

# *Ana Rezende*

Senior Support Manager –  
Mainframe and Gateways teams  
Oracle Global Product Support  
Ana-Cristina.Rezende@oracle.com

***zSeries Oracle SIG – 2005***

# Agenda

***Goal: To improve your working relationship with Global Product Support***

- **Support Terminology and Tools**
- **Service Request Severity Definitions**
- **Service Request Status Code**
- **How to help Support to help you**
- **Escalations**
- **Technical References**
- **Summary**
- **Quick Reference**
- **Q & A**

# Support Terminology and Tools

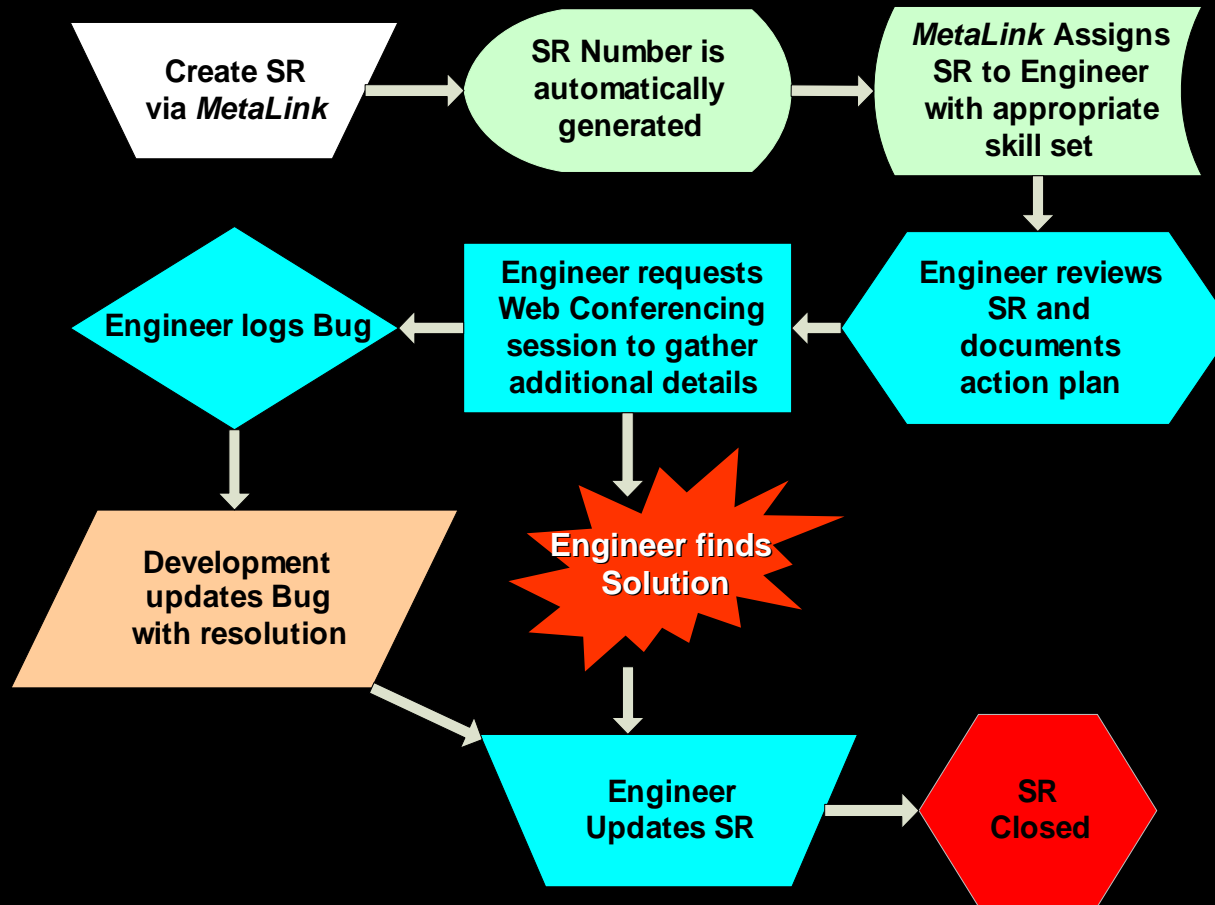
- **CSI: Customer Support Identifier.** A number is used by Oracle to track the software and support licensed by each Customer.
- **BUG: A internal report for Oracle Development** about an error in the Software, an enhancement request or a patch request.
- **OWC: Oracle Web Conference.** Our internet diagnostics tool that allows Support Representatives to connect and view information on Customer's systems.

(Cont.)

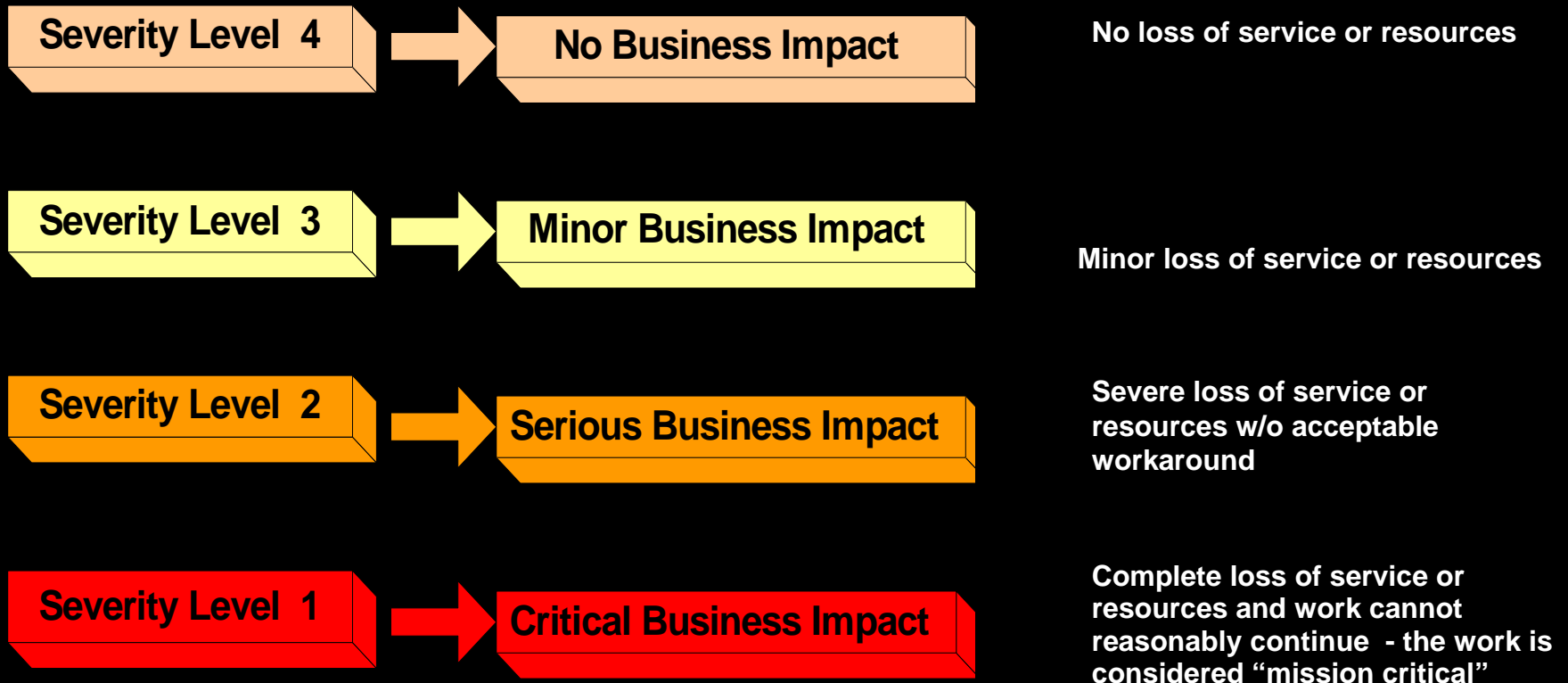
# Support Terminology and Tools

- **RDA: Remote Diagnostic Agent.** RDA is a set of scripts to gather detailed information from an Oracle environment to aid on problem diagnosis and resolution.
- **OHS: Oracle Hosted Support.** Service offering where Oracle Support Services hosts an e-Business Suite for a Customer.
- **OSS: Oracle Support Services.**
- **SR: Service Request (formerly known as TAR).** The unit of work for Oracle Support Services.
- **TAR: Technical Assistance Request** has been renamed to Service Request (SR).

# Review: SR Process



# SR Severity Definitions



**Please check Oracle Technical Support Policy Website for further details:**

**<http://www.oracle.com/support/index.html?policies.html#severity>**

**\*\*\*Note: Use MetaLink to log SRs for all Severities. Call Support hotline in your region (found in the link above) if you need immediate assistance in an existing SR.**

# SR Status Codes

**Support Action:** **NEW** (NEW SR), **ASG** (Assigned to a Support Engineer), **WIP** (Work In Progress), **RVW** (Review), **1CB** (1st Callback from Customer), **2CB** (2nd Callback from Customer), **IRR** (Immediate Response Required), **INT** (Awaiting Internal Response)

**Customer Action:** **WCP** (Waiting for Customer to apply Patch), **CUS** (Waiting on customer), **SLP** (Sleep until Customer Available), **LMS** (Left Message for customer), **SCL** (Soft Close = Inactive), **HCL** (Hard Close = no more update possible)

**Development Action:** **DEV** (Assigned to Development). It could be also **INT** if there is no bug associated to the SR.

For further information on SR Status Codes and other valuable information, please refer to:

- **Doc ID: 280603.1** (MetaLink Service Request Closure FAQ)
- **Doc ID: 166650.1** (Working Effectively With Oracle Support Services)

# How to help Support to Help you



- **OracleMetalink Usage**
- **Oracle Collaborative Support – OWC**
- **Provide RDA information**
- **Best Practices**
- **Escalation**

# Oracle MetaLink

metalink.oracle.com

**ORACLE** *MetaLink*

My Headlines

**My Headlines for Metalink Demo Purposes Only**  
Click the red triangle to view the full article

**News & Notes**

- ▶ Working Effectively With Support iSeminar: Thursday, May 20, 2004 19-MAY-2004 N
- ▶ Oracle Support Services Announces Advanced MetaLink Seminar, Wednesday, June 16, 2004 18-MAY-2004 N
- ▶ Oracle Support Announces Diagnostics Support Pack May Release! 17-MAY-2004 N

**BUG Database**

- ▶ DOCUMENTATION FOR SET UP SHOULD INCLUDE A DESCRIPTION OF THE COUNTY CODES 22-MAY-2004 U
- ▶ ITALIAN PAYABLES WITHHOLDING TAX LETTER INVOICES MUST BE PAID VIA QUICK PAYMENT 22-MAY-2004 U
- ▶ UNABLE TO DRILL INTO TRANSACTIONS FROM TRANSACTIONS TAB IN IMC 22-MAY-2004 U

**Technical Forum**

- ▶ Re : last\_refresh in user\_snapshots is not updated 24-MAY-2004 U
- ▶ Hostname change procedure 24-MAY-2004 N
- ▶ APPS PROCESSES 24-MAY-2004 N

**Certify & Availability**   
(No entries found)

**Knowledge Base**   
[\(Preferences not yet defined.\)](#)

[Feedback](#) [Site Map](#)

**Oracle Collaborative Support**

Copyright (c) 1995,2000 Oracle Corporation. All Rights Reserved. [Legal Notices and Terms of Use.](#)

# Oracle*MetaLink*

- **A Web Application that provides access to:**
  - technical information and solutions
  - Patches
  - Bugs
  - Support Engineers
  - Other Users in the Oracle Community
- **MetaLink is a tool that helps you get the most out of your Oracle products by providing a repository of**
  - Technical Articles
  - Diagnostic Tests
  - An interactive Forum Area
  - Service Request (SR) access
  - The ability to create a Personalized Home Page

# Benefits of *MetaLink*!!

- **Increase Support Alternatives**
  - Knowledge Base
  - Forums
  - Patches
  - Service Requests (SRs)
  - Bugs
- **Quick and Convenient**
- **24x7 Access**

***e-Business is the future!***

# Oracle Collaborative Support



- **Faster Resolution Time**
  - On Demand Connection
  - Instant Online Collaboration via OWC - Oracle Web Conferencing
  - Customer access to scripts, tools and instruments
  - Customers can join via MetaLink
- **Collaborate directly with an Oracle Support Representative**
- **A secure encrypted connection between Oracle Support and your system**
- **Available from MetaLink for resolving open SR's**
- **Coordinate use with the Support Rep working your SR**
- **Chat / Desktop Sharing / File Transfer**

For online Reference, please refer to **Doc ID 274430.1** (How to use OWC as a Customer)

# Access from MetaLink

**Oracle**  
Collaborative  
Support™

**ORACLE** MetaLink

My Headlines  
Top Tech Docs  
Forums  
User Profile  
Certify & Availability  
Patches  
TARs  
Bugs  
My Configs & Projects  
News & Events  
E-Business 11i

MetaLink Search

**My Headlines for Michael Cox (Oracle Employee)**  
Click the red triangle to view the full article

Bookmarks View Saved Searches Preferences

**News & Notes**

- ▶ Global Product Support Introduces Refined TAR Res
- ▶ Oracle Support Services Announces Advanced Meta
- ▶ Oracle Security Alert 65: Security Vulnerability in Ore
- ▶ Oracle Support Announces Diagnostics Support Pac
- ▶ Oracle Support Announces Latest Patch Set Release
- ▶ Global Product Support Introduces Refined TAR Res
- ▶ Working Effectively With Support iSeminar: Thursda
- ▶ What to do if Your TAR Button Disappears
- ▶ Oracle Product Security Released Security Alert #66
- ▶ The MetaLink Search Engine is Changing on Saturda

Feedback Site Map

**Oracle Collaborative Support**

More

**Certify & Availability**

- ▶ Recommended Patches for Release 11i Oracle Austr
- ▶ ARZCAR\_RECEIPT Errors With REP-1219: 'R\_CURE
- ▶ Zero
- ▶ Store Catalog Search Returns Java Error For Some U

- Arrange time for a Oracle Web Conferencing (OWC) session with Support Engineer through SR
- Log into Metalink
- Click on Oracle Collaborative Support button in lower left corner

# Join your Conference

## My Upcoming Conferences

Upcoming Conferences that you are invited to attend or that are hosted by you.

Conference Title	Host Name	Date and Time	Update	Delete	Conference Status
None					

## Upcoming Public Conferences

Conferences published and available to all users, including nonregistered users

Conference Title	Host Name	Date and Time	Conference Status
<a href="#">3694302.994</a>	CHARPENTIER, MARC	27-Apr-2004 2:07 PM	In progress
<a href="#">3680066.994</a>	NOC, ELIANE	27-Apr-2004 2:29 PM	Not Started
<a href="#">3849216.999</a>	Levine, Joseph	27-Apr-2004 2:38 PM	Not Started
<a href="#">3967115.995</a>	Venkatanarasappa, Harish	27-Apr-2004 3:48 PM	In progress
<a href="#">3962851.995</a>	Besaw, Jenny	27-Apr-2004 4:21 PM	In progress

- Clicks Conference Title matching TAR/SR number
- Or you can enter the Conference ID if already provided to you by Support Engineer.

# Join your Conference – Problems

- **To see your Conference Title you may need to use Filter by Conference Title where Conference Title = SR number**
- **If there is a problem click on New User sub tab under the Home tab and then click the “Test” button to run a series of tests. This test will point out any issues along with the resolution required.**
- **If you still have problems, run the Diagnostic Tool under Quicklinks & send your Oracle Support Rep the report**

# Enter your Details

ORACLE' Collaboration Suite

Web Conferencing- Oracle Collaborative Support

Public Conferences | New User

### Conference Details: 3694302.994

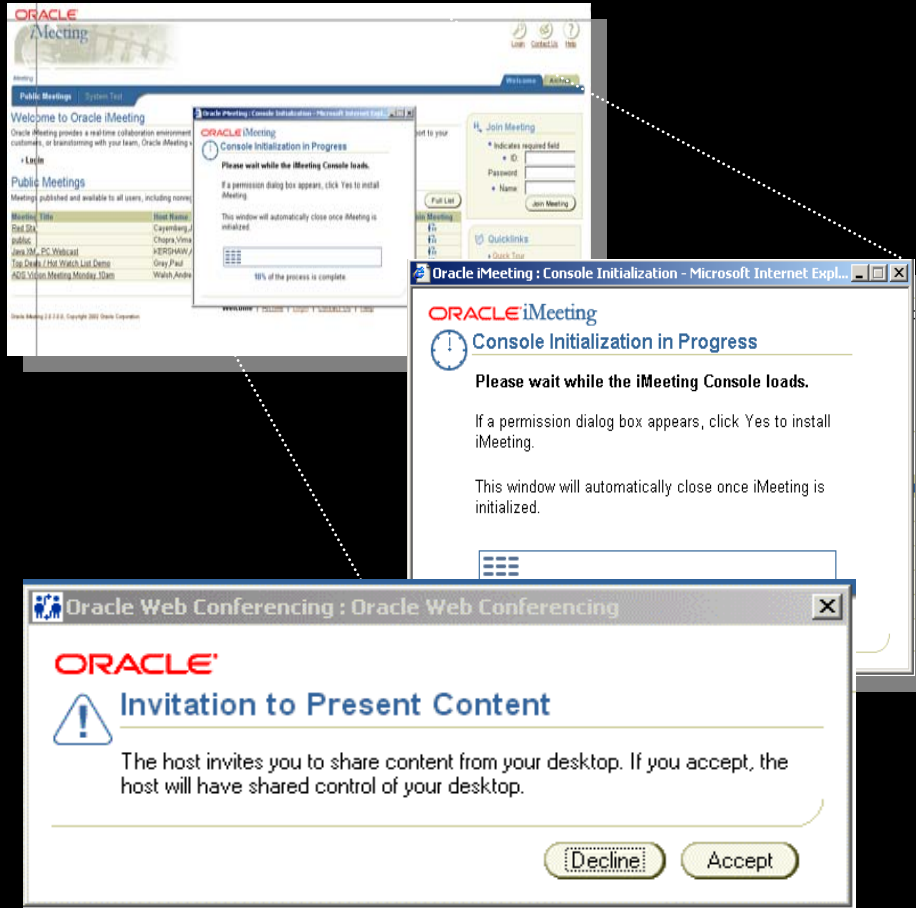
Enter the conference key and click View Conference Details.

\* Indicates required field

* Conference Key	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Email Address	<input type="text"/>
Company Name	<input type="text"/>
Conference ID	10138241
Conference Key	3694302.994
Start Time	27-Apr-2004 3
Time Zone	(+01:00) Paris
Duration	60 Minutes
Host	CHARPENTIER
Conference Type	Public

- For your security: your Support Identifier (CSI) is used as the meeting Password or Conference Key
- Once your name, email address & Company are provided, you may join conference

# Initial Screens



- First see Initialization screen, then
- Invitation to present your issue to Oracle Support

# Sharing Modes

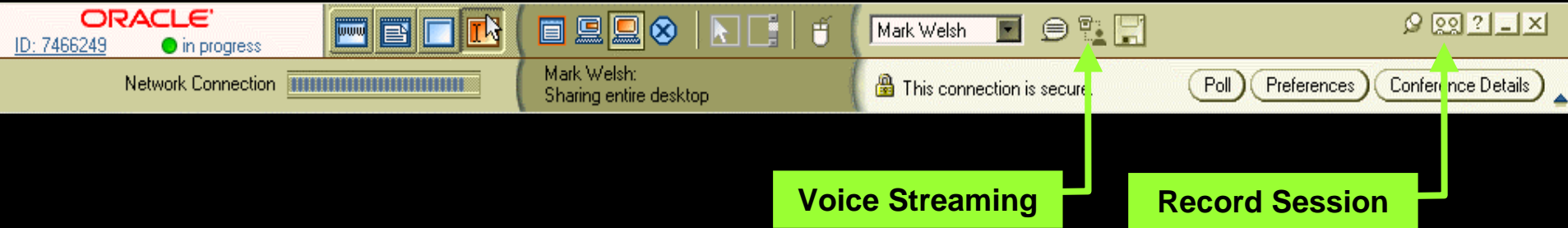


Desktop Sharing  
Share an Application  
Share an Area

Stop Sharing  
Share Entire Desktop

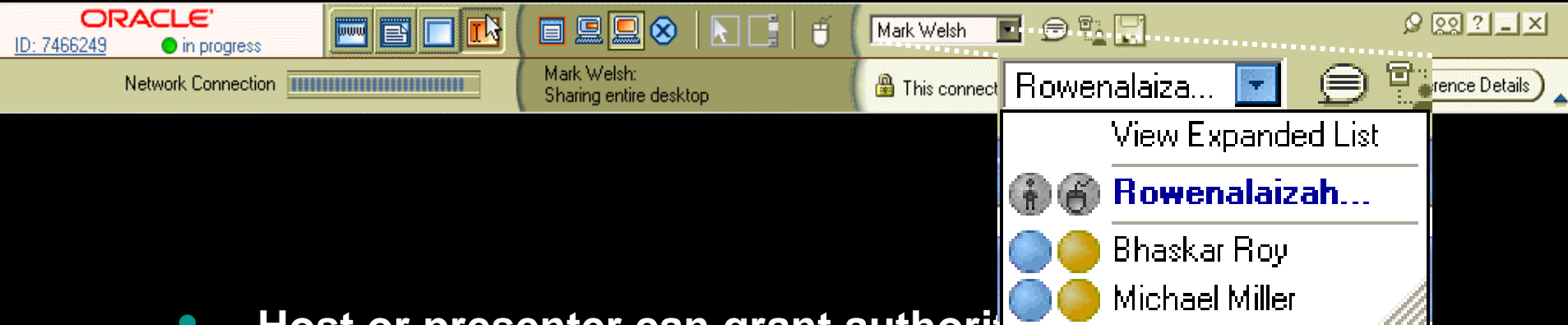
- Select 4th icon from left to begin Desktop Sharing Mode
- To present an application, click the Share an Application icon
- To present an area of your desktop, click the Share an Area icon or for entire desktop, click the Share Entire Desktop icon

# Sharing the experience



- To resolve complex issues, Engineer & Customer may need to share their findings with Oracle Development or system experts, not present.
- Record on screen activity and/or conversation if acceptable to customer
- Recorded sessions are password protected for security only to be seen by participants and designated persons

# Mediation Controls



- Host or presenter can grant authority to any attendee
- Presenter rights, click the **blue** (person) icon next to the attendee's name
- Shared control, click the **yellow** (mouse) icon next to the attendee's name

# RDA

## What is RDA???

- **RDA is a set of scripts used to gather detailed information from an Oracle environment.**
- **The scripts collect information that aid in problem diagnosis, however, the overall system configuration is also captured.**
- **Oracle Support encourages the use of RDA because it provides a comprehensive picture of the customer's environment.**
- **Providing RDA output, especially when logging an SR, can minimize the need for follow up questions that delay the SR resolution process.**

# RDA

## **RDA is essential for the following types of SRs:**

- Database performance issues
- Installation/configuration issues
- ORA-600, ORA-7445, and ORA-3113 errors
- Upgrade, migration, and linking issues
- Corrective issues

## **RDA collects data in a range of categories, some of them:**

- Operating System (Host)
- Networking
- Database Performance
- Intelligent Agent
- Internet Directory
- Management Server
- RAC Single Node Collections
- Enterprise Manager Grid, Agent, and DB Control

# Customer Benefits of RDA

- **Increases self-service effectiveness by:**
  - Identifying and eliminating possible causes of issues
  - Verifying and eliminating possible solutions for issues
- **Reduces time to resolution by:**
  - Providing complete and accurate information about the technical environment and Applications settings
  - Minimizing need of additional questions related to the technical environment and Applications setting

**Please refer to Doc ID 175853.1 (Remote Diagnostic Agent (RDA) ).**

**\*\*\* Note: RDA is not yet available for z/OS. Intel Linux (RedHat and SuSE) follows the Unix instructions.**

# Best Practices

## *Lessons learned from our customers...*

- Shared ownership in resolving the issue
- Joint planning on problem resolution
- Customers control the quality and quantity of information about their environment
- We depend on our customers to manage their environments and help us understand them
- Quality and quantity of communication

*A problem well stated is a problem half solved*



# Quality and quantity of communication

- **Clear problem statement: Cause & Effect**
  - All known facts
  - Is the issue reproducible?
  - Detailed history of environment and changes
- **Answer all Template questions**
- **Review our knowledge base on MetaLink**
  - Top Tech Docs
  - Forums
- **Contact Support – SR**
- **Successful Communication Minimize SR ‘tag’ or ‘pinging’**
- **Documentation is essential**
  - Answer all questions
  - Action plans after each update and define who owns each action

# Escalations

**Purpose**: bring more management attention to the SR, and when appropriate, more resources. This does not automatically mean that the severity level of the SR will be changed

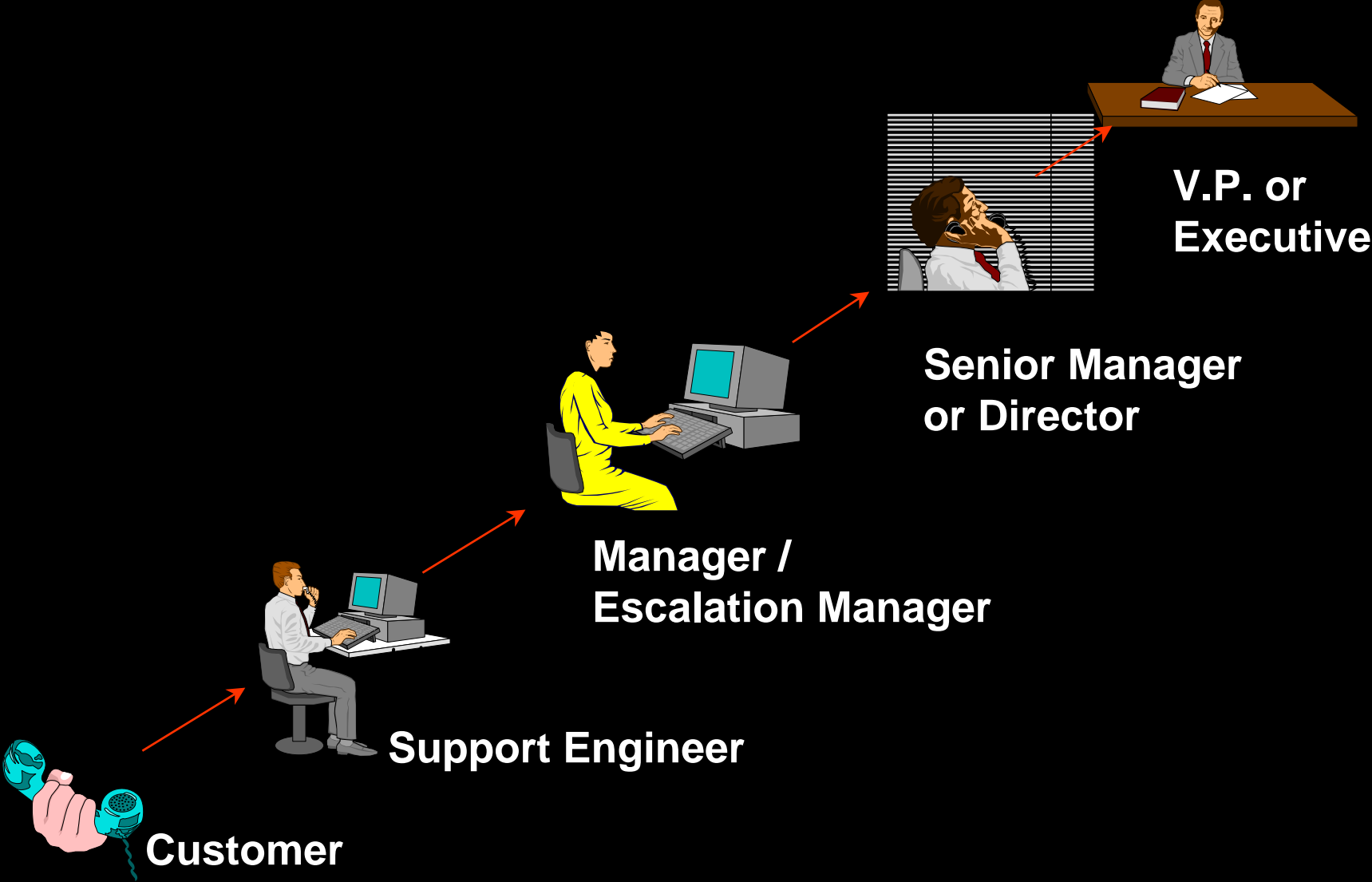
If the severity level of the SR becomes inappropriate over time, it may be raised by mutual agreement between the Oracle Support Engineer and the Customer.

***Please refer to Note 199389.1 (Escalating TARs with Oracle Support Services) for further information and instructions***

# Escalations

- **Encounter critical roadblocks**
- **Communicate business issues to managers within Oracle Support**
- **Dissatisfied with resolution or response**
- **Escalate issues in a timely manner**
- **Quality of escalation criteria is key:**
  - **Project deadlines?**
  - **Lost Revenue?**
  - **Government reporting?**
  - **Users at your door**

# Escalation Process



# Technical References

- z/OS:

Some documents you may always be referenced to:

- [Doc ID 204422.1](#) z/OS: How to provide dumps for diagnosis
- [Doc ID 268888.1](#) z/OS: Patch Information for Currently Supported Versions
- [Doc ID 206583.1](#) z/OS: Diagnostics Required for OSDI issues
- [Doc ID 252166.1](#) z/OS: How to FTP and UNZIP patches from Metalink to Unix Systems Services (USS)

For more documents (notes) and information:

- Please review Top Tech Docs in Metalink (Top Tech Docs -> System Administration and Platforms -> IBM z/OS (OS/390, MVS). Ensure you navigate through all the available folders: Documentation (Online Documentation for 8i, 9i,10g), FAQ, Troubleshooting, Archive. You can see all of them under folder 'All Articles'
- Online Documentation can be found in OTN: <http://otn.oracle.com> -> Documentation

# Technical References

- Linux:

Some documents you may always be referenced to:

- [Doc ID 270734.1](#) How to Enable an Oracle 9i 1.5GB SGA on IBM z/Linux SuSE SLES8 64-bit
- [Doc ID 270577.1](#) Installing Oracle 9i on IBM z/Series - SLES8 /OS
- [Doc ID 300652.1](#) Supported System Configurations and Limits for Red Hat Enterprise Linux Releases z/OS

For more documents (notes) and information:

- Please review Top Tech Docs in Metalink (Top Tech Docs -> System Administration and Platforms -> Linux/Intel). Ensure you navigate through all the available folders: Documentation (Online Documentation for 8i, 9i,10g), FAQ, Troubleshooting, Archive. You can see all of them under folder 'All Articles'
- Online Documentation can be found in OTN: <http://otn.oracle.com> -> Documentation
- <http://www.oracle.com/partnerships/campaigns/ibm/linux390/faq.html>

# Summary

- **Understand Support Terminology**
- **Know Severity Level Definitions**
- **Access MetaLink!!**
- **Use Oracle Web Conferencing**
- **Communicate the issue effectively**
- **Implement the Escalation Process when necessary**
- **Share important articles for reference**

# Quick Reference

- **MetaLink:**  
<http://metalink.oracle.com/>
  - WEWS User Guide – Doc ID: 166650.1
  - RDA Info – Doc ID: 175853.1
  - How to use OWC as a Customer - Doc ID: 274430.1
  - Escalation Process – Doc ID: 199389.1
- **Severity Definitions and Support Policies:**  
<http://www.oracle.com/support/index.html?policies.html>
- **OWC Website:** [conference.oracle.com](http://conference.oracle.com)
  - Quick Tutorial – located in the Quicklinks box on the right

A large, stylized logo in the background consisting of a grey 'Q', a red ampersand '&', and a grey 'A'. The text 'QUESTIONS' and 'ANSWERS' is overlaid on this logo.

QUESTIONS  
ANSWERS