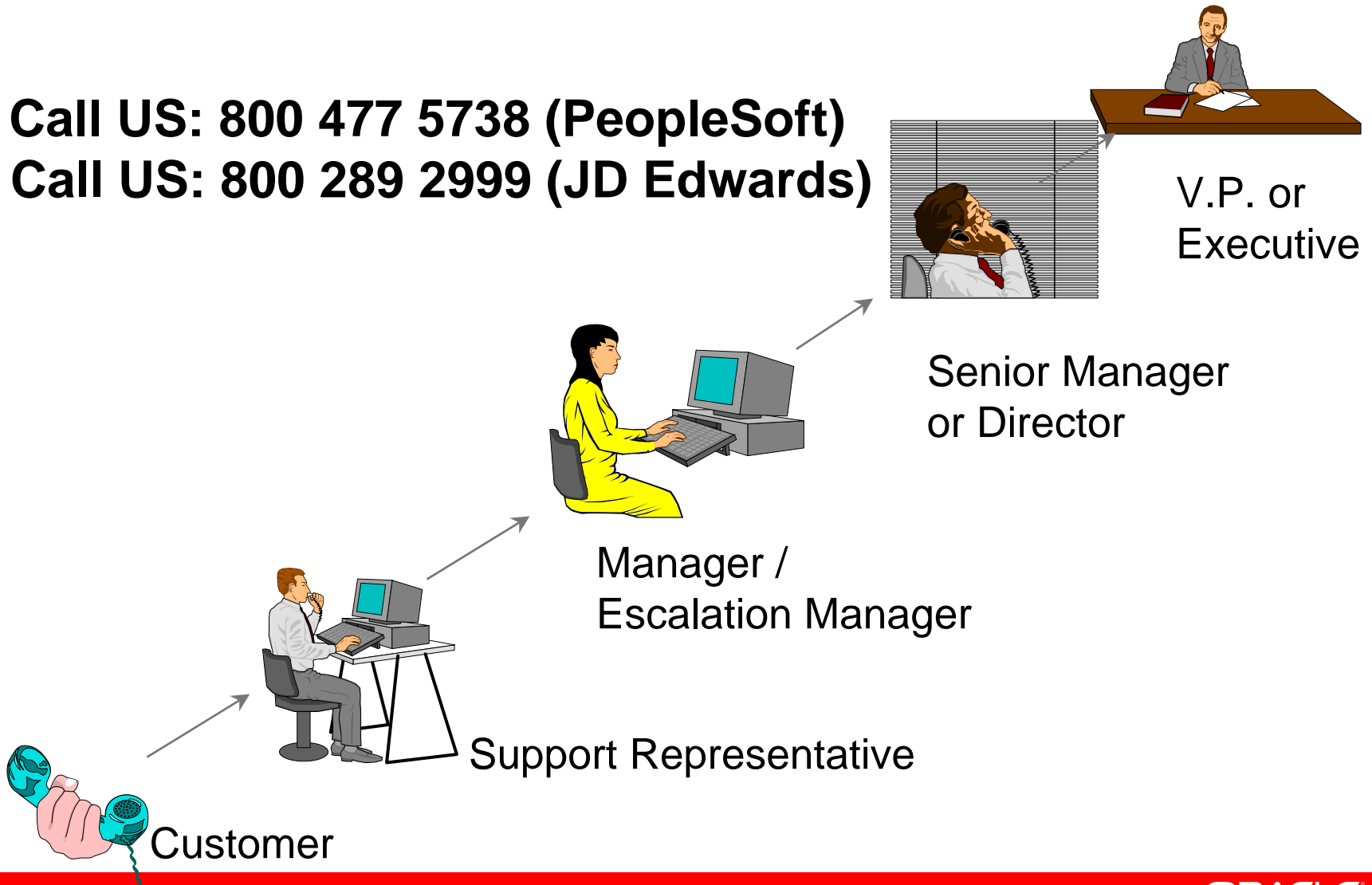
Results

- ★ 85% [ONLY FIRST 10 CHARS OF INVOICE NUMBER PRINT ON THE CHECK STUB](#)
Summary: PROBLEM
Client creates a voucher with an invoice number over 10 characters. When they print checks the check stub only prints the characters of the invoice number. How can we print the ful...
- 🎯 84% [Understanding Accounts Payable Check Processing](#)
Summary: Title: Understanding Accounts Payable Check Processing

Abstract: Documents answers to frequently asked questions regarding Accounts Payable che...
- 🎯 84% [EPY - Enhancement for Improved Multiple Components of Pay \(MCOP\) functionality](#)
Summary: Solution 200982656 - EPY - Enhancement for Improved Multiple Components of Pay (MCOP) functionality

Escalation Process

Call US: 800 477 5738 (PeopleSoft)
Call US: 800 289 2999 (JD Edwards)




Support Assistant – E1 and World

- Used to capture information about the customer environment
- Examples of info captured
 - System Overview information such as release, service pack, environments, pathcodes, server platforms, etc.
 - ESU Information
 - Processing option and data selection information for a specified program
 - System log files, contents of database tables, and more

The screenshot displays the Oracle Support Assistant interface. On the left is a navigation menu with the following items: 'Implement, Optimize + Upgrade', 'Updates + Fixes', 'Support' (highlighted in yellow), 'Troubleshooting', 'Online Support' (highlighted in yellow with a right-pointing arrow), 'Knowledge Garden Support', 'Report a Problem', 'Total Ownership Experience', 'Documentation', 'Roadmaps + Schedules', 'User Groups', 'Discussion Groups', 'Support Policy', 'Support Programs + Information', 'Oracle University', and 'Products + Services'. Below the menu is a 'Search' section with an input field. On the right, the 'Online Support' section contains the following text: 'Online Support is your around-the-clock link to our other self-service activities.', 'Create New Support Cases' (with a subtext: 'Instantly create new support cases with the PeopleSoft Support Assistant. Remember to include an in-depth description of the problem so we can resolve your case more quickly.'), 'Manage Existing Cases' (with a subtext: 'Check on the progress of your case in real time. You can know the current status. You can add your own comments when you've found a resolution—all from one screen.'), and 'Search for Solutions' (with a subtext: 'Use our locator to look up previous resolutions that are based on relevancy to the keywords you used. You can see what has helped other customers resolve their issues.'). At the bottom right, the 'Support Assistant' section is highlighted with a red box and contains the text: 'Use these tools to speed diagnosis of your PeopleSoft application support issues.'

Knowledge Garden Support

- Created to help legacy J.D. Edwards customers find information on Customer Connection

Implement, Optimize + Upgrade	Customer Knowledge Garden Integration Support		
Updates + Fixes	This page contains an alphabetical mapping of where you'll find high-level Knowledge Garden information now on Customer Connection. For more information about using Customer Connection, and to read other integration tips and news, please see the Integration News Information Center .		
Support			
Troubleshooting			
Online Support			
→ Knowledge Garden Support			
Report a Problem			
Total Ownership Experience			
Documentation			
Roadmaps + Schedules			
User Groups			
Discussion Groups			
Support Policy			
Support Programs + Information			
Oracle University			
Products + Services			
	Information from Knowledge Garden	New Navigation Path	Link
	Breaking News	Support > Online Support > Search for Solutions	Solution Search
	Consulting Services	Consulting Services	Consulting Services 
	Customer Licensed CPU/SPC	Please call your local PeopleSoft Global Support Services office before the end of October 2004 make an appointment to switch your code to the new 15-year license code.	PeopleSoft Global Support Services
	Customer Demo CPU/SPC	Support > Online Support > Software Protection Codes	Software Protection Codes
	Documentation—Entire Books*	Support > Documentation > Documentation Updates	Documentation Updates**
	Documentation—Installation Guides	Support > Documentation > Documentation Updates > Category (in the right navigation) Installation Guides and Notes	Installation Guides and Notes

Documentation Updates

- Lotus Notes database managed by Documentation team

Implement, Optimize + Upgrade	<p>Documentation Access documentation, business process maps, and find what you need in the following choices.</p> <p><u>Upgrade Documentation and Scripts</u> Find complete instructions on upgrading from your current versions here, including upgrade documentation, scripts, and more.</p> <p><u>Documentation Updates</u> This site offers supplements to the full PeopleSoft documentation. Note that this site does not contain the complete PeopleSoft PeopleBooks CD-ROM. To order the complete PeopleBooks, see the links below.</p> <p><u>Ordering PeopleBooks</u> Order printed, bound volumes of the complete PeopleBooks.</p>
Updates + Fixes	
Support	
Troubleshooting	
Online Support	
Knowledge Garden Support	
Report a Problem	
Total Ownership Experience	
→ Documentation	
Roadmaps + Schedules	
User Groups	
Discussion Groups	
Support Policy	

Documentation Updates

- Organized by Product
- Some release notes and updates, some complete user guides

PeopleBooks Sorted by Product Family

← Back - Collapse + Expand → More

- ▶ EnterpriseOne
- ▼ Enterprise
 - ▶ All Product Lines
 - ▶ Business Analysis Modeler (BAM)
 - ▼ Campus Solutions
 - ▶ All in Selected Product Line
 - ▶ Campus Community
 - ▶ Campus Self Service
 - ▼ Financial Aid
 - All INAS User Manual 2005 - 2006 02/14/2005
 - Releases
 - ▶ PASS Functionality/SEVIS
 - ▶ Student Administration (for Bundles)
 - ▶ Student Records
 - ▶ Telemarketing
- ▶ Customer Information Systems
- ▶ Customer Relationship Management (Legacy)
- ▶ Customer Relationship Management

More Information

Documentation Updates by:

- » [Product Family](#)
- » [Date](#)
- » [Release](#)
- » [Region](#)
- » [Category](#)

» [Ordering PeopleBooks](#)

» [Interactive Services Repository \(ISR\)](#)

Business Process Maps by:

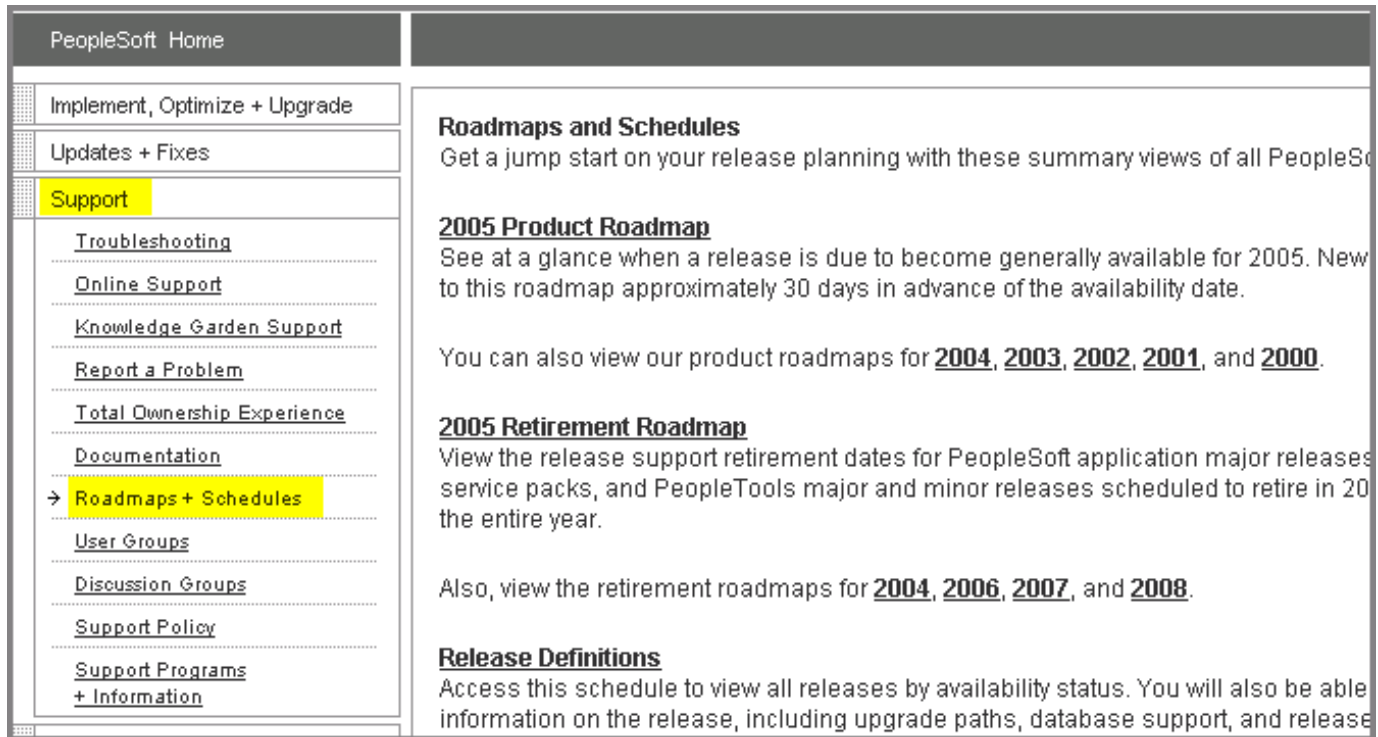
- » [Product Family](#)
- » [Date](#)
- » [Release](#)

Data Models by:

- » [Product Family](#)
- » [Date](#)
- » [Release](#)
- » [Region](#)

Roadmaps and Schedules

- Information on past, current and future releases
- Includes retirement dates, support policies, translations, and more



The screenshot displays the PeopleSoft Home page. On the left is a navigation menu with the following items: 'Implement, Optimize + Upgrade', 'Updates + Fixes', 'Support' (highlighted in yellow), 'Troubleshooting', 'Online Support', 'Knowledge Garden Support', 'Report a Problem', 'Total Ownership Experience', 'Documentation', '→ Roadmaps + Schedules' (highlighted in yellow), 'User Groups', 'Discussion Groups', 'Support Policy', and 'Support Programs + Information'. The main content area on the right is titled 'Roadmaps and Schedules' and contains the following text:

Roadmaps and Schedules
Get a jump start on your release planning with these summary views of all PeopleSoft releases.

2005 Product Roadmap
See at a glance when a release is due to become generally available for 2005. New releases are added to this roadmap approximately 30 days in advance of the availability date.

You can also view our product roadmaps for [2004](#), [2003](#), [2002](#), [2001](#), and [2000](#).

2005 Retirement Roadmap
View the release support retirement dates for PeopleSoft application major releases, service packs, and PeopleTools major and minor releases scheduled to retire in 2005 throughout the entire year.

Also, view the retirement roadmaps for [2004](#), [2006](#), [2007](#), and [2008](#).

Release Definitions
Access this schedule to view all releases by availability status. You will also be able to view detailed information on the release, including upgrade paths, database support, and release dates.

Roadmaps and Schedules

- Product Roadmap
 - Information on past, current and future releases
- Retirement Roadmap
 - View retirement dates, past and future
- Release Definition
 - Organized by product
 - Includes platforms, Tools version, translations, notes, GA and retirement dates, support policy, and more

Release Definition for PeopleTools 8.46

Product Line	PeopleTools
Product Suite	PeopleTools
Existing Products	Mobile Agent; PeopleTools
Localization	N/A
Industry	N/A
Version	8.46
Platforms	MS SQL Server; Oracle; Sybase; Informix; DB2 UDB for OS/390; DB2 UDB for Unix/NT
Tools Version	PeopleTools 8.46
Translations	Arabic, Canadian French, Chinese - Simplified, Chinese - Traditional, Czech, Danish, Dutch, Finnish, French, German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, Thai

Notes Availability Technology User Docs

General Availability
GA Target Date 2005-Q1
Actual GA Date 03/23/2005

Release Retirement
Support Policy Supported as long as there are supported PeopleTools codeline

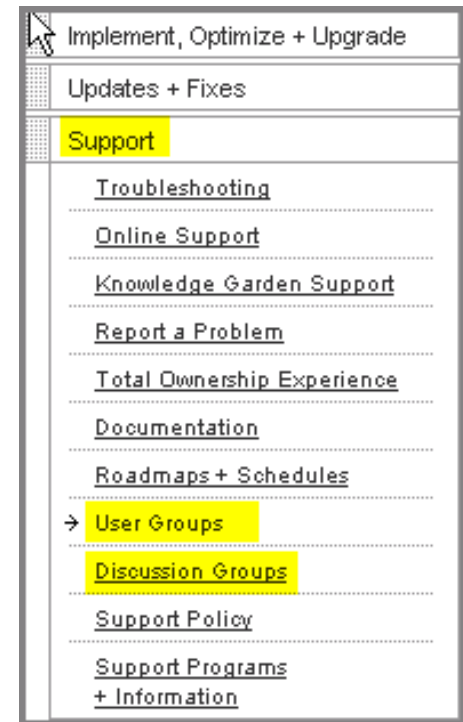
End of Patches and Fixes
End of Upgrade Script Support:
End of Tax & Regulatory Change Support:

Roadmaps and Schedules

- Tax Update Schedules – Enterprise
 - For Enterprise HRMS
 - Information on release schedules for tax updates
- Year End Updates
 - W2 and 1099 software update information for EnterpriseOne and World
- Financial Aid Regulatory Release Schedules
 - For Enterprise Student Administration
 - Information on release schedules for Financial Aid regulatory release updates
- Maintenance Schedule
 - Enterprise only
 - Find application bundles and PeopleTools fixes

User Groups and Discussion Groups

- User Groups
 - Information on opportunities for customers to share experiences and get the latest product information by participating in User Groups
- Discussion Groups
 - Enable discussions with other customers about specific topics



Support Policy

- Information on current support policy

The screenshot shows the Oracle Support website navigation menu on the left and the main content area on the right. The navigation menu includes links for 'Implement, Optimize + Upgrade', 'Updates + Fixes', 'Support', 'Troubleshooting', 'Online Support', 'Knowledge Garden Support', 'Report a Problem', 'Total Ownership Experience', 'Documentation', 'Roadmaps + Schedules', 'User Groups', 'Discussion Groups', 'Support Policy', 'Support Programs + Information', 'Oracle University', and 'Products + Services'. The 'Support Policy' link is highlighted with a yellow background. Below the navigation menu is a search bar with a 'SEARCH' button and a list of 'Additional Search Engines' including 'SARs', 'Update Center', and 'Course Catalog'. The main content area on the right is titled 'Support Policy' and contains several sections, each with a red box around the title: 'Support Policy Information', 'PeopleSoft Support Policy for PeopleTools Releases a', 'Security Vulnerability Policy', 'Platform Support Policy', 'Upgrade Path Policy', and 'Release Support Retirement Information'. Each section provides a brief description of the policy. At the bottom of the main content area, there is a section titled 'Software Support Services Terms and Conditions'.

Support Policy

Here you'll find a comprehensive list of industry-leading and manage your PeopleSoft product lifecycle.

Support Policy Information

We've set a new industry standard with our Support Poli

PeopleSoft Support Policy for PeopleTools Releases a

The policy described in this section applies to People o global applications. For details about the support policie please contact your local PeopleSoft office.

Security Vulnerability Policy

We're committed to protecting your application systems, process for identifying, confirming, and communicating t vulnerabilities.

Platform Support Policy

we certify a wide variety of platforms—combinations of e versions and relevant integrated third-party products with certification, application exceptions, and support availab

Upgrade Path Policy

This policy is designed to ensure every customer's upgr explains how we determine the upgrade paths we provid

Release Support Retirement Information

Every release has a limited support period as describ ends, a release moves to retired status. Learn more abo how to get more details about your specific release retir

Software Support Services Terms and Conditions

These region-specific documents describe the support Support Services subscribers are entitled.

Support Programs & Information

- Support Service Options
 - Includes a Resource Library with Support Services Brochures, Demos, and Quick Reference Guides
- Advisor Webcasts
- Plugged In Email Newsletters
- Customer Account Team

Implement, Optimize + Upgrade	PeopleSoft Programs and Information PeopleSoft Support Services provides a wide range of services to ensure your software <u>Support Services Options</u> Your business never stops. It is constantly evolving—and so should your software. <u>PeopleSoft Advisor</u> Proactively delivers expert advice on PeopleSoft business, product, and technology top <u>Plugged In Email Newsletters</u> PeopleSoft Plugged In email newsletters deliver the latest PeopleSoft news, event, and customer services program. <u>Customer Account Team</u> Your customer account team serves as the foundation for our successful relationship industry expertise to meet your business needs. <u>Standards and Regulations</u> Learn about the standards and regulations with which PeopleSoft applications help yo <u>Quality Assurance and Compliance</u> Learn about the various quality management standards we use to ensure consistent p <u>Customer Satisfaction</u> View the latest survey reports and read about our improvement initiatives. <u>Global Reference Program</u> The PeopleSoft Global Reference Program provides you with publicity and recognition our relationship with you as a reference customer. <u>2004 Connect Presentation Library</u> Look up presentations by session number from last year's Connect conference.
Updates + Fixes	
Support	
Troubleshooting	
Online Support	
Knowledge Garden Support	
Report a Problem	
Total Ownership Experience	
Documentation	
Roadmaps + Schedules	
User Groups	
Discussion Groups	
Support Policy	
→ Support Programs + Information	
Oracle University	
Products + Services	
Search	
<input type="text"/>	
<input type="button" value="SEARCH"/>	
Additional Search Engines:	
» SARs	
» Update Center	
» Course Catalog	
Improve search results Site index	
Find What You Need	
» Advisor Webcasts	
» Contact Directory	
» Customer Care Directory	
» Email Subscription Center	

Oracle University

- Links directly to education.oracle.com

PeopleSoft Home
Implement, Optimize + Upgrade
Updates + Fixes
Support
Oracle University
Products + Services

The screenshot shows the Oracle University website. At the top left is the Oracle logo. To its right is the text "ORACLE.COM TECHNOLOGY NETWORK PARTNER". In the top right corner, there is a navigation menu with the following items: "PeopleSoft Home", "Implement, Optimize + Upgrade", "Updates + Fixes", "Support", "Oracle University" (highlighted in yellow), and "Products + Services". Below the navigation menu, there is a link for "ACCESSIBLE VERSION". On the left side, there is a sidebar menu with the following categories: "PRODUCTS", "SOLUTIONS", and "SERVICES". Under "SERVICES", there is a sub-menu for "Oracle University" with the following items: "Oracle University Home", "Course Catalog", "Knowledge Center", "Product Courses", "Learning Paths", "Certification", "Training Formats", and "Training Locations". Below this is a "Resources" section with the following items: "Promotions - Buy Now", "OU & PeopleSoft+", "OU & JD Edwards", "OU & Oblix", "OU & Retek", and "Customer Successes". The main content area has the heading "Oracle University" and a "Contact Us : 1.800.529.0165 | Training C" link. Below this is a search bar with the text "Find a Course" and a "Go" button, followed by a link for "Advanced Search". The main content area also features a heading "Welcome PeopleSoft Education Customers" and a sub-heading "Web Registration for PeopleSoft Classes Has Moved". The text below the sub-heading reads: "Oracle University welcomes PeopleSoft Education customers, who will continue to enjoy the many programs. PeopleSoft Education classes and services are running as planned, and we will continue to support you with PeopleSoft training solutions." Below this is another paragraph: "PeopleSoft Education customers can now use Oracle University's web based registration system instructions to find the right training for you."

Products & Services

- Links to information on www.oracle.com

PeopleSoft Home

- Implement, Optimize + Upgrade
- Updates + Fixes
- Support
 - Troubleshooting
 - Online Support
 - Knowledge Garden Support
 - Report a Problem
 - Total Ownership Experience
 - Documentation
 - Roadmaps + Schedules
 - User Groups
 - Discussion Groups
 - Support Policy
 - Support Programs + Information
- Oracle University
- Products + Services

Search

PeopleSoft Products and Services

Most information about PeopleSoft products and we've gathered high-level sections here for easy

Products

PeopleSoft Enterprise, JD Edwards EnterpriseOne

Industries

PeopleSoft and JD Edwards solutions for 25 ind

Hosting

PeopleSoft's three hosting service levels, plus h

Consulting

PeopleSoft Consulting is now part of Oracle Co

Partners

Visit Oracle Partner Network to find out how Peo

Education

PeopleSoft Education will become part of Oracle PeopleSoft Education through EdWeb.

Oracle and PeopleSoft

Information about the acquisition and Oracle's c

ORACLE.COM TECHNOLOGY M

ORACLE

search site

Oracle Applications

Oracle's business is information — how to manage it, use it, share it, protect it. Oracle applications deliver the information foundation and complete functionality you need to grow your information-driven business.

Whether you implement Oracle E-Business Suite, PeopleSoft Enterprise, JD Edwards EnterpriseOne, or JD Edwards World applications, Oracle applications enable information-driven business processes that connect and automate your organization. Learn more about the Oracle Applications suites.

Oracle & PeopleSoft Together: Information That Drives Your Enterprise

The 2005 combination of Oracle and PeopleSoft marks a turning point in the evolution of the software industry. Oracle and PeopleSoft bring together the best and brightest talent in the enterprise software industry. Learn more about the applications road map and strategy for the Oracle Applications suites.

PRODUCTS

EVALUATE

- Applications Home
- Products
- Collateral
- Internet Seminars
- Customer Success
- Industry Solutions
- Partner Solutions

IMPLEMENT

- Consulting
- On Demand
- Upgrade Roadmap
- Upgrade Tips & Tools
- Migration Technology Center

USE

- Applications Technology

How Do Customers Get Help with Customer Connection?

- Analysts should assist customers when possible
 - General navigation questions
 - Submitting or updating a case
- Customers should contact the Web Administrator at their company for access to Customer Connection
- Customers should contact Customer Care for questions about Customer Connection navigation, or to find out who the Web Administrator is for their company

Additional Resources

- **Training Availability for PeopleSoft Customers on these Support Tools:**
 - **Working Effectively with Support**
 - **Customer Connection**
 - **Change Assistant**
 - **Performance Monitor**
 - **Set Up Manager**
 - **Change Impact Analyzer**

- **Please contact the Customer Support Manager team at: support-training_us@oracle.com for your organization's training requests on the above tools.**



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