

ORACLE®

Intro to My Oracle Support

(The next generation Metalink experience)

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Agenda

- Logging in to My Oracle Support (Classic–html vs flash)
- Setting up User Profile
- Customer User Administration/Changes
- Where to find documentation and Links
- Navigation Overview
- Personalizing My Oracle Support
- Getting the most out of My Oracle Support

Signing in using Classic Metalink

ORACLE MY ORACLE SUPPORT

My Oracle Support

Introducing My Oracle Support, the next generation MetaLink experience. My Oracle Support offers you secure, real-time access to Oracle experts on the complete Oracle software stack. It also provides groundbreaking personalized & proactive support capabilities that help reduce unplanned down time and improve system stability. Leverage the Internet for immediate access to 24/7 support and get the critical and timely information you need for running your business.

Proactive, Automated Tools
Personalized, Comprehensive Knowledge
Simplified Configuration Management
Robust Search
Downloadable Product Patches
Customer Community
Customized Dashboards

[Learn more](#)

Sign In

Language

User Name

Password


My Oracle Support (requires Flash)

Classic MetaLink

Remember me

[I forgot my password](#)

Register here

 New user? [Register here](#)

Oracle employees [register here](#)

Read the [Registration FAQ](#)

Try My Oracle Support!

Try My Oracle Support, the next generation MetaLink experience, to help prevent potential outages and security issues before they impact your operations.

If you're still using Classic, we want to help you upgrade your experience.

[Get help with Flash](#)

[Visit the blog](#)

You can switch back to Classic at any time.

My Oracle Support requires Adobe Flash Player 9.

Having trouble with Flash? Try these tips:

- [Running Flash in your organization](#)
- [Installing the right version of Flash](#)
- [Flash FAQ](#)
- [Adobe Flash support site](#)

If you can't or don't want to run Flash, sign in to the Classic (HTML) version.

[Tell us about your experience](#) with My Oracle Support.

Sign in using My Oracle Support (Flash)

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User Name

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Classic MetaLink

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ORACLE
MY ORACLE SUPPORT

COLLECT
ANALYZE
ACT

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Registering for My Oracle Support

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[Learn more](#)

Sign In

Language

User Name

Password

My Oracle Support (requires Flash)
 Classic MetaLink


Remember me

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[Read the Registration FAQ](#)



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MY ORACLE SUPPORT

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ANALYZE
ACT**

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- Adobe Flash support site

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Tell us about your experience with My Oracle Support.

Registering for My Oracle Support (cont.)

ORACLE ENTERPRISE MANAGER

User Registration

E-mail

All Required Questions Answered

E-mail

Your e-mail address * You will use this e-mail address to:

- 1) sign in
- 2) receive communications from Enterprise Manager

When your registration is approved, a temporary password will be sent to this email address.

Support ID, Terms of use

Contact Information

Send and Wait

* Required Field

Exit Wizard

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Registering for My Oracle Support (cont.)

ORACLE ENTERPRISE MANAGER

User Registration

Support ID, Terms of use

Support Identifier

Support Identifier:

[Add another ID](#)

Terms of Use

I accept the Enterprise Manager Terms of Use

By using the Oracle Enterprise Manager web-based technical support service ('Enterprise Manager'), Customer (hereinafter 'you') agree to the following terms and conditions ('Enterprise Manager Terms of Use'), and to the Oracle.com Terms of Use, including without limitation Oracle's policies regarding use of Oracle's trademarks and logos; use of forums and public communications; and third party web sites, content and services. These terms supplement the terms of your licensing or distribution agreement with Oracle and the terms of Oracle's Technical Support Policies. In the event of a conflict between either your licensing or distribution agreement or the Oracle.com Terms of Use and the following terms, the terms below will control your use of and access to Enterprise Manager. Through Enterprise Manager, you have access to various programs and other materials made available by Oracle now and in the future, including but not limited to bulletins, white papers, and other technical publications; information on product certification, product availability, and product desupport; the Oracle Bug Database; service requests that you have submitted; software patches; bulletin board and forum messages; and hyperlinks to web sites not controlled by Oracle (the 'Materials'). You agree that access to Enterprise Manager, including access to the service request function, will be granted only to your designated Oracle technical support contacts and that the Materials may be used only in support of your authorized use of the Oracle programs for which you hold a supported license from Oracle. Unless specifically provided in your licensing or distribution agreement with Oracle, the Materials may

[Exit Wizard](#) [Back](#) [Next](#)

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Navigation: E-mail, **Support ID, Terms of use**, All Required Questions Answered, Contact Information, Send and Wait

Legend: * Required Field

Registering for My Oracle Support (cont.)

ORACLE ENTERPRISE MANAGER

User Registration

- E-mail
- Support ID, Terms of use
- Contact Information

All Required Questions Answered

Send and Wait

* Required Field

Contact Information

First Name * Charlie

Last Name * Freeman

Street Address 1 * 12320 Oracle Blvd

Street Address 2 Optional

City * Colorado Springs

Country * UNITED STATES M... ▼

State/Province Optional

Zip Code or Postal Code * 80921

Phone * 123 456 7891

Fax * 123 456 7892

Publish Profile

Exit Wizard

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Registering for My Oracle Support (cont.)

The screenshot shows the 'Send and Wait' step of the Oracle Enterprise Manager user registration process. The interface includes a navigation pane on the left with steps: E-mail, Support ID, Terms of use, Contact Information, and Send and Wait (the current step). A yellow box on the left indicates 'Your registration is ready to send' with a 'Send' button. The main content area shows 'Account Status' with a table of account details and 'Instructions' for the user.

ORACLE ENTERPRISE MANAGER

User Registration

Send and Wait

Account Status

E-mail address	Support Identifier	Status	Admin
cfreeman2335@comcast.net	14615119	Ready to send	

Instructions

Click Send and your request will go to your account administrator.

Before you may use your new Enterprise Manager account, you must wait for approval by the account administrator.

You will receive an e-mail when your account is ready.

Exit Wizard

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* Required Field

Classic View of My Oracle Support

ORACLE Formerly MetaLink My Oracle Support (the new MetaLink) [Bookmarks](#) [Admin](#) [Profile](#) [Feedback](#) [Sign Out](#) [Help](#)

MY ORACLE SUPPORT

Headlines Knowledge Service Request Collector Patches & Updates Community Certify

Headlines News, Events & Training E-Business Suite

Quick Find Knowledge Base [Advanced](#) [Saved Searches](#)

Bug Database Service Requests

Headlines for Portland Trailblazers

Notifications

[There are Pending Support Identifier Requests waiting for your approval.](#)
[There are Pending User Requests waiting for your approval.](#)

News & Notes

Article	Last Updated	Status
Test N&N for US only	13-AUG-2008	New
Install Adobe Flash Player 9 Now to Test Drive the New MetaLink Experience	13-AUG-2008	Updated
test	12-AUG-2008	New
Advisor Webcasts: Support Tools and Processes - Register for Free Web Seminars	11-AUG-2008	Updated
Attend the Advanced MetaLink Seminar: May 14, 2008 xxxxx	10-AUG-2008	Updated
Welcome Captivation Customers - Start Here	31-JUL-2008	New
SCM Users - Apply PowerView to Customize Your Dashboard, Expedite Knowledge Search and Simplify SRs	31-JUL-2008	Updated
Oracle Announces Maintenance Wizard Version 2.11 for the e-Business Suite Upgrade	23-JUL-2008	New
Search Oracle Knowledge Content Easily When You Test Drive the New MetaLink User Interface	22-JUL-2008	New
Oracle Critical Patch Update - July 2008	15-JUL-2008	New

Bug Database

Bug Number ▲	Problem Statement	Platform	Product	Last Updated	Status
Preferences not yet defined.					

Service Requests

Request Number	Problem Summary	Reported On	Last Updated	Status
(no entries found)				

[My Oracle Support \(the new MetaLink\)](#) [Bookmarks](#) [Admin](#) [Profile](#) [Feedback](#) [Sign Out](#) [Help](#)

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My Oracle Support without configuration manager

The screenshot shows the My Oracle Support dashboard. At the top, the navigation bar includes 'Dashboard', 'Knowledge', 'Service Requests', 'Patches & Updates', 'Community', 'Certify', 'Reports', and 'Collector'. The user is logged in as 'Atlanta' and has options for 'Settings', 'Feedback', and 'Sign Out'. A search bar is present with the text 'Search Knowledge'. A notification bubble indicates 'Region Edited' and 'Hide Message'. The main dashboard area features a banner for 'Get the most out of My Oracle Support' with a 'Watch a video tutorial' link and a 'Download' button for 'Linux x86'. A 'No, Thanks' button is also visible. Below the banner, there are sections for 'Getting Started', 'Service Requests' (with a table of requests), 'Bug Summary', 'News', and 'Knowledge Articles'.

ORACLE MY ORACLE SUPPORT PowerView is OFF Welcome, Atlanta | Settings | Feedback | Sign Out | ?

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certify | Reports | Collector Favorites | Search Knowledge

Region Edited Hide Message Customize Page...

Dashboard

Get the most out of My Oracle Support

Help prevent potential outages and security issues before they impact your operations

Regions with this symbol require the configuration manager

Learn More

Watch a video tutorial

Select Platform

Linux x86 Download No, Thanks

Read the Quick Install Guide

Getting Started

Browse SCM articles Take a Survey

Training: Pre-recorded PDF

Podcast Training: Upcoming Schedule

News & Blog

Task: Pending User Requests

Service Requests

Create SR Actions Created By

Problem Summary	SR Number	S.	Created By	Status	Last update	Def...
testing creating an SR from CSMverify	6690260.89	4	Atlanta Ha...	New Service	3 weeks a...	-
TEST3-2	6690270.89	4	Atlanta Ha...	Assigned	3 weeks a...	-
test	6690227.89	4	Atlanta Ha...	New Service	3 weeks a...	-
TEST3-1	6690201.89	4	Atlanta Ha...	Assigned	3 weeks a...	-

Bug Summary

Search Bug Title

Problem Summary 1 Bu... Last upda... Product Severity Status

No information returned

News

- Test N&N for US only
- Install Adobe Flash Player 9 Now to Test Drive the New MetaLink Experience
- test
- Advisor Webcasts: Support Tools and Processes - Register for Free Web Seminars
- Attend the Advanced MetaLink Seminar: May 14, 2009

Knowledge Articles

Search All Articles

Alerts (0) Recently Updated (30)

My Oracle Support without configuration manager

The screenshot displays the My Oracle Support dashboard. At the top, the Oracle logo and 'MY ORACLE SUPPORT' are visible, along with a 'PowerView is OFF' indicator. The user is identified as 'Atlanta' and is logged in. The navigation menu includes Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certify, Reports, and Collector. A search bar for 'Search Knowledge' is present, along with a 'Region Edited' notification and a 'Hide Message' button. A banner at the top of the dashboard area reads: 'Help prevent potential outages and security issues before they impact your operations'. The main content area is divided into several sections: 'Getting Started' with links to 'Browse SCM articles', 'Take a Survey', 'Training: Pre-recorded', 'PDF', 'Podcast', 'Training: Upcoming Schedule', and 'News & Blog'; 'Service Requests' with a 'Create SR' button and a table of requests; 'Bug Summary' with 'No information returned'; 'News' with a list of articles; and 'Knowledge Articles' with a search bar and tabs for 'Alerts (0)' and 'Recently Updated (30)'. The footer contains a link to 'Return to Classic MetaLink' and copyright information for Oracle (c) 2008.

ORACLE MY ORACLE SUPPORT PowerView is OFF Welcome, Atlanta | Settings | Feedback | Sign Out | ?

Dashboard Knowledge Service Requests Patches & Updates Community Certify Reports Collector Favorites Search Knowledge

Region Edited Hide Message Customize Page...

Dashboard

Help prevent potential outages and security issues before they impact your operations Learn More Show Me

Getting Started

- Browse SCM articles
- Take a Survey
- Training: Pre-recorded
- PDF
- Podcast
- Training: Upcoming Schedule
- News & Blog

Task: Pending User Requests

Service Requests

Create SR Actions Created By

Problem Summary	SR Number	Star	S.. 2	Created By	Status	Last upda...	Def...
testing creating an SR from CSMverify	6690260.89	☆	4	Atlanta Ha...	New Service	3 weeks ago	-
TEST3-2	6690270.89	☆	4	Atlanta Ha...	Assigned	3 weeks ago	-
test	6690227.89	☆	4	Atlanta Ha...	New Service	3 weeks ago	-
TEST3-1	6690201.89	☆	4	Atlanta Ha...	Assigned	3 weeks ago	-

Bug Summary

No information returned

News

- Test N&N for US only
- Install Adobe Flash Player 9 Now to Test Drive the New MetaLink Experience
- test
- Advisor Webcasts: Support Tools and Processes - Register for Free Web Seminars
- Attend the Advanced MetaLink Seminar: May 14, 2008 xxxxx
- Welcome Captovation Customers - Start Here

Knowledge Articles

Search All Articles

Alerts (0) Recently Updated (30)

Return to Classic MetaLink

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Main Dashboard

ORACLE MY ORACLE SUPPORT PowerView is OFF

Welcome, Atlanta [Settings](#) | [Feedback](#) | [Sign Out](#) | ?

[Dashboard](#) | [Knowledge](#) | [Service Requests](#) | [Patches & Updates](#) | [Community](#) | [Certify](#) | [Reports](#) | [Collector](#) Favorites Search Knowledge

Region Edited Hide Message Customize Page...

Dashboard

Help prevent potential outages and security issues before they impact your operations [Learn More](#) | [Show Me](#)

Getting Started

- Browse SCM articles
- Take a Survey
- Training: Pre-recorded
- PDF
- Podcast
- Training: Upcoming Schedule
- News & Blog

Task: Pending User Requests

Service Requests

Create SR Actions Created By

Problem Summary	SR Number	Stars	S...	Created By	Status	Last upda...	Def...
testing creating an SR from CSMverify	6690260.89	4	Atlanta Ha...	New Service	3 weeks ago	-	
TEST3-2	6690270.89	4	Atlanta Ha...	Assigned	3 weeks ago	-	
test	6690227.89	4	Atlanta Ha...	New Service	3 weeks ago	-	
TEST3-1	6690201.89	4	Atlanta Ha...	Assigned	3 weeks ago	-	

Bug Summary

No information returned

News

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- Welcome Captivation Customers - Start Here

Knowledge Articles

Search All Articles

Alerts (0) Recently Updated (30)

Return to Classic MetaLink

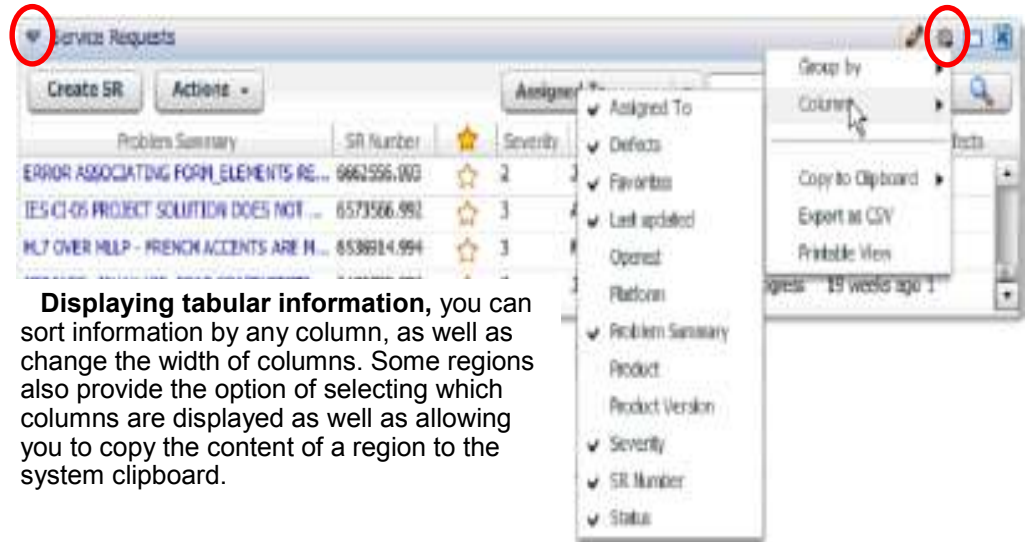
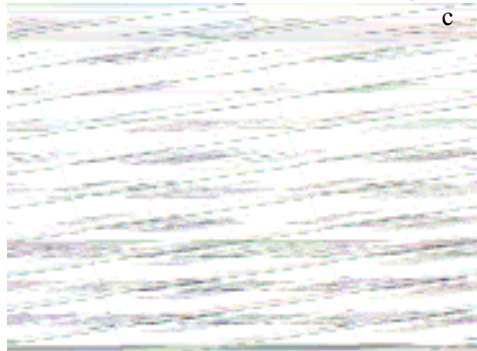
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Main Dashboard – Regional Personalization examples

- Minimize or Maximize regions
- Expand Region to full screen

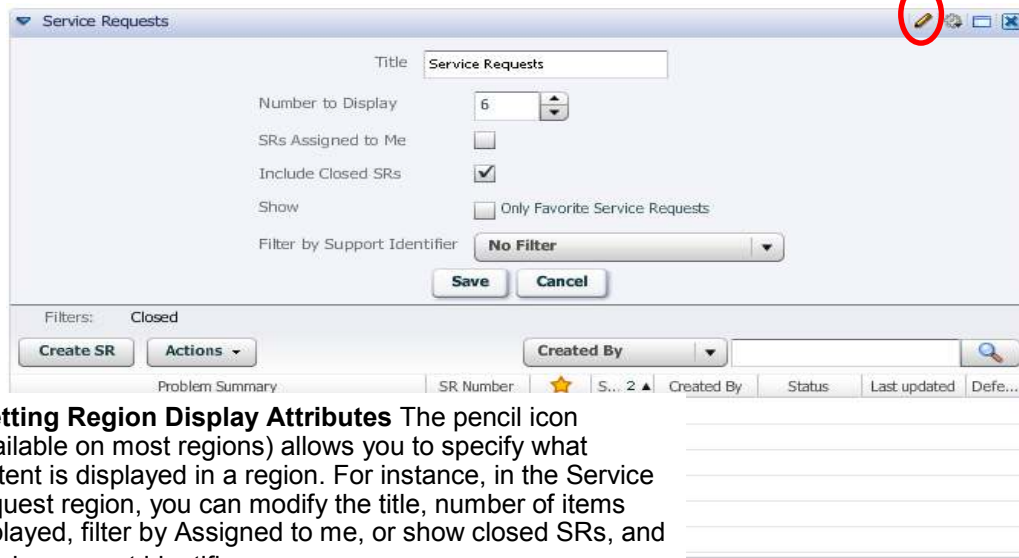
Organizing Region Content

The gear icon lets you control how region content is displayed. You can group content by category such as Critical Issues, Type, or Lifecycle. This provides you with a quick way to spot issues without having to scroll endlessly through large volumes of unrelated information.



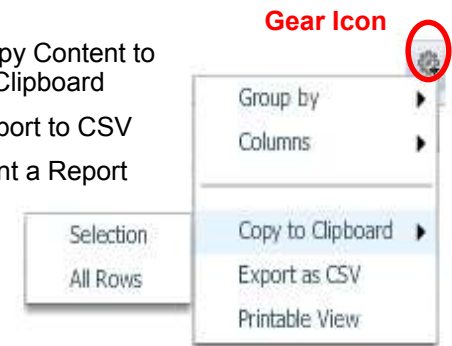
Displaying tabular information, you can sort information by any column, as well as change the width of columns. Some regions also provide the option of selecting which columns are displayed as well as allowing you to copy the content of a region to the system clipboard.

Edit



Setting Region Display Attributes The pencil icon (available on most regions) allows you to specify what content is displayed in a region. For instance, in the Service Request region, you can modify the title, number of items displayed, filter by Assigned to me, or show closed SRs, and filter by support identifier.

- Copy Content to the Clipboard
- Export to CSV
- Print a Report



Main Dashboard – Personalization examples

Last updated 53 minutes ago

Close Customize

Service Requests for ABC

Title: Service Requests for ABC

Number to Display: 6

SRs Assigned to Me:

Include Closed SRs:

Show: Only Favorite Service Requests

Filter by Support Identifier: No Filter

Save Cancel

Filters: Assigned to Me

Create SR Actions Created By

Problem Summary	SR Nu...	☆	2 ▲	Create...	Status	Last u...	D...

Service Requests XYZ

Create SR Actions Created By

Problem Summary	SR Nu...	☆	2 ▲	Create...	Status	Last u...	D...

Customize

Drag a region onto the page. Duplicate regions are allowed.

Hide Regions Already in Use

- Bug Summary
- Systems
- News
- Inventory
- Knowledge Articles
- Getting Started
- Projects
- Service Requests
- System Health
- Targets
- Task: Associate Collectors

Reset Customization

Customize Page...

Click on the Customize Page tab in the upper right hand corner of the Dashboard to add additional regions to the Dashboard

PowerView

ORACLE MY ORACLE SUPPORT **PowerView is ON** Support Identifier: 15493230 (LIBERTY MUTU... Welcome, Atlanta | Settings | Feedback | Sign Out

Support Identifier is 14615119 (ORACLE CCR OTHER)

and Product is Oracle Payroll

Filtered by

- Support Identifier
- Product

Cancel OK Apply

Resulting in exactly what you want to see

You can now create/modify PowerView filters directly from the content attributes of a specific region via the Action menu.

Service Requests

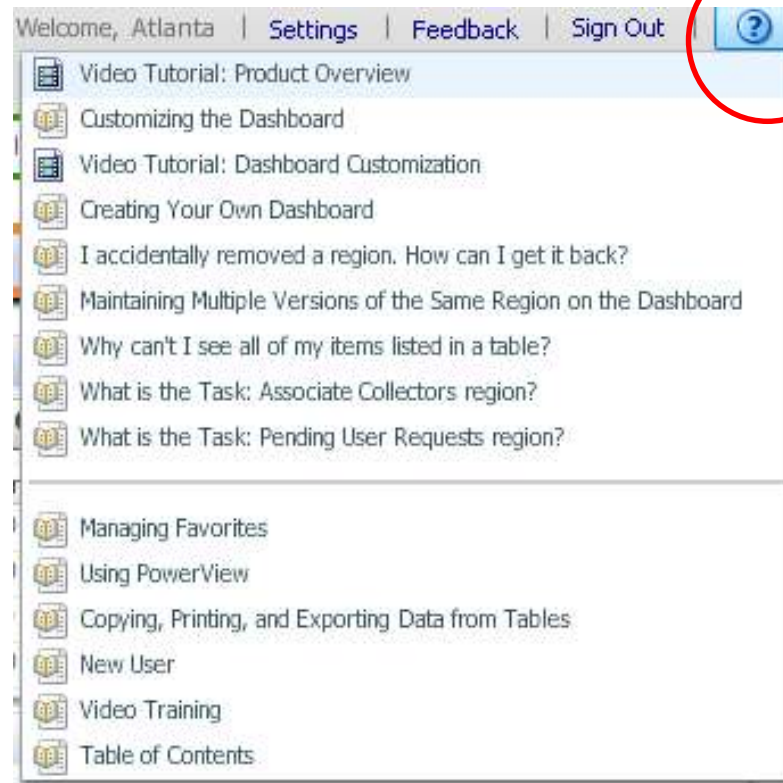
Filters: **Using PowerView** (Product, Support Identifier)

Create SR Actions Create

	SR Number	Sev... 1	Created
test kelwin	6690694.89	1	Atlanta Hawk
Payroll issue - cannot	E-Business Suite (System Description)		Atlanta Hawk
Payroll application w	Production (Lifecycle)		Atlanta Hawk
Cannot finalize pay	Oracle E-Business Suite System (Target Type)		Atlanta Hawk
Final Payrol - Unable	ORACLE CCR OTHER (Organization)		Atlanta Hawk
	14615119 (ORACLE CCR OTHER) (Support Identifier)		Atlanta Hawk

View
Update
Close
Add to PowerView
Add/Remove Selected Favorites
Copy Table
Copy Selected Rows
Map System...

Getting Help



- Page-Sensitive “Task Help” in 4 Languages
- Videos , Articles, Links

Settings: Account & Privileges

ORACLE MY ORACLE SUPPORT

Welcome, Atlanta | **Settings** | Feedback | Sign Out

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certify | Reports | Collector

Settings | Favorites | Search Knowledge

Service (Knowledge Management Service) is not available. Hide Message

Settings: Personal and Administration

- Settings
- Account & Privileges**
- Personalization
- Hot Topics E-Mail
- Service Request Profiles
- Pending User Requests
- Manage Users
- Custom System Properties

Account & Privileges

Support Identifiers

Type Support Identifier Make Profile Visible **Add Support Identifier**

Support Identifier	Organization	Profile	Administrators	Remove
14615119	ORACLE CCR OTHER	Hidden	View ...	✕
15367094	ORACLE SUPPORT SERVICESGB DEMONSTRATION	Hidden	View ...	✕
15292666	ORACLE SUPPORT SERVICES	Hidden	View ...	✕

Account Profile & Privileges

User Name / E-Mail * charlie.freeman@oracle.com [✎](#)

Change Password...

Privileges

- Yes Create & Update Systems and Projects
- Yes Forum Access
- Yes Service Request Access: Create & Update
- Yes Download Patches

* Required Field

Revert Save

Return to Classic MetaLink

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Settings: Personalization's

The screenshot shows the Oracle My Oracle Support interface. At the top, the Oracle logo and "MY ORACLE SUPPORT" are on the left, and the user's name "Welcome, Atlanta" along with links for "Settings", "Feedback", and "Sign Out" are on the right. A navigation bar below contains links for "Dashboard", "Knowledge", "Service Requests", "Patches & Updates", "Community", "Certify", "Reports", and "Collector". The "Settings" link is highlighted. To the right of the navigation bar is a "Favorites" dropdown, a "Search Knowledge" input field with a search icon, and a "Last updated 53 minutes ago" timestamp with a refresh icon.

The main content area is titled "Settings: Personal and Administration". On the left is a sidebar menu with the following items: "Settings", "Account & Privileges", "Personalization" (highlighted), "Hot Topics E-Mail", "Service Request Profiles", "Pending User Requests", "Manage Users", and "Custom System Properties".

The "Personalization" section is active and contains an "Apply Changes" button at the top. Below the button are three settings:

- Language:** English (with a dropdown arrow)
- Text Size:** Radio buttons for Medium (selected), Large, Extra-Large, and Jumbo.
- Message Format:** A checkbox labeled "Show messages in Pop-Ups" which is currently unchecked.

At the bottom left, there is a link "Return to Classic MetaLink". At the bottom right, the copyright notice reads: "Copyright (c) 2008, Oracle. All rights reserved. Legal Notices and Terms of Use | Privacy Statement | 3rd Party Licenses".

Settings: Service Request Profiles

ORACLE MY ORACLE SUPPORT

Welcome, Atlanta | Settings | Feedback | Sign Out

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certify | Reports | Collector

Settings | Favorites | Search Knowledge

Unable to communicate with server - http status code = 500 [Hide Message](#)

Settings: Personal and Administration

- Settings
- Account & Privileges
- Personalization
- Hot Topics E-Mail
- Service Request Profiles**
- Pending User Requests
- Manage Users
- Custom System Properties

Service Request Profiles

[Add SR Profile...](#)

Profiles are used to automatically fill in product information when entering a Service Request. Create a new profile or edit an existing profile by clicking the name.

Profile Name	System	Host Name	Product	
492357.888DEFAULT			Enterprise Manager Grid Control	✕
aly			Enterprise Manager Grid Control	✕
ASCP			Oracle Advanced Supply Chain Planning	✕
Payroll Issues			Oracle Payroll	✕
Payroll SR Template			Oracle Payroll	✕

Add Service Request Profile

Profile Name *

Support Identifier *

Contact Via * Updates to SR E-mail Telephone Fax

Product *

Product Version *

Platform *

Platform Version *

[Cancel](#) [Save](#)

[Return to Classic MetaLink](#)

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Settings: View Users

ORACLE MY ORACLE SUPPORT

Welcome, Charles | Settings | Feedback | Sign Out

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certify | Reports | Collectors | Settings | Favorites | Search The Knowledge Base

Settings: Personal and Administrative

Settings

- Account & Privileges
- Personalization
- Service Request Profiles
- Custom Configuration Attributes
- View Users**
- Hot Topics E-Mail

View Users

Select Support Identifier: 14615119, 15367094 | All Status | Search for User or E-mail

H.	Name	Username/E-Mail	Organization	Last Sign In	Admin?	Description	Support Identifier
	Andy Clark	cel.ocm@hotmail.com	ORACLE CCR OTHER	47 weeks ago	No	ML ACCOUNT - 03/...	14615119
	John Q. Testuser	dharabett@hotmail2...	ORACLE CCR OTHER	2 years ago	Yes	dhbtest2z	14615119
	Grace Alejandro	grace.alejandro@or...	ORACLE SUPPORT S...	10 weeks ago	No	galejand_ph	15367094
	Registration Test	rajkiran210.test@g...	ORACLE CCR OTHER	Not Specified	No	SCM ACCOUNT - 04...	14615119
	ray blaak	ray.blaak@ensembl...	ORACLE CCR OTHER	2 days ago	No	ML ACCOUNT - 01/...	14615119
	David Muirhead	david.muirhead@or...	ORACLE CCR OTHER	8 weeks ago	No	dkmuirhe_us	14615119

Show User Details

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Settings: Hot Topics

ORACLE MY ORACLE SUPPORT

Welcome, Atlanta | Settings | Feedback | Sign Out

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certify | Reports | Collector

Settings | Favorites | Search Knowledge

Unable to communicate with server - http status code = 500 [Hide Message](#)

Settings: Personal and Administration

- Settings
- Account & Privileges
- Personalization
- Hot Topics E-Mail**
- Service Request Profiles
- Pending User Requests
- Manage Users
- Custom System Properties

Hot Topics via E-Mail

Revert **Save**

Receive an E-Mail message with new or update topics

Hot Topics E-Mail Off On - Send Every Days

Format Text HTML

Item Limit (Per Topic)

Send to ah@x.com

E-Mail Content (Includes only new or updated topics in the last 0 days)

Service Requests None
 Favorites Only (Currently 5 will be scanned for updates)
 All
 By Support Identifier **Select a Value**

Monitor Products Include Specific Products

Edit **Add...**

Product	Platform	Knowledge A...	Alerts	Bugs	Desupport N...

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Settings: Pending User Requests (User Administrator View)

The screenshot shows the Oracle My Oracle Support interface. At the top, the Oracle logo and 'MY ORACLE SUPPORT' are on the left, and 'Welcome, Atlanta | Settings | Feedback | Sign Out' is on the right. Below this is a navigation bar with links: Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certify, Reports, Collector, and Settings (which is active). There is also a 'Favorites' dropdown, a 'Search Knowledge' box, and a 'Last updated 1 hour ago' indicator.

The main content area is titled 'Settings: Personal and Administration'. On the left is a sidebar menu with the following items: Settings, Account & Privileges, Personalization, Hot Topics E-Mail, Service Request Profiles, Pending User Requests (highlighted), Manage Users, and Custom System Properties.

The main content area is titled 'Pending User Requests' and contains two buttons: 'Approve' and 'Deny...'. Below these buttons is a table with the following columns: Name, User Name / E-mail, Telephone, Organization, and Support Identifier. The table is currently empty.

At the bottom left, there is a link 'Return to Classic MetaLink'. At the bottom right, there is a copyright notice: 'Copyright (c) 2008, Oracle. All rights reserved. Legal Notices and Terms of Use | Privacy Statement | 3rd Party Licenses'.

Settings - Manage Users (User Administrator View)

The screenshot shows the Oracle My Oracle Support interface for managing users. The top navigation bar includes 'Dashboard', 'Knowledge', 'Service Requests', 'Patches & Updates', 'Community', 'Certify', 'Reports', 'Collector', and 'Settings'. The 'Settings' section is active, showing a sidebar with options like 'Account & Privileges', 'Personalization', and 'Manage Users'. The main content area displays a table of users with columns for Name, Username/E-Mail, Organization, Last Sign In, Admin?, Issues, and Support Identifier. A table below the main list shows user details for the selected user, 'Dave Muirhead', with a warning icon and a 'Pending' status.

H.	Name	Username/E-Mail	Organization	Last Sign In	Admin?	Issues	Support Identifier
	Jim Safcik	james.safcik@oracl...	ORACLE CCR OTHER	2 days ago	Yes		14615119
	test test	test@test123321.com	ORACLE CCR OTHER	Not Specified	No		14615119
	jiro itagaki	jitagaki@x.com	ORACLE CCR OTHER	Not Specified	No		14615119
	yukari ishida	isyan1@hotmail.com	ORACLE CCR OTHER	Not Specified	No		14615119
⚠	Dave Muirhead	dkm@x.com	ORACLE CCR OTHER	Not Specified	No	Pending	14615119
	Robert Heriford	harold.heriford@ora...	ORACLE CCR OTHER	5 days ago	Yes		14615119

Return to Classic Metalink

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The screenshot shows the 'Account Profile & Privileges' form for a user named 'Dave Muirhead'. The form includes fields for personal information such as First Name, Last Name, Street Address, City, Country, State/Province, Zip Code, Phone, and Fax. It also features a 'Reset Password...' button and a 'Privileges' section with checkboxes for 'Create & Update Systems and Projects', 'Preset Access', 'Service Request Access', and 'Download Patches'. A 'Set Administrator Privilege' section allows selecting a support identifier to grant administrative rights.

Account Profile & Privileges

User Name / E-Mail: dkm@x.com

First Name: Dave

Last Name: Muirhead

Street Address 1: 1230 Oracle Blvd

Street Address 2: Optional

City: Colorado Springs

Country: UNITED STATES

State/Province: Colorado

Zip Code or Postal Code: 80920

Phone: 719-767-2675

Fax: 719-767-2675

Reset Password...

Privileges

Create & Update Systems and Projects

Preset Access

Service Request Access: None Read Only Create & Update

Download Patches

Set Administrator Privilege

Select Support Identifier: [Dropdown] Add

Adding this right gives the user all privileges and the ability to manage other users for the Support Identifier.

Required Field

Revert Save

Task: Approve User Request Region

ORACLE MY ORACLE SUPPORT

Welcome, Atlanta | Settings | Feedback | Sign Out

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certify | Reports | Collector | Settings

Search Knowledge

Last updated 3 minutes ago

Dashboard

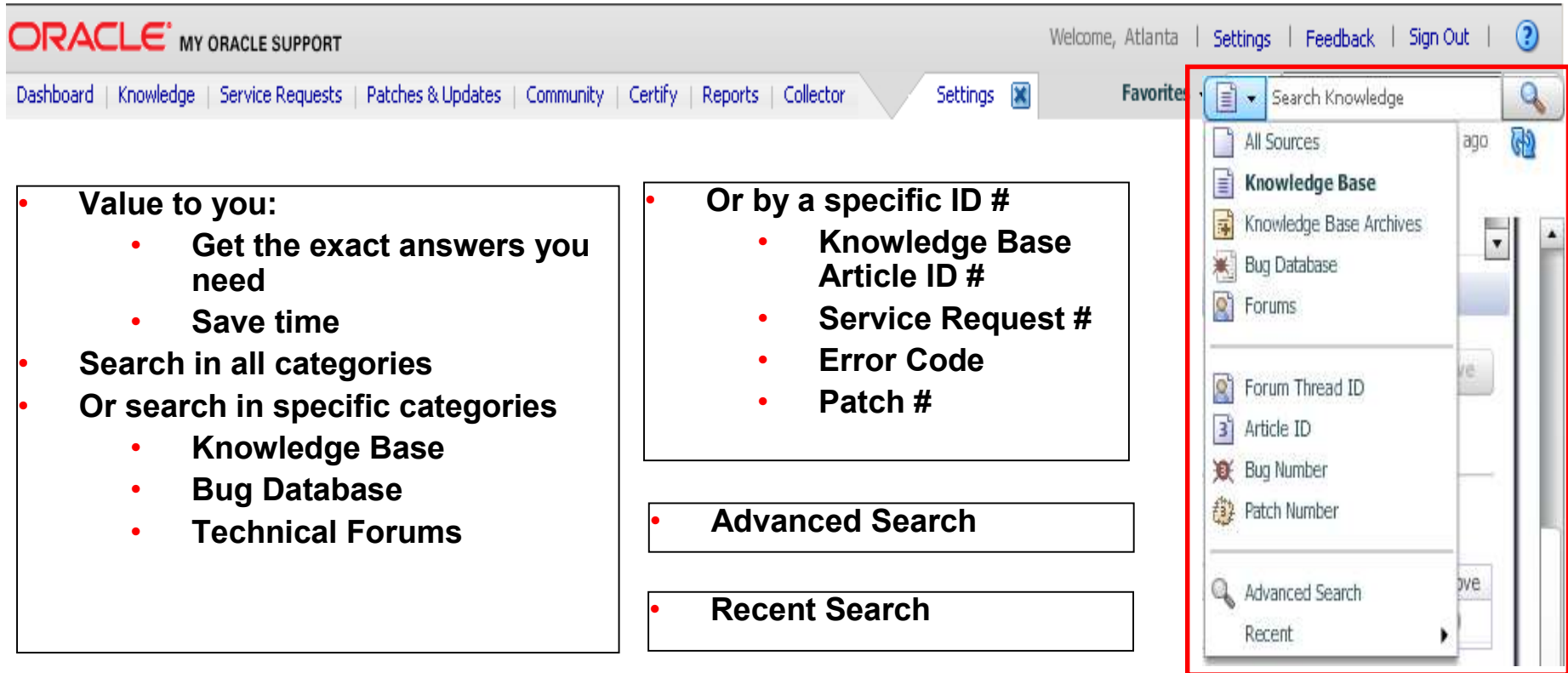
Task: Approve User Requests

Approve (3) Deny (3)...

Name	User Name / E-mail	Organization	Support Identifier	Request	Age
Charles Heisman	charles@searay.com	SEA RAY BOATS INC	4343123	Support Identifier Access	Today
Howard Kaplan	howard@memphisshoe.com	SEA RAY BOATS INC	1234578	Support Identifier Access	1 Day
Howard Kaplan	howard@memphisshoe.com	MOTOR MARINE	3343433	Support Identifier Access	5 Days
Jill Stacey	jill@searay.com	SEA RAY BOATS INC	5443123	Support Identifier Access	121 Days
Max Miller	max@searay.com	MOTOR MARINE	3343433	Support Identifier Access	2 Days
Max Miller	max@searay.com	SEA RAY BOATS INC	5443123	Forum Access	2 Days
Max Miller	max@searay.com	SEA RAY BOATS INC	4343123	Administrator Privilege	4 Days

- Tasked Pushed to Dashboard
- Only Appears When Needed (also available from Settings)
- Designed for any Workflow Request

Where to find Documentation and Links



The screenshot shows the Oracle My Oracle Support interface. The top navigation bar includes "ORACLE MY ORACLE SUPPORT", "Welcome, Atlanta", "Settings", "Feedback", and "Sign Out". Below this is a secondary navigation bar with "Dashboard", "Knowledge", "Service Requests", "Patches & Updates", "Community", "Certify", "Reports", "Collector", "Settings", and "Favorites". A search bar labeled "Search Knowledge" is open, showing a list of search categories: "All Sources", "Knowledge Base", "Knowledge Base Archives", "Bug Database", "Forums", "Forum Thread ID", "Article ID", "Bug Number", and "Patch Number". At the bottom of the search dropdown, there are options for "Advanced Search" and "Recent".

- **Value to you:**
 - Get the exact answers you need
 - Save time
- Search in all categories
- Or search in specific categories
 - Knowledge Base
 - Bug Database
 - Technical Forums

- Or by a specific ID #
 - Knowledge Base Article ID #
 - Service Request #
 - Error Code
 - Patch #

- **Advanced Search**
- **Recent Search**

Advanced search

one two "my phrase" Dog OR cat-tree

Same style as the PowerView panel.

Query is displayed in search syntax

Search

In the **source**

for items containing:

All these words

The **exact phrase**

Any of these words OR OR

Related to the **Product**

Cancel Clear

▶ Tips

Information returned

- Clear Selection
- ▶ Internal Applications
 - ▶ Oracle Applications
 - ▶ Oracle E-Business Suite
 - ▶ Oracle Fusion
 - ▶ Oracle Technology
 - ▶ Other
 - ▶ Services

Providing Feedback

Welcome, Charles | Settings | **Feedback** | Sign Out | ?

Favorites Search The Knowledge Base

Feedback

We welcome your feedback.
Selecting an appropriate topic will improve response time.

Topic

- * User Profile - Support Identifier, Settings, Administration, Password, or Account Maintenance
- Renew a Support Identifier
- Invalid Product License
-

* Enter your feedback or comment:

Additional Resources

Today at MetaLink - In English

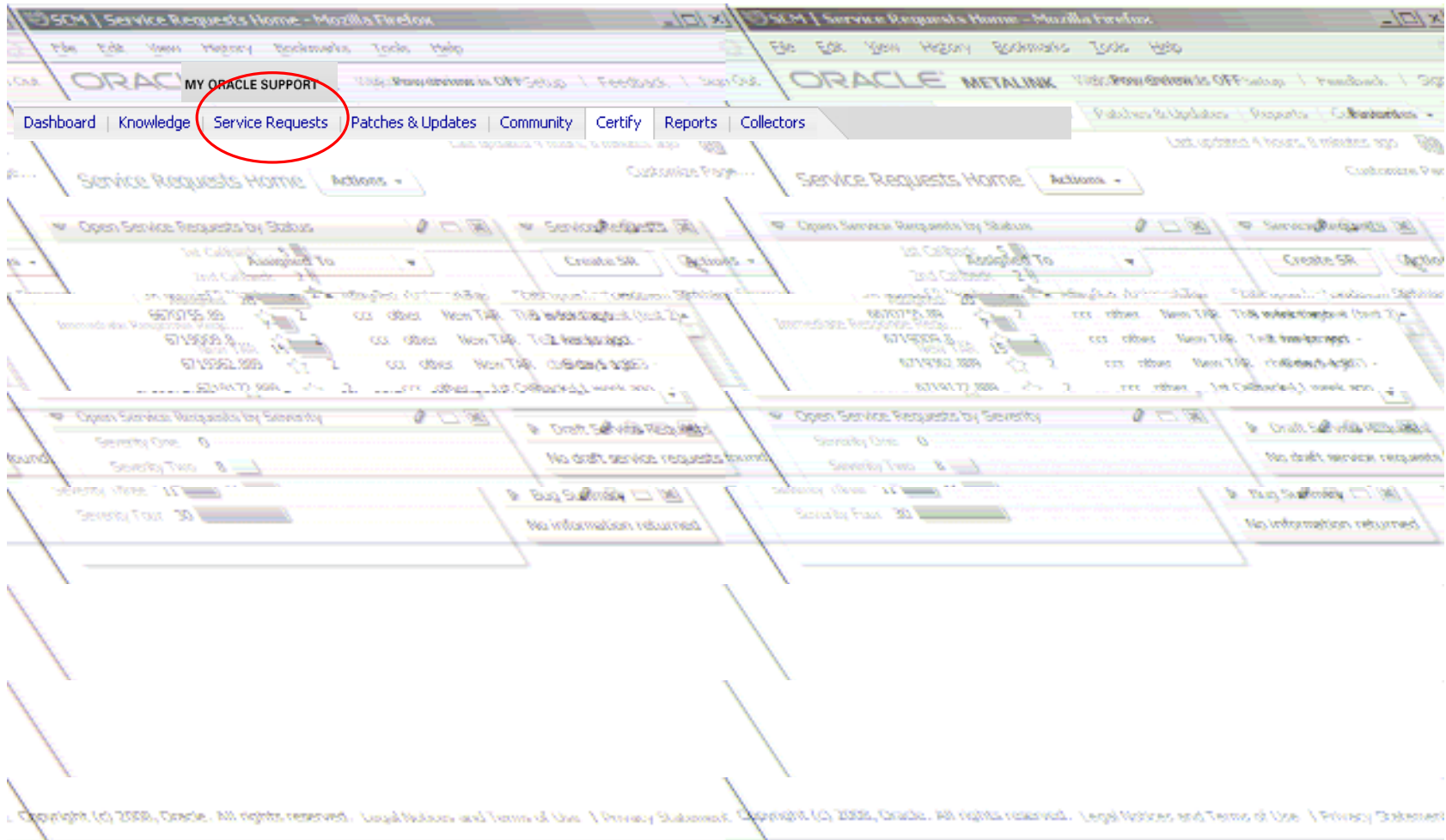
Cancel Send

Knowledge Tab

The screenshot shows the Oracle Knowledge Home page. The top navigation bar includes 'ORACLE MY ORACLE SUPPORT' and 'ORACLE METALINK'. The 'Knowledge' tab is highlighted with a red circle. Below the navigation bar, the page is titled 'Knowledge Home' and features a grid of knowledge articles. The articles are organized into sections like 'Recent Articles', 'Recently Added (200)', and 'Featured News and Articles'. A sidebar on the left lists various Oracle products and services, including 'Oracle Applications', 'Oracle eBusiness Suite', 'Oracle Technology', 'Oracle Applications', 'Financial Control', 'Collaboration Suite', and 'Financials'. The main content area displays several articles with titles such as 'Oracle Enterprise Manager 10g Uninstall', 'Troubleshooting Guide for ISO Plug Issues', 'Error ORA-3113 When Using OracleOciConnectorPool With TAF', and 'How to Remove a Target from the EM 10g Grid Control Console'. A 'Publish your own articles on MetaLink' button is visible at the bottom of the page.

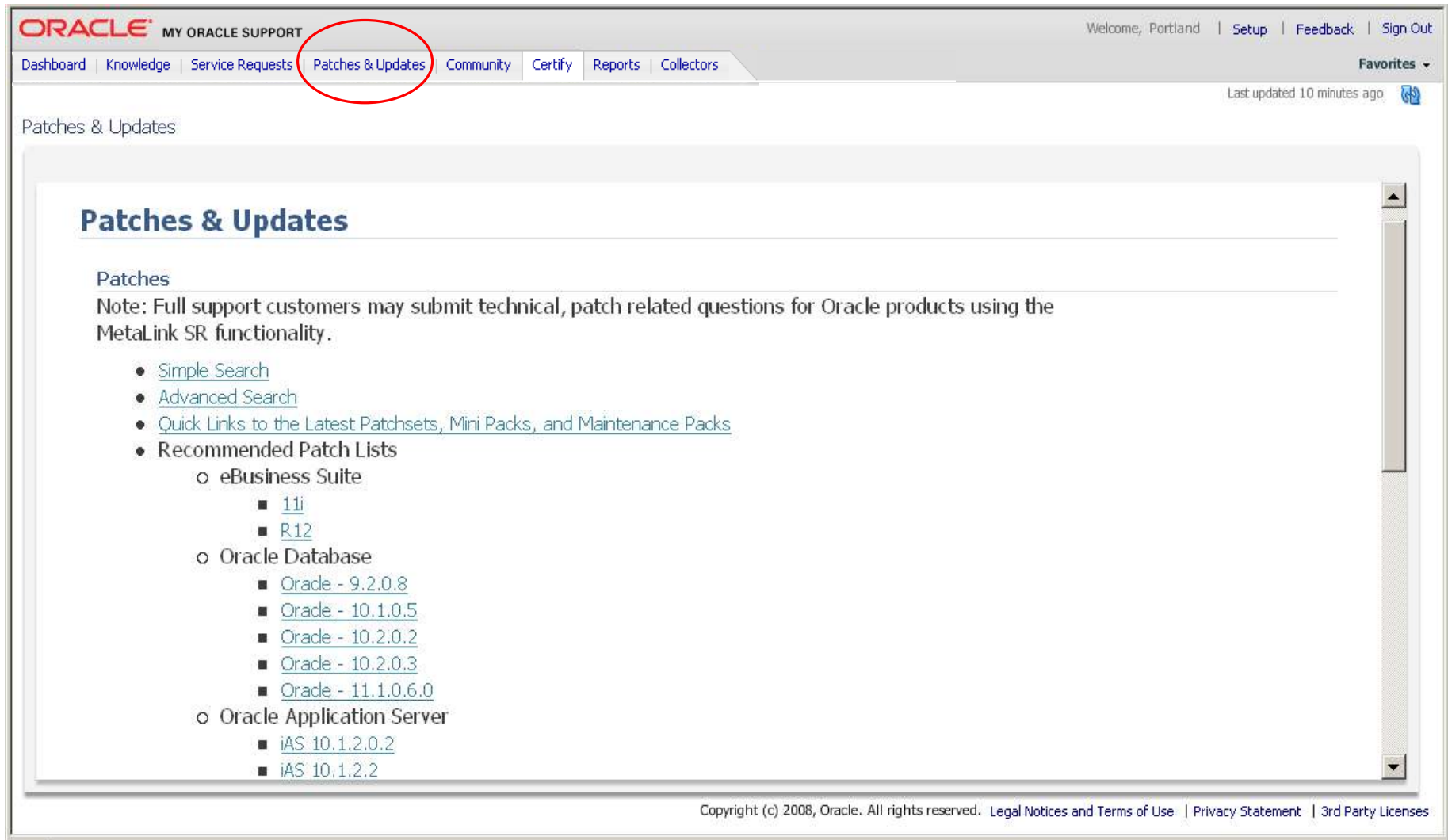
See Metalink note [#562691.1](#) for more information on Knowledge Home and Searching

Service Requests Tab



See Metalink note [#562691.1](#) for more information on Service Request Creation and Home page

Patches and Updates Tab



ORACLE MY ORACLE SUPPORT

Welcome, Portland | Setup | Feedback | Sign Out

Dashboard | Knowledge | Service Requests | **Patches & Updates** | Community | Certify | Reports | Collectors

Favorites

Last updated 10 minutes ago

Patches & Updates

Patches

Note: Full support customers may submit technical, patch related questions for Oracle products using the MetaLink SR functionality.

- [Simple Search](#)
- [Advanced Search](#)
- [Quick Links to the Latest Patchsets, Mini Packs, and Maintenance Packs](#)
- **Recommended Patch Lists**
 - eBusiness Suite
 - [11i](#)
 - [R12](#)
 - Oracle Database
 - [Oracle - 9.2.0.8](#)
 - [Oracle - 10.1.0.5](#)
 - [Oracle - 10.2.0.2](#)
 - [Oracle - 10.2.0.3](#)
 - [Oracle - 11.1.0.6.0](#)
 - Oracle Application Server
 - [iAS 10.1.2.0.2](#)
 - [iAS 10.1.2.2](#)

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Community

ORACLE[®] MY ORACLE SUPPORT

Welcome, Portland | [Settings](#) | [Feedback](#) | [Sign Out](#) | [?](#)

[Dashboard](#) | [Knowledge](#) | [Service Requests](#) | [Patches & Updates](#) | **Community** | [Certify](#) | [Reports](#) | [Collector](#)

[Favorites](#) | [Search Knowledge](#) | [System Region Edited](#) | [Hide Message](#)

Communities

Choose additional Forums from the drop down list below. To search for a thread or message on a specific topic, use Advanced Search and select the Technical Forums option. Forum postings must be entered in English.

Forum

Threads All New Changed

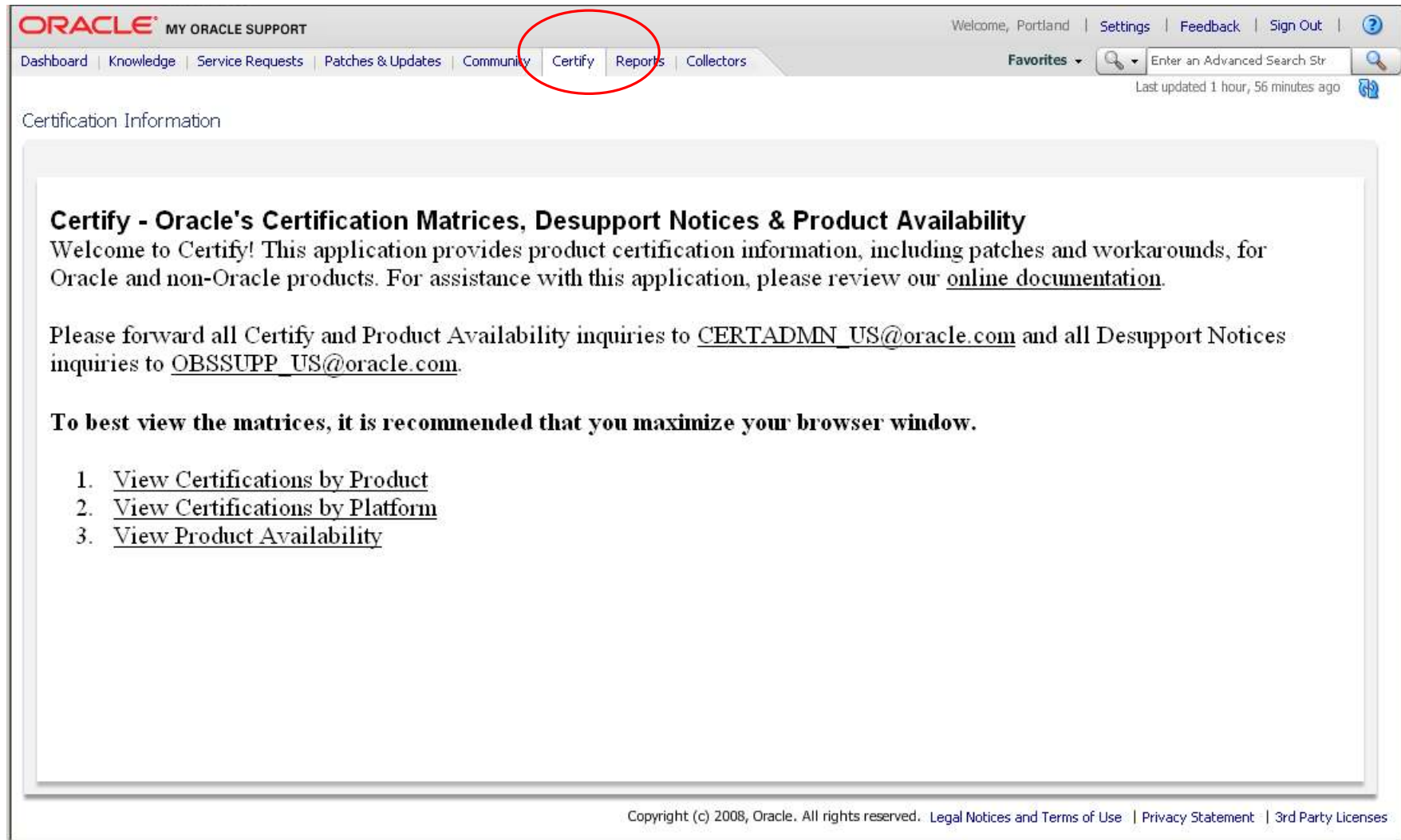
Time Since day(s)

Participation Only threads in which I participate

[Open Forum](#)

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Certify



ORACLE MY ORACLE SUPPORT

Welcome, Portland | Settings | Feedback | Sign Out | ?

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | **Certify** | Reports | Collectors

Favorites | Enter an Advanced Search Str | Last updated 1 hour, 56 minutes ago

Certification Information

Certify - Oracle's Certification Matrices, Desupport Notices & Product Availability

Welcome to Certify! This application provides product certification information, including patches and workarounds, for Oracle and non-Oracle products. For assistance with this application, please review our [online documentation](#).

Please forward all Certify and Product Availability inquiries to CERTADMN_US@oracle.com and all Desupport Notices inquiries to OBSSUPP_US@oracle.com.

To best view the matrices, it is recommended that you maximize your browser window.

1. [View Certifications by Product](#)
2. [View Certifications by Platform](#)
3. [View Product Availability](#)

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Reports Home Page Tab

ORACLE MY ORACLE SUPPORT PowerView is OFF

Welcome, Portland | Setup | Feedback | Sign Out

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | **Reports** | Collectors

Knowledge Region Edited Hide Message

Dashboard

Customize Page...

Reports

Inventory Report:

This report includes all major asset classes, historical trends, and the ability to drill down into different levels of your inventory collection. Use a PowerView to look at a subset of your environment.

226
100
77
72
41
18

SAMPLE

Service Requests Report:

Service requests are broken down by time, type, and other parameters. See the current status of SRs for all, or a subset by using PowerView. Use the date filter to look for historical views of SRs.

226
100
77
72
41
18

View Report

ORACLE METALINK PowerView is OFF

Welcome, Charles | Setup | Feedback | Sign Out

Dashboard | Knowledge | Service Requests | Patches & Updates | **Reports** | Collectors | Forums | Certify

Reports > Last updated 2 minutes ago

Service Requests Report **This Week** Aug 03 2008 - Aug 09 2008 Show only open SRs **Export**

Table of Contents: **By Product** | By **Time To Close** | By Severity | By Country

By Product

Product	Total Service Request Items
Oracle Server - Enterprise Edition	2
COREid Access	1
Oracle Application Object Library	1

Reset Region

Show Details (4 By Product)

Number	Creation Date	Support ID	User Name	Severity	Update Date	Product	Product Version	Platform	Status	Problem Statement	Country
7025479.993	08/06/2008	14652749	Suresh Kumar Ra...	2	Today	COREid Access	10.1.4.2.0	Solaris Operating...	2nd Callback	ACCESSCLUSTE...	UNITED STATES
7027432.993	08/07/2008	14652749	RAJESH JHA	2	Yesterday	Oracle Server - ...	9.2.0.8	Microsoft Windo...	Soft Close	control file	UNITED STATES
7027436.993	08/07/2008	14652749	RAJESH JHA	2	Yesterday	Oracle Server - ...	9.2.0.8	Microsoft Windo...	Waiting on Custo...	BACKUP NOT RE...	UNITED STATES
7096458.992	08/04/2008	15367094	Tom Wright	3	Today	Oracle Applicati...	12.1.0.5	AIX 4.3 Based S...	Soft Close	TEST SR - PLEA...	UNITED KINGDOM

Getting the most out of “My Oracle Support”

ORACLE MY ORACLE SUPPORT

Welcome, Atlanta | Settings | Feedback | Sign Out

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certify | Reports | **Collector**

Favorites | Enter an Advanced Search | Last updated 0 minutes ago

Collector

Get the most out of My Oracle Support

Install configuration manager

What The configuration manager centralizes configuration information based on your Oracle technology stack. Oracle uses secure access to your configuration information to help you achieve problem avoidance, faster problem resolution, better system stability, and easier management of your Oracle systems.

Why

- Faster problem resolution** from integrating your configuration information into the service request flow providing Oracle Support the information they need real-time to resolve your problem quickly and efficiently
- Preventive Support Advice** based on personalized, preventive security & product patch information that address potential issues before they impact your system & operations
- Improved systems stability** delivered through proactive advice & health checks driven by Oracle best practices and personalized to your system configuration.
- Simplified configuration management** from a single, comprehensive and personalized dashboard of configurations, projects and inventory
- Included** with your Oracle Premier Support subscription, the configuration manager offers a simplified support experience.
- Get Results.** Other customers have reported 40% faster issue resolution, a 30% reduction in the time it takes to log a Service Request, and 25% problem avoidance with Alerts and Health Checks.

How Installed on your host, the configuration manager continuously tracks key Oracle and system details, providing essential data to help you manage and service your configurations. Collected data is sent via HTTPS to Oracle Support, which maintains a secure view of each configuration. My Oracle Support then provides system health checks, patch advice, and other valuable information about your Oracle products.

Using It Once the configuration manager is installed, My Oracle Support provides a complete and up-to-date view of your environment. The following resources can help you learn and make use of the many features of My Oracle Support.

- Quick Start Guide
- Frequently Asked Questions
- Browse Knowledge Articles
- News & Blog
- Training: Pre-recorded
- Training: Upcoming Schedule

Get started now. Download the configuration manager.

Select Platform

Linux x86

What types of information are collected?

Oracle collects only configuration information, including:

- Installed patches
- Deployment dates, versions, and type
- Deployed components and applications
- Configuration files
- Network configurations

Security Overview

Collections

Configuration manager does NOT collect application data, such as user passwords.

How to Install and Run the Configuration Manager

Choose an article or read the Quick Start Guide

- Pre-recorded Training
- Installation and Administration Guide
- Prerequisites
- Network Connection Methods and Tests
- Frequently Asked Questions

Additional Resources

- Customer Success Story, Brunswick
- Customer Success Story, Ingersoll Rand
- Improving QoS for Oracle Database, Podcast
- Data Sheet

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Q & A



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