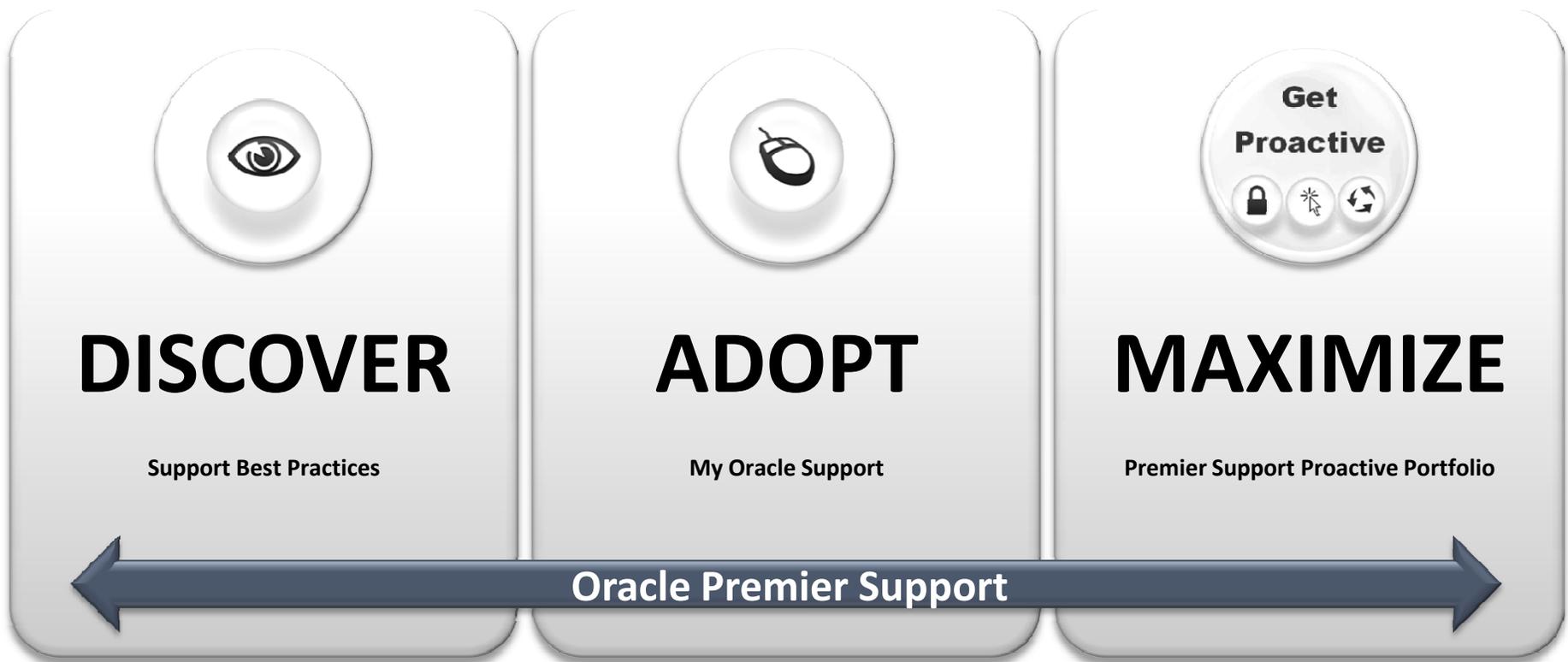


# Oracle Premier Support

Get Ahead. Stay Ahead.

ORACLE

# Support Best Practices—Maximize Business Value



# Discover: Support Best Practices



- Oracle Technical Support Policies
- Oracle Lifetime Support Policies
- Support Policies - acronyms & terminology
- Working effectively with Support – Best Practices

# Discover: Technical Support Policies

Support terms and technical support levels

<b>Oracle Software Technical Support Policies</b> <a href="http://www.oracle.com/us/support/library/057419.pdf">http://www.oracle.com/us/support/library/057419.pdf</a>	<b>Oracle Financial Services Software Technical Support Policies</b> <a href="http://www.oracle.com/us/support/library/fs-software-tech-support-policies-069179.pdf">http://www.oracle.com/us/support/library/fs-software-tech-support-policies-069179.pdf</a>
<b>Oracle Hardware and Systems Support Policies</b> <a href="http://www.oracle.com/us/support/library/hardware-systems-support-policies-069182.pdf">http://www.oracle.com/us/support/library/hardware-systems-support-policies-069182.pdf</a>	<b>Oracle Exadata Technical Support Policies</b> <a href="http://www.oracle.com/us/support/library/exadata-technical-support-policies-069177.pdf">http://www.oracle.com/us/support/library/exadata-technical-support-policies-069177.pdf</a>
<b>Oracle Linux and Oracle VM Support Policies</b> <a href="http://www.oracle.com/us/support/library/enterprise-linux-support-policies-069172.pdf">http://www.oracle.com/us/support/library/enterprise-linux-support-policies-069172.pdf</a>	<b>Oracle Hardware Warranty</b> <a href="http://www.oracle.com/us/support/library/oracle-hardware-warranty-069192.pdf">http://www.oracle.com/us/support/library/oracle-hardware-warranty-069192.pdf</a>
<b>Oracle Software as a Service Support Policies</b> <a href="http://www.oracle.com/us/support/library/saas-support-policies-069195.pdf">http://www.oracle.com/us/support/library/saas-support-policies-069195.pdf</a>	<b>Oracle Global Customer Support Security Practices</b> <a href="http://www.oracle.com/us/support/library/customer-support-security-practices-069170.pdf">http://www.oracle.com/us/support/library/customer-support-security-practices-069170.pdf</a>

# Discover: Lifetime Support Policies

Continued piece of mind

## Premier Support

Delivers full system support for your Oracle hardware, operating systems and applications software with an upfront, minimum **five-year** support commitment that helps you plan and budget.

## Extended Support

Offers an additional **three years** of support for select Oracle software and operating systems for an additional fee so you can effectively manage your upgrade strategy.

## Sustaining Support

Provides investment protection with **unlimited** support for Oracle software and operating systems. Features include access to online support tools, knowledge base, pre-existing fixes, and assistance from Oracle technical support experts.

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# Discover: Support Policies

## Acronyms and terminology

### ■ What is **MOS**?

- My Oracle Support
- Personalized, proactive, collaborative Support portal

### ■ What is a **Support Identifier**? (*formerly known as CSI*)

- Verifies eligibility for Support Services
- Identifies licensed products
- Necessary to access My Oracle Support

### ■ Who is a **Customer User Administrator (CUA)**

- Customer is responsible for maintaining Support Identifier
- Each Support Identifier must have an at least one CUA
- Multiple CUAs are encouraged and recommended for backup purposes



# Discover: Working effectively with Support Best Practices

When you are looking for an answer

**1.** Find answers fast, search the **Knowledge Base** for a solution

My Oracle Support Knowledge Base contains all known solutions and best practices from Oracle Support

My Oracle Support offers a unified search that searches the Knowledge Base, My Oracle Support Community, documentation, and known bugs

400,000+ active and 350,000+ archived articles in the Knowledge Base

4+ million Knowledge Base searches per month

More than 50% of Service Requests logged by all customers can be solved by searching the Knowledge Base and accessing existing articles that contain a fix

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# Discover: Working Effectively with Support Best Practices

Actual user experiences and advice offer an alternate source of problem resolution



## When should I use My Oracle Support Community?

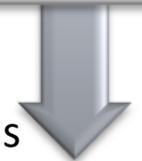
If you have a low severity question or problem, need advice, or if you are interested in discovering how to do something

If you have been unable to locate an answer in the Knowledge Base

When you have knowledge or experiences to share with your peers

- My Oracle Support Community is a multi-channel interactive community where you can post questions and find answers fast
- 190+ communities; 400,000+ community members and experts; 16,000+ new threads per month
- All communities are fully moderated by Oracle Support experts

**2. Visit My Oracle Support Community** and seek an answer from Oracle experts and industry peers.



ORACLE

**Site Alerts**

My Oracle Support Outage Planned for Weekend of October 12, 2012

**News**

- Updates to E-Business Suite 11.5.10 Sustaining Support Exception and 12.1 Extended Support
- Congratulations Ram Kasthuri on Receiving a Free Full Conference Pass to Oracle OpenWorld
- My Oracle Support - Release Notes and Known Issues
- Welcome Skire Customers - Start Here
- Join the My Oracle Support Experts at OpenWorld 2012
- My Oracle Support Flash Interface Retired August 10, 2012
- Finding PeopleSoft Patches and Updates

**Getting Started**



- User Resource Center
- Webcasts and Recordings
- Discover the Get Proactive Portfolio
- My Oracle Support Community
- Follow Us
- Follow Oracle

**Quick Video Training**

- The New My Oracle Support
- Learn the basics in minutes
- Quick Start - Service Request Flow
- Customer User Administration

**Service Requests**

Actions View Create SR Detail

Problem Summary

Problem Summary	SR Number	Product
OMS stops processing events at 2:28 AM GMT everyday	3-6279048998	Enterprise Manager for O
FRM-40735 WHEN-LIST-ACTIVATED trigger raised unhandled exception ORA-29532	3-6240095081	Oracle Applications Technr
How to convert to Multiple Reporting Currency in R 12?	3-6263295431	Oracle General Ledger
Cannot add patch using in patch plan when installing patch 14041708	3-6223025781	Enterprise Manager Base
Problems with UCM Indexer	3-6268712151	Oracle WebCenter Conte
JDK Corba: if waitForResponse() throws exception a hang will occur due to lack of notification	3-3538597311	Java Platform, Standard I
Set up CEL environments for OHI Support	3-5328226651	My Oracle Support
EJB5070: Exception creating stateless session bean on EJB component injection	3-4834282451	Oracle GlassFish Server
Impdp hangs	3-6273080331	Oracle Server - Enterpris
RAC DB using ASM is hanging if NFS based asm disk is not reachable	3-5785375461	Oracle Server - Enterpris
10g에서 11g로 업그레이드시 query error	3-6279120951	Oracle Server - Enterpris

**Knowledge Articles**

Alerts (100) Recently Updated (100)

**Yesterday**

- Oct 4, 2012 **Email Alert: PeopleSoft TAM Consolidated Fixes for HRMS 9.1 Now Available [1357614.1]**  
[PeopleSoft Enterprise HRMS Talent Acquisition Manager]
- Oct 3, 2012 **Upgrading Existing Storage Hardware to a Sun Storage Array 6x80 Array Running Firmware 7.80.xx.xx May Cause Existing Drives to Become Incompatible [1471865.1]**  
Sun Storage 6580 Array, Sun Storage 6540 Array, Sun Software - Generic, Sun Storage 6140 Array, Sun Storage 6780 Array, Sun Hardware - Generic
- Oct 3, 2012 **Forms Servlet (formsrv.jar) Not Updated After Patching to 10.1.2.3 [1058514.1]**  
[Oracle Forms]
- Oct 3, 2012 **Application of Solaris 11 Express SRUs May Erroneously Cause Packages to be Removed From the System [1378614.1]**  
[Oracle Solaris Express]

Show all documents

**My Communities (subscribed)**

Find a Community  
Quick find

- \*My Oracle Support
  - Community Suggestions
  - Health Check Reviews
  - Oracle Auto Service Request
  - Patch Reviews - General
  - Support Training
  - Using My Oracle Support
- Engineered Systems
  - Exadata General
  - Exalogic
  - Oracle Database Appliance
  - SPARC SuperCluster
- Lifecycle Advisors
  - Install and Configure Advisor

Edit Subscriptions

**News and Announcements**

- Resolve—New Product Troubleshooting Webcasts Added
- New Oracle Platinum Services
- New Communities added in June and planned for July
- NEW: E-Business Suite 12.0.x Extended Support Waiver (Doc ID 1413748.1) announcement.
- Member Reward and Recognition Level Changes: May, June, and July

**+ My Oracle Support Twitter Feed**

 ExadataV2 RT @myoraclesupport: RT @myoraclesupport: Important OOW Announcements:

**Support Spotlight**

**Meet Ram Kasthuri Community Member and Recipient of the 2012 Oracle OpenWorld Pass**



My Oracle Support Community member Ram Kasthuri received a free Oracle OpenWorld Pass from My Oracle Support Community in appreciation for his work in answering questions posted by other Community members. Ram, an independent consultant, is an Application Solution Architect with Canon. He has been a valued Oracle customer for over 13 years. Ram is an active member in several of the Oracle EBS communities. He has achieved the Expert Level of recognition through his participation.

Ram described the value he receives from My Oracle Support Community when he said what "I like best about the communities is the vicarious learning from real business scenarios posted by other community members. The questions are real opportunities to learn all things Oracle, and EBS especially."

Ram is one of those member's who answers more questions than he posts, so he must get a lot of that vicarious learning. His advice for members seeking answers in the Community is to specify the version and release of the software and the exact error message in their initial question. This helps them obtain a quick answer. He also advises that searching My Oracle Support Community before opening a Service Request will get you the information you need faster, and is much easier than an opening SR.

Meet Ram and other Community members at the My Oracle Support Community Meet Up event. [Register now](#) to get your free invitation and all the details. We look forward to meeting you!

Join the My Oracle Support Experts at Oracle OpenWorld 2012!

**Getting Started**

- New Members, Start Here: Take the 2 Minute Tour!
- My Oracle Support Community Overview
- Hear What Top Participants Value About Community
- Training Available for My Oracle Support Community
- How To Create a Shared Document (video 1:34)
- Rules of Conduct
- You're The Expert
- I am not a number!

[Rewards and Recognition Hall of Fame](#)

[Frequently Asked Questions](#)

- Community FAQ
- Rewards & Recognition Program FAQ

**Communities Content (filtered by subscription)**

Displaying items 1 - 10 (page 1) Applied Filters: none Items per page: 10 < Prev Next >

Sort By: Updated Date: Desc

Rating	Subject	Updated By
	<b>too long connection</b> Posted on October 3, 2012 12:55 PM in Database Administration by Olezha , Last updated on October 4, 2012 10:36 AM , 8 Replies, 40 Views	Olezha
	<b>I upgrade my database from 10.1.0.5 To 11.2.0.3 the I had got problem with statistics stale</b> Posted on October 3, 2012 4:57 PM in Database Tuning by rugby58 , Last updated on October 4, 2012 10:34 AM , 8 Replies, 37 Views	ChetanDBA - Oracle
	<b>TKPROF output - do I understand it correctly?</b> Posted on October 3, 2012 1:55 PM in Database Tuning by Stackarn , Last updated on October 4, 2012 10:32 AM , 10 Replies, 44 Views	ChetanDBA - Oracle
	<b>Smartview flickers in Excel 2010</b> Posted on October 1, 2012 4:52 PM in Patch Reviews - General by User475372	Anca - Oracle

**Instant Polls**

How many Support Sessions are you planning on attending at Oracle Open World?

0  
 1-5  
 6-10  
 11-15  
 Too Many To Count  
 Not Sure

Powered by Vovici: Conduct your own online surveys

Firefox Dashboard My Oracle Support Community - Dav... x +

oracle.com https://communities.oracle.com/portal/server.pt/user/davor\_radic\_-\_oracle/10401?editMode=true#

Most Visited Getting Started Latest Headlines Cerberus Oracle Beehive Central...

Time zone (GMT+1:00) Vienna

Make my Contact Information visible to all members  
 Make my Online Status visible to all members  
 Receive emails based on your community subscriptions

Save

---

**Community Member Profile: Community Member Profile: text entered in your member profile will be visible to all members.**

Name

Title

Company Name

Location

Education Degree, Institution

Certifications

Manage certification logos

Primary areas of Expertise

Bio

Home Page

Personal Interests

Save

---

Color Scheme

Normal  
 High Contrast Black  
 High Contrast White

Save

**Community Subscriptions**

Find a Community

Quick find

You can set a community or a category as your personal home page.

- ▶  \*My Oracle Support
- ▶  Application Integration
- Architecture**
- ▶  Business Intelligence
- ▶  Communications
- Industry**
- ▶  CRM On Demand
- ▶  Engineered Systems
- ▶  Enterprise Manager
- ▶  Fusion Applications
- ▶  Insurance Services
- ▶  JDEdwards
- EnterpriseOne**
- ▶  JDEdwards World
- ▶  Lifecycle Advisors
- ▶  Linux OS and Oracle VM
- ▶  Middleware
- ▶  Oracle Commerce
- ▶  Oracle Database
- ▶  Oracle E-Business
- Suite**
- ▶  Oracle Hyperion EPM
- ▶  Oracle Knowledge
- ▶  Oracle Sun
- Technologies**

Save Revert Clear All Cancel

# Discover: Working effectively with Support Best Practices

## Submitting a well formed Service Request

- Provide a comprehensive description of the issue
- Ensure that the business impact is described in detail
- Diagnostic data is a vital element of your Service Request as it will help expedite analysis and diagnosis of critical errors
- Verify that the severity level is set appropriately and accurately represents the business impact

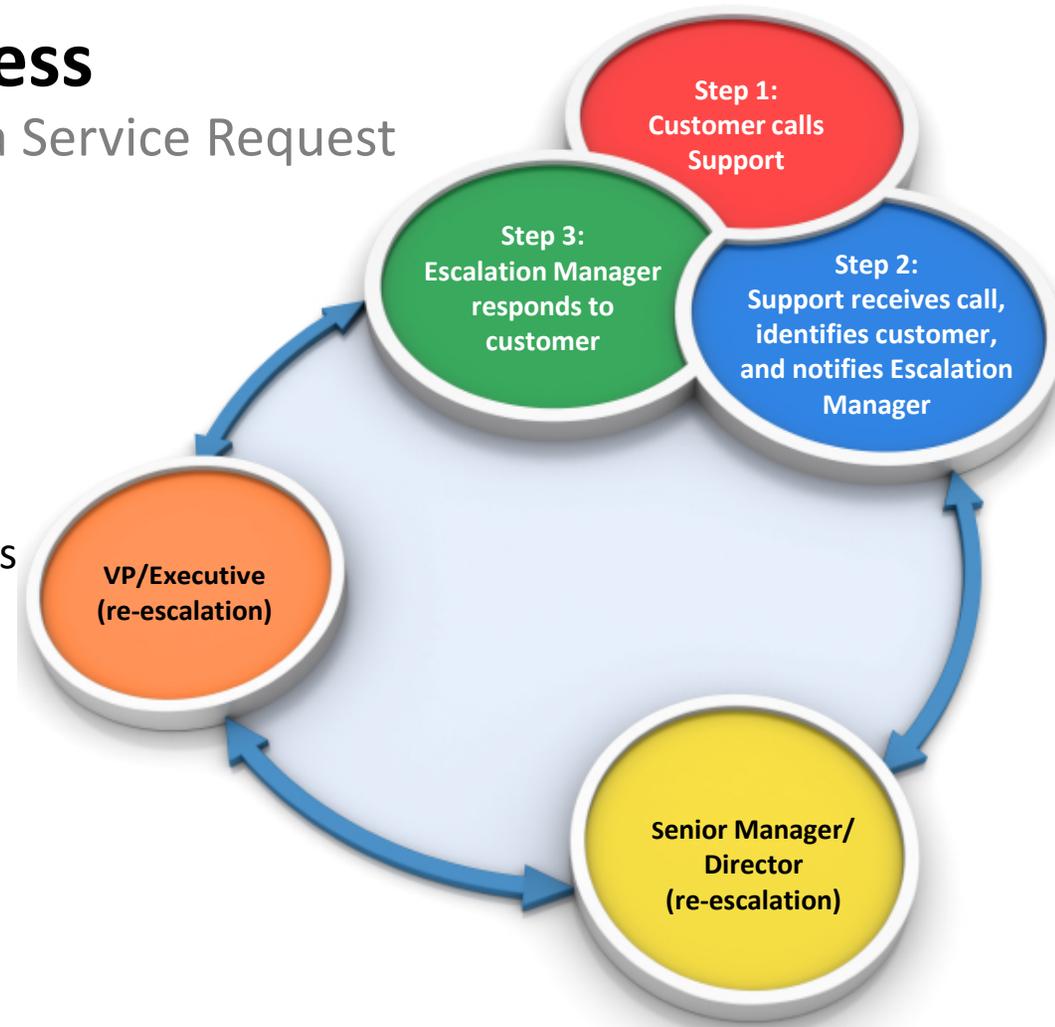


**3.** Unable to locate a solution?  
Submit a Service Request through  
**My Oracle Support**

# Discover: Escalation Process

Bringing Management Attention to a Service Request

- HR - Call + 385 1 6323 222 (Oracle HUB)
- Accessibility and accountability from Support Management
- Escalation and severity are different processes
- Severity increases and Sev1s are not escalations
- Escalation is a focused, collaborative process
- Escalations yield
  - Management Contact
  - Action Plan
  - Communication Plan



# Discover: Working effectively with Support Best Practices

## Is it time to escalate?

### **No value-add response in 'x' days—now what?**

- If you have submitted a Service Request and it does not get any attention, first make sure there is an understanding between you and the Support Engineer of not only 'what' actions come next but also what the agreed upon/expected timeline is for the next response
- If the timeline passes with no response, first try and engage with the Support Engineer.
- Still no response? This is the time to initiate an escalation

### **Support Engineer won't host or participate in an OWC at customers request**

- Ask engineer to explain why they do not feel an OWC is necessary
- If you reach an impasse, this may be the time to initiate an escalation

### **Bounced from one Support Engineer/team to another**

- Talk to the Support Engineer first, request a call to better understand why the Service Request is being bounced and determine how collaboration can be improved
- If you reach an impasse, this may be the time to initiate an escalation

### **Unable to log Severity 1 on a non-production environment prior to go-live (for a critical milestone)**

- Talk to engineer to explain criticality of issue as it relates to milestone
- If you reach an impasse, this may be the time to initiate an escalation

### **Unable to get traction and progress your Service Request**

- If you have reached a point where you feel you are simply going round in circles with the Support Engineer
- This is the time to initiate an escalation

# Discover: Oracle Resources



- [Oracle Support Best Practices](#)
- [Oracle Communications](#)
- [Oracle Products & Services](#)
- [Oracle University](#)
- [Oracle University Knowledge Center](#)
- [Oracle Global Events](#)

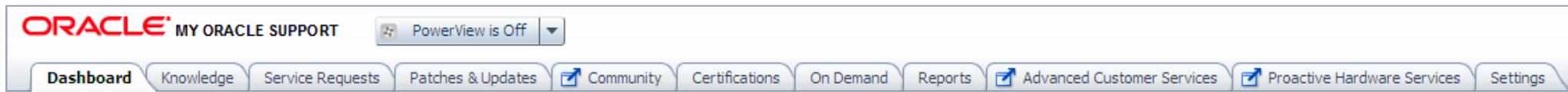
# Support Best Practices—Portal Adoption

- My Oracle Support Portal
- Getting Started
- Hands-on Demonstration
- My Oracle Support Access



# Adopt: My Oracle Support Portal

## One-stop shop



- One-stop shop for knowledge, community, proactive best practices, capabilities, tools, and much more
- Guidance, ideas, and solutions based on real-world experience from Oracle experts and industry peers
- Access to patches and updates, product certifications, and reporting
- Stay informed, configure email notifications to ensure you receive targeted alerts for Critical Patch Updates (CPUs), Security Alerts, and Third Party Bulletin updates
- Direct access to Advanced Customer Services and Proactive Hardware Services
- Create, monitor, and manage Services Requests



# Support Best Practices—Get Proactive



- Proactive Product Portfolio
- Prevent. Resolve. Upgrade.
- Hands-on Demonstration

# Maintain Systems Health And Availability

- Leverage configuration-based health and risk recommendations to improve your systems health and increase systems uptime
- Review product and security alerts
- Stay informed: personalize knowledge, and sign up for hot topics

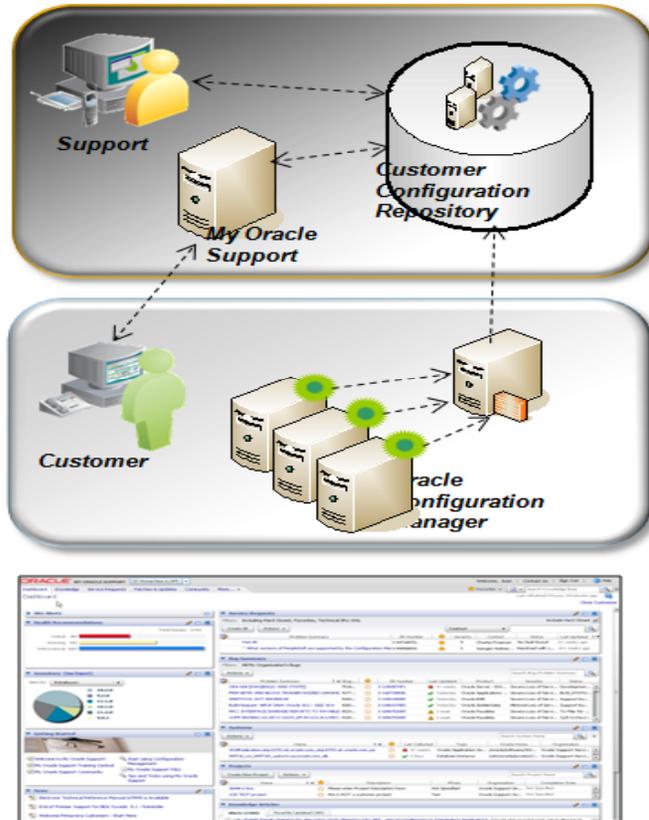


# PREVENT



# OCM Oracle Configuration Manager Support Automation Capabilities

Delivered through My Oracle Support - Next Generation Support Platform



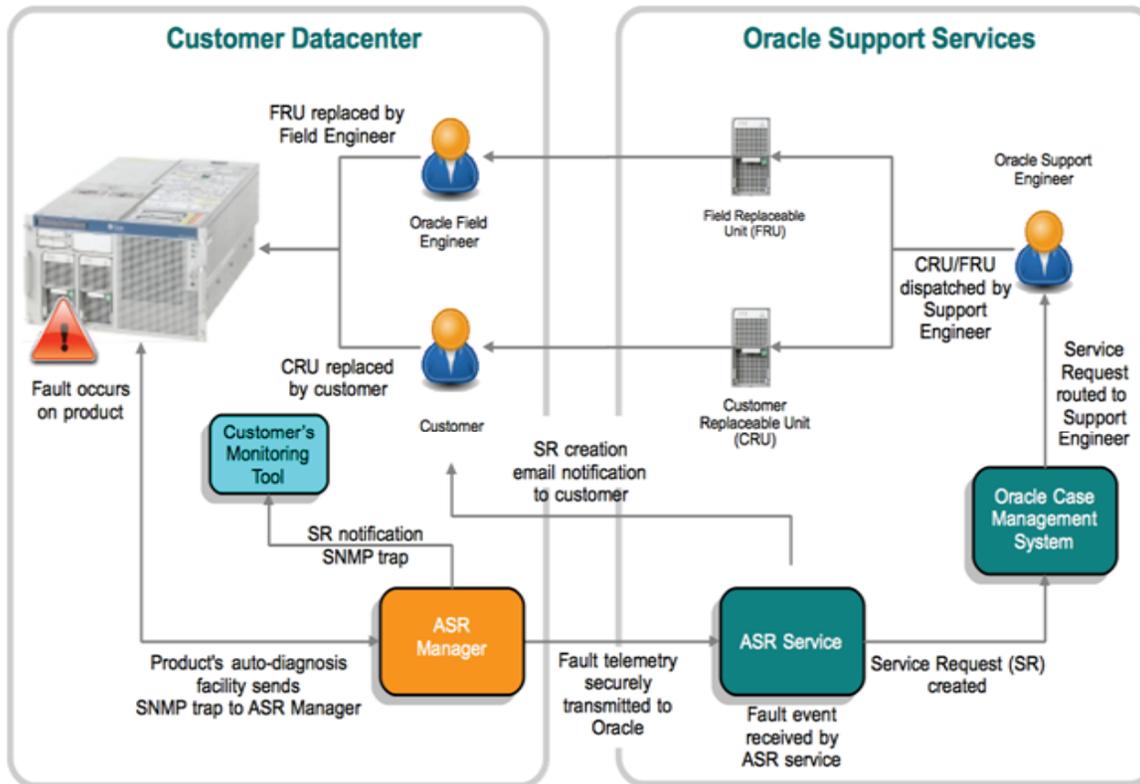
## Proactive Support Benefits

- ✓ Health Check Services
- ✓ Patch Advice & Recommendations
- ✓ Compliance – Patching, Security
- ✓ Inventory Reporting

## Reactive Support Benefits

- ✓ Product & Security Alerts
- ✓ Service Request Priority Handling
- ✓ Change History - Net Change
- ✓ Diagnostics

# What is Auto Service Request (ASR)



## How does it work?

- ✓ For qualified Exadata & Sun platforms
- ✓ ASR automatically detects specified hardware faults
- ✓ Auto notifies ASR engine & auto creates an SR
- ✓ CRU or FRU is sent by Support.
- ✓ Feature of Oracle Premier Support for Systems and Warranty plans. No extra cost

## Help for Field

- ✓ <http://oracle.com/asr>
- ✓ Documentation, customer preso, security white paper
- ✓ Software download
- ✓ **Questions to:**  
[asr-interest\\_ww@oracle.com](mailto:asr-interest_ww@oracle.com)

# ASR Fault Coverage

<b>Faults covered by ASR*</b>	<b>Faults not covered by ASR</b>
<p>Fault events that require support services action from Oracle:</p> <ul style="list-style-type: none"><li>✓ System controller (SC) faults</li><li>✓ CPU, memory, hard drives, power supplies, center plane, expander board, system boards, I/O boards, fan trays</li></ul> <p>* Fault coverage is system-dependent</p>	<p>Fault events that do not require Support Services action from Oracle:</p> <ul style="list-style-type: none"><li>✓ CPU utilization, file system full, file system unmounted, proactive recommendations for firmware, patches...</li><li>✓ Operating system and other software failures</li><li>✓ Fault events that don't have appropriate event telemetry</li></ul>

# ASR SR in My Oracle Support

**ORACLE** MY ORACLE SUPPORT

Welcome, Wa

Dashboard Knowledge Service Requests Patches & Updates Community Certifications Systems On Demand CRM On Demand Collector Proactive Hardware Services Reports More...

Dashboard >

☆ SR 3-3212398281: ASR: CPU errors exceeded acceptable levels. Actions

**Description**

**Product** Sun Fire X4250 Server

**Last Update** =ASR Alarm=  
Automatic Service Request (ASR) Alarm  
Generated: 2011-06-07 07:55:11  
Severity : 2  
Device : 0827  
Eventcode: SUN4U-8000-AC

Update... Upload...

**History**

Sort by New to Old Filter by Select Entry Type Hide System Messages

**History**

**ORNASRINTFC\_WW@ORACLE.COM - June 7, 2011 8:43:25 AM GMT-06:00 [Information]**

=ASR Alarm=  
Automatic Service Request (ASR) Alarm  
Generated: 2011-06-07 07:55:11  
Severity : 2  
Device : 0827  
Eventcode: SUN4U-8000-AC

Event num: SUN4U-8000-AC

ASR: CPU errors exceeded acceptable levels.

-----  
Hostname: v215-brm03-c  
Product Type: SUNW,SUN-FIRE-V215 SPARC SYSTEM  
Summary:ASR: CPU errors exceeded acceptable levels.  
Description:The number of errors associated with a CPU has exceeded acceptable levels.

Knowledge link:<http://sun.com/msg/SUN4U-8000-AC>

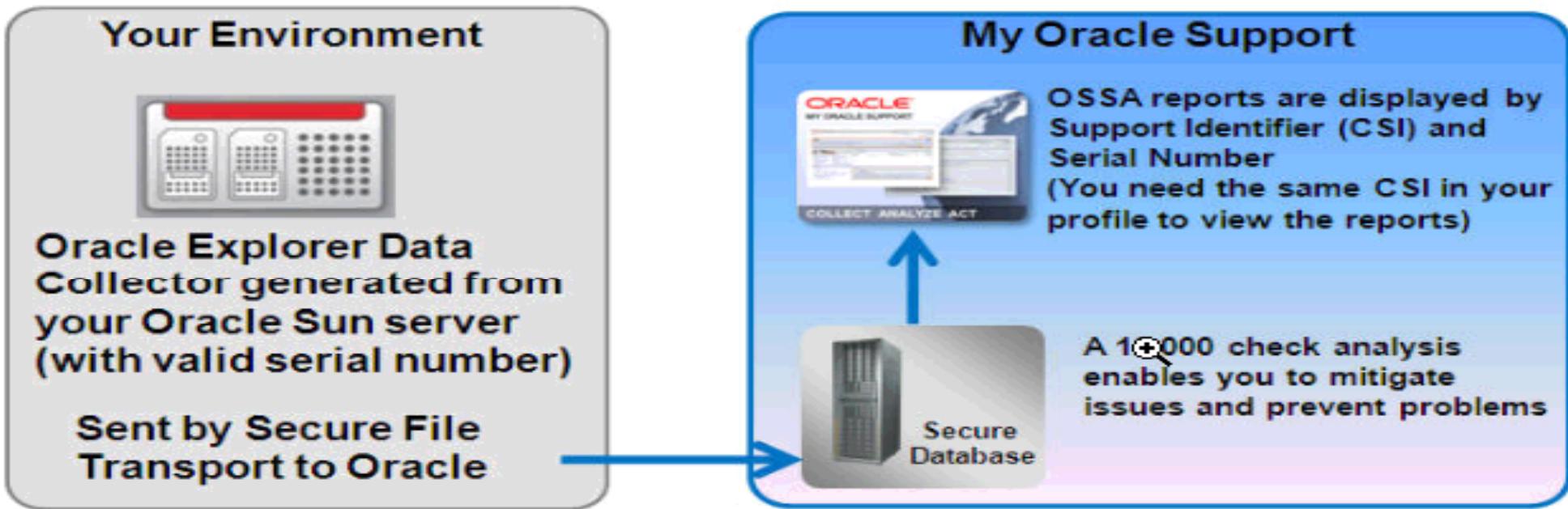
event UUID = 1f693826-b39c-6ec2-e502-a2820569332d  
FEMS rule matched:000234 - v240\_v440\_v445\_v245\_v210\_v215 - FMA

The number of errors associated with a CPU has exceeded acceptable levels.

# Oracle Sun System Analysis (OSSA)

## How it works

Click to View Article 1194234.1 now to learn more



✓ Complementary with your Oracle Premier Support agreement

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Dashboard Proactive Demonstration

Proactive Hardware Services

Quick Look-up ?

Serial Numbers  Host IDs

You may enter multiples

Support Identifier Look-up ?

SI	(Serial Total)
<input type="checkbox"/> 17130947	<input checked="" type="checkbox"/> 4

Assets Selected

CLOSE X

Serial	Host ID	LOS	System Type	Asset Expiry	SI	Report Access
<input type="text"/>	Explorer View Report					
0825QA0003	8534332e	PSS	T5240	Jun30 13	17130947	Sep01 11 <a href="#">Aug05 11</a>

<< < > >>

Current Version: 121081-08

Installed Version: 06

ASP Patch Instance (click to expand)

### Best Practices Essentials

Host ID / Host Name: 8534332e / pandora.inet.toronto.ca 0 42

**Mission Critical**

### Applicable SunAlerts

Host ID / Host Name: 8534332e / pandora.inet.toronto.ca

- Security
- Data Corruption
- Availability

3	10	?	?
2	11	?	?

### Failed Component Analysis

Host ID / Host Name: 8534332e / pandora.inet.toronto.ca

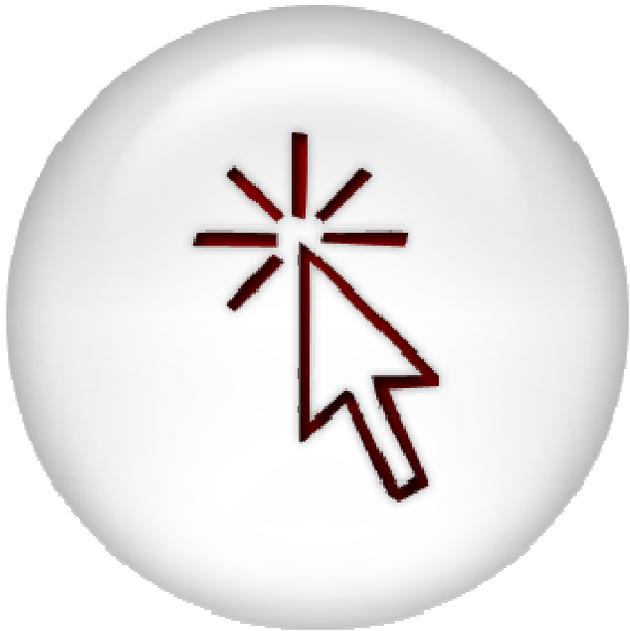
### Security Patch Summary

Host ID / Host Name: 8534332e / pandora.inet.toronto.ca 0 65

### Application Specific Patch Mission Critical

Host ID / Host Name: 8534332e / pandora.inet.toronto.ca

# Find Answers Fast With The Right Tools And Knowledge



## RESOLVE

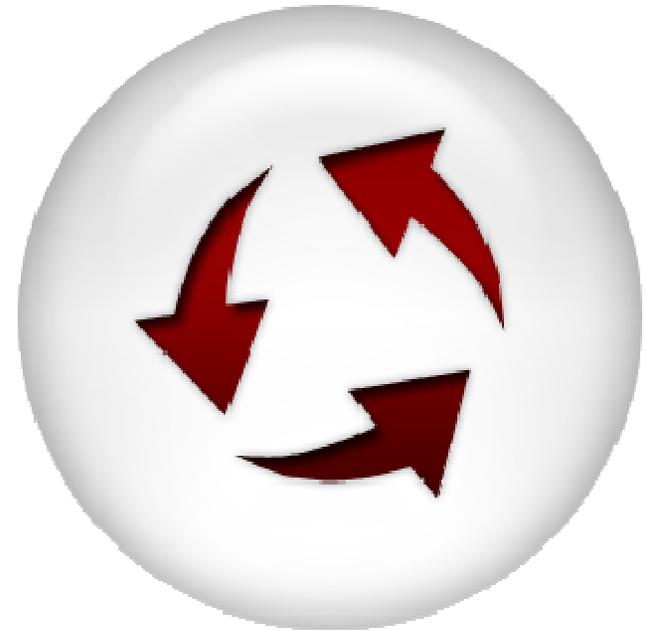
- Visit Product Information Centers, a one-stop shop for important resources
- Utilize auto-detect capabilities to dispatch assistance for known issues
- Participate in our vibrant online Support Community and find answers quickly
- Explore the powerful My Oracle Support Knowledge Base



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# Create A Reliable And Repeatable Process

- Review and verify your products are certified
- Utilize Upgrade Advisors with best practices by product, business process, version and phase
- Deploy patch and upgrade plan validations



# UPGRADE



# My Oracle Support—Get Proactive Portfolio



## Upgrade

### Patching and Maintenance Advisor — [ACT](#)

Plan and Execute a viable patching and maintenance strategy including a complete project patch plan specific to your environment.

### Patch Planner Wizard— [ACT](#) | [DISCOVER](#)

Create, view, validate your patch plan for deployment in targeted environments and configurations. ⓘ

### Upgrade Advisor — [ACT](#) | [DISCOVER](#)

Upgrade with confidence using the Upgrade Advisors designed to provide information from various sources using best practices and, where applicable, step-by-step instructions.

### Upgrade Planner — [ACT](#) | [DISCOVER](#)

Use the Upgrade Planner to move from one release to another using the Configuration Manager to create a complete plan of all the software and patches required to upgrade from your current release to a new release. ⓘ

### Guided Resolution tool for Database Upgrade/Migrate — [ACT](#)

Let the Guided Resolution tool for DB Install/Migrate guide you through the issue analysis and present resolution recommendations.

### RACcheck — [ACT](#) | [DISCOVER](#)

RACcheck is a RAC Configuration Audit tool designed to audit various important configuration settings within a Real Application Clusters (RAC), Oracle Clusterware (CRS), Automatic Storage Management (ASM) and Grid Infrastructure environment.

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# Oracle Premier Support Maximize Business Value

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# Discover More

## **Discover** more about **Support Best Practices**

■ <http://www.oracle.com/us/support/best-practices/overview/index.html>

## **ACT** Get Proactive

■ Access proactive capabilities available for your products by visiting the product pages at [My Oracle Support](#); Article ID 432.1

**Contact the Get Proactive team today for help getting started**

■ [get-proactive\\_ww@oracle.com](mailto:get-proactive_ww@oracle.com)

- [My Oracle Support Training Central](#) is your one-stop shop for access to free live Advisor Webcasts and recorded Support training.
- [Oracle Advanced Customer Support Services](#) (ACS) provides mission critical support services for complex IT environments to help maximize performance, achieve higher availability and reduce risk.
- [Oracle University](#) (OU) offers live and on demand learning for Oracle technologies and products. Choose from thousands of global courses.

PREVENT 	RESOLVE 	UPGRADE 
Prevent known problems, help keep your Oracle software and systems healthy and your resources focused on business goals.	If issues do occur, discover capabilities and tools to help you resolve issues and get your business back on track.	Oracle Premier Support's integrated methodology provides capabilities and tools to help guide you through the upgrade process.

# MOS notes of interest!

- My Oracle Support Speed Training - Links to Recorded Training [ID 603505.1]
  - Basic MOS info
- Working Effectively With Support Best Practices [ID 166650.1]
- Oracle Premier Support: Get Proactive! [ID 432.1]
  - Main Proactive info repository (Product oriented)
- Advisor Webcasts: Current Schedule and Archived recordings [ID 740966.1]
  - Functional education (Product oriented), Archive from 2009 onwards
- Get Proactive Instructional Webcast Series [ID 1491064.1]
  - SR and diagnostics best practices (Systems included)
- Get Proactive - Oracle Applications TOI (Transfer of Information) Online Training [ID 732026.1]
- Advisor Webcasts: Support Tools and Processes [ID 553747.1]
- Oracle Premier Support - Product News Index [ID 222.1]
  - Premier Support News – Product oriented

# Q&A