

ORACLE®

GET PROACTIVE

With Oracle Premier Support

 **hroug**
godišnja konferencija



Session Introduction

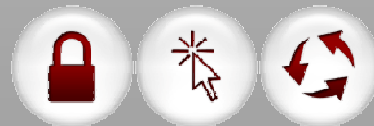


What is 'Get Proactive' all about?



Avoid the unexpected. GET PROACTIVE!

- **Prevent** is about staying healthy, detecting and solving issues before they have an impact on your software and systems
- **Resolve** is about detection capabilities and diagnostic tools to help you implement the right corrective actions
- **Upgrade** is about doing it right the very first time, ultimately creating a streamlined, reliable, and repeatable process



Want even more?

- **Connection** is a key enabler for advanced proactive capabilities.
- **Look** for this image throughout the presentation as we identify specific Oracle proactive support capabilities unlocked when you '*Get Connected*'



Value Proposition



Achieve Success

With Oracle Support Best Practices



- Lower Cost – Preventive System Maintenance
- Higher Business Value – Maximize System Performance
- Reduced Risk – Boost Uptime

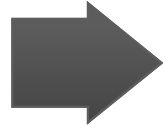


Oracle Premier Support Delivering Value



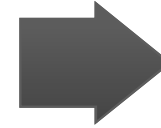
Prevent

- Improve uptime with up to 25% fewer problems
- Error-free implementation best practices
- Health and Patch recommendations & validation



Resolve

- Up to 40% faster problem resolution
- Faster detection & resolution – Auto Service Request
- Expert Network



Upgrade

- Dramatically streamlined upgrades
- Proven lifecycle advisors
- Patch and upgrade plan validations
- Platform Certifications

DISCOVER MORE

Get Proactive



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
- Identify recommended patches
- Stay informed: Personalize Knowledge, and sign up for hot topics



PREVENT

Health and Risk Recommendations



- Enable Oracle's Software Health Check and Oracle Sun System Analysis capabilities
- Rules are run against your collection and any known issues or risks found are made available via Health Recommendations or Risk Analysis Report

System Health Recommendations

View by: **Severity** Total: 19

Critical	1
Informational	9
Warning	9

[View Suppressed Items](#)

No new patches are being created for Oracle Database 10.2.0.4.0. Consider upgrading to a more recent release.

[View Upgrade Options](#)

Mission Critical

Applicable SunAlerts

Host ID / Host Name	84ed1fc2 / ace2153	65	51
Security		60	32
Data Corruption			
Availability		5	19

Failed Component Analysis

Host ID / Host Name	84ed1fc2 / ace2153		
----------------------------	--------------------	--	--

Security Patch Summary

Host ID / Host Name	84ed1fc2 / ace2153	0	84
----------------------------	--------------------	---	----

Application Specific Patch Mission Critical

Host ID / Host Name	84ed1fc2 / ace2153	0	5
----------------------------	--------------------	---	---

Product and Security Alerts



☆ Alert : This Alert covers CVE-2010-0897 for the Sun Java System Directory Server product.

This Alert covers CVE-2010-0897 for the Sun Java System Directory Server product. [ID 1021812.1]

Modified 11-NOV-2011 Type ALERT Migrated ID 276210 Status PUBLISHED

Bug Id
SUNBUG: 6793557, SUNBUG:6896069, SUNBUG:6896070, SUNBUG:6896071

Product
Sun Java System Directory Server
Sun Java System Directory Server
Sun Java System Directory Server
Sun Java System Directory Server
Sun Java System Directory Server

Date of Resolved Release
12-Apr-2010

...

1. Impact

This Alert covers CVE-2010-0897

Please see <http://www.oracle.com> for more information about Critical Patch Updates. This publication relates to the CPU.

2. Contributing Factors

These issues can occur in the following releases:

Sun Java System Directory Server 5.2

- Solaris 9 and
- Solaris 9 x86
- Solaris 10 x86
- AMD64
- Linux
- Windows
- AIX
- HP-UX

Including PatchZIP (

Sun Java System D

- Solaris 9 and
- Solaris 9 x86
- Solaris 10 x86
- AMD64
- Linux
- Windows
- HP-UX

Including PatchZIP (

To determine the ver
commands can be r

Sun Java System D

On Solaris, Linux, H

```
$ cd <inst  
$ ./ns-sla
```

☆ Alert : This Alert covers CVE-2010-0897 for the Sun Java System Directory Server product.

5. Resolution

This issue is addressed in the following releases:

For Solaris 9 and 10 on SPARC, x86 and x64 platforms, Linux, HP-UX and Windows):

- Sun Java System Directory Server Enterprise Edition 6.3.1 with patch 143463-01 or later

Systems with Sun Java System Directory Server Enterprise Edition versions before 6.3.1 are recommended to upgrade to 6.3.1 and then install the resolution patch listed above.

For Solaris 9 and 10 on SPARC, x86 and x64 platforms, Linux, HP-UX, AIX and Windows):

- Sun Java System Directory Server 5.2 Patch 6 with patch 143462-01 or later

Systems with Sun Java System Directory Server 5.2 versions before 5.2 Patch 6 are recommended to upgrade to 5.2 Patch 6 and then install the resolution patch listed above.

References

SUNPATCH:143462-01
SUNPATCH:143463-01

Related

Products

- Sun Microsystems > Operating Systems >

- Oracle issues 'Alerts' for Critical Patch Updates (CPUs) or when critical product and/or security issues are found
- Configure email notifications to ensure you receive targeted alerts for your products

Recommended Patch Advisor



- Quickly identify recommended patches for your product or products in your product stack that you use together

Patch Search Results

Filters: Product is Oracle Database; Release is 11.2.0.1.0; Platform is Linux x86; [Edit Search](#)

Patch Name	Description	Release	Platform (Language)	Classification	Updated	Size
Oracle Database 5 Items						
<input type="checkbox"/> 10073948	PLACEHOLDER BUG TO DELIVER UIX 2.2.24.5 FOR DBCONSOLE 11.X ENVIRONMENTS (Patch)	11.2.0.1.0	Generic Platform (America...	Security	37+ weeks ago	3.5 MB
<input type="checkbox"/> 11738254	CPUAPR2011 ORACLE WAREHOUSE BUILDER 11.2.0.1 (Patch)	11.2.0.1.0	Generic Platform (America...	Security	40+ weeks ago	22 KB
<input type="checkbox"/> 12419278	CPUJUL2011 DATABASE 11.2.0.1 (Patch)	11.2.0.1.0	Linux x86 (American Englis...	Security	27+ weeks ago	4.4 MB
<input type="checkbox"/> 12419378	DATABASE PSU 11.2.0.1.6 (INCLUDES CPUJUL2011) (Patch)	11.2.0.1.0	Linux x86 (American Englis...	Other Recom...	27+ weeks ago	17.7 MB
<input checked="" type="checkbox"/> 9288120	MERGE REQUEST ON TOP OF 2.2.24.5.0 FOR BUGS 9195865 9204863 9213612 (Patch)	11.2.0.1.0	Generic Platform (America...	Security	37+ weeks ago	3.6 MB

1 Patch Selected [Read Me](#) [Add to Plan](#) [Download](#) [Copy](#)

Stay Informed



- Newsletters keep you informed with the latest product news
- Follow Oracle Premier Support through social media channels
- Configure email notifications to ensure you receive targeted alerts for Critical Patch Updates (CPUs), Security Alerts and Third Party Bulletin updates
- Participate in Advisor Webcasts and hear from Oracle Premier Support subject matter experts who offer methods and solutions to help you avoid potential pitfalls



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
- Troubleshoot with the Configuration Change History capability

Do you Have 60 Minutes?



- Learn how to resolve like a My Oracle Support power user
- New series of live and on-demand webcasts
- Webcasts teach skills and knowledge to effectively leverage relevant proactive resources
- Learn through real-world scenarios, live product demonstrations, hands-on labs, and Q&A with subject matter experts
- [Register](#) for first Webcast: Resolve—Find Answers Fast
- Next up: Troubleshooting & Diagnostics



Knowledge Base

- Find targeted answers and resources to resolve issues and/or perform common tasks



Browse Knowledge

1. Select a product line or a product
Find a Product by Name
Oracle Server - Enterprise Edition (Database: Browse ▾

2. What do you want to do?
Select an action from the list
Install and Configure ▾

Version: **11.2.0.2** ▾ Advisor found ⓘ

Search: install database problems

install database problems

Refine Search Clear All

Source

All Sources

Knowledge Base

Knowledge Base Archive

All Bugs

Communities

Documentation

Sun System Handbook

Patches

Product Category

All Products

Application Integration Architecture (162)

Enterprise Management (3510)

Internal Applications (86)

JD Edwards EnterpriseOne (3732)

JD Edwards World (257)

Middleware (15993)

More Applications (9262)

Oracle Database Products (23857)

Your query has been expanded to include the following keyword(s): **INSTALLATION**

Refine your search ⓘ

If your intent is: **Install and Configure**

... then supply the product: Type product or select from ▾ Browse ▾

Advisors ⓘ

Advisors are specific documents with aggregated information specific to the supplied intent, product and version or release.

No available Advisors for selection of intent and product

★ May 31, 2008 **Problem - RepManager Create Repository Error = 14 during install of Grid Control 10.2 into an existing database**
Version: 10.2.0.1 This **problem** can occur on any platform. Symptoms **Installation** of Enterprise Manager, 10g ... existing **database** fails at
Tags: database control; enterprise manager; grid control; mgmt_view; oms; repmanager; sysman [Article ID **358627.1**]

★ Aug 29, 2010 **PROBLEM: Installing Grid Control 10.2.0.5 with an Existing Database Using the Software-only Method Results in OUI-10155 Error**
any platform. Symptoms **Installing** Grid Control 10.2.0.5 using an existing **database** with the software-only ... silent **installation** was unsuccessful
[Article ID **1083616.1**]

★ Jul 8, 2011 **Problems When Installing Oracle Database Gateway 11g into an Oracle Database 10g Oracle_Home**
Symptoms **Problems** when **installing** Oracle **Database** Gateway 11.x software into an Oracle **Database** 10.x ORACLE_HOME
Tags: install [Article ID **1053927.1**]

★ Aug 10, 2010 **PROBLEM: Installation of 10.2.0.5 Grid Control with Software only and configure later fails Using GUI mode with a New Database**
Software only" **installation**: - Grid Control with a new **database** Solution Use silent mode of software only **install** as given
[Article ID **870782.1**]

Product Information Centers



- One-Stop 'Product' Shop
- Comprehensive best practices, tools and knowledge
- Targeted content to assist you with troubleshooting and error resolution

Information Center: PeopleSoft Recruiting Solutions 9.1 [ID 1359261.2]

Modified 22-NOV-2011 Type ADVISOR Status PUBLISHED

Information Centers

- Overview
- Hot Topics
- Resources
- Use
- Troubleshoot
- Patch And Maintenance
- Upgrade
- Certify
- Optimize Performance
- Security

Recruiting Alerts and Announcements

View the most up-to-date high impact and urgent issues for your product.

- PeopleSoft Human Resources Support Newsletter Volume 4: November 2011
[Document 1374747.1 Updated: 12/27/2011]
- PeopleSoft Human Resources Support Newsletter Volume 3: September 2011
[Document 1357625.1 Updated: 09/20/2011]
- Email Alert: PeopleSoft TAM Consolidated Fixes for HRMS 9.1 Now Available
[Document 1357614.1 Updated: 11/01/2011]
- Recruiting Solutions 9.1 HRMS Bundle 4 - 6
[Document 1349341.1 Updated: 11/17/2011]
- Cumulative Posting TAM: Consolidated Fixes Update ID 868315
[Document 1341551.1 Updated: 12/14/2011]

[Show More](#)

Recruiting New Documents

- Enhancement: Auto-Match Email to Include Hyperlink
[Document 1377016.1 Updated: 11/20/2011]
- Saved Search Results Display Job Opening Headers After Clicking the Applicant List Link.
[Document 1377129.1 Updated: 11/20/2011]
- After Selecting an Applicant from an Applicant List and then Clicking the Applicant List Link, the Main Applicant List Page is Displayed
[Document 1377864.1 Updated: 11/20/2011]
- Add Screening Questions Link Not Displayed When Job Opening Has Multiple Job Codes
[Document 1378752.1 Updated: 11/20/2011]
- In Careers, Address Format Incorrectly Displays Field 'County' for Singapore
[Document 1378779.1 Updated: 11/20/2011]

[Show More](#)

Related

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My Oracle Support Community



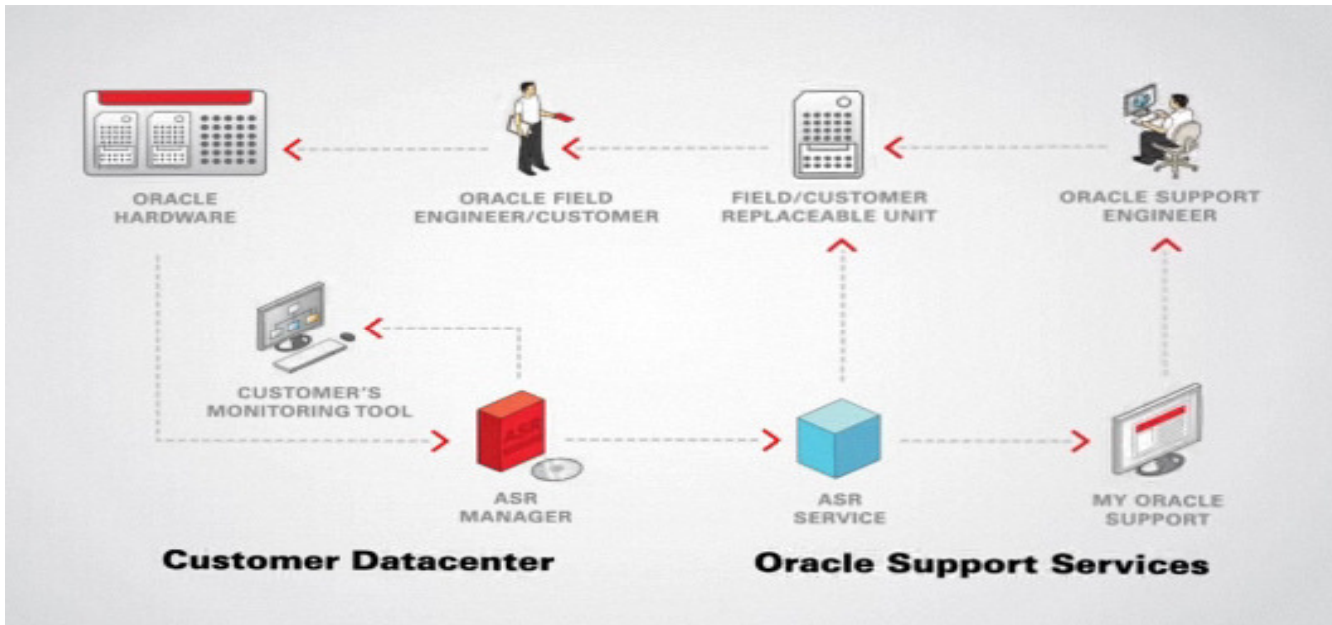
The screenshot displays the My Oracle Support Community (MOSC) interface. At the top, there's a navigation bar with 'MOSC HOME', 'DASHBOARD', 'COMMUNICATIONS', 'NOTIFICATIONS', and 'BROWSE'. A user profile for 'Welcome, Kristophe.Hermans_Oracle-Oracle' is visible. Below the navigation, there's a breadcrumb trail: 'All Places > My Oracle Support Community > Oracle E-Business Suite (MOSC)'. The main content area is titled 'Oracle E-Business Suite (MOSC)' and includes a 'Follow' button. A sidebar on the left provides a 'Welcome to the E-Business Suite Communities' message and search instructions. The main area features a table of sub-spaces for participation:

Select a sub-space to participate or start a discussion	Discussions	Documents
Advanced Collections (MOSC)	576	12
Advanced Pricing (MOSC)	488	15
Agile (MOSC)	992	10
AutoVue (MOSC)	159	2
BI Publisher (MOSC)		
Complex Maintenance, Repair & Overhaul - CMRO (MOSC)		
Cash Management (MOSC)		
Compensation and Benefits - EBS (MOSC)		
Configurator (MOSC)		
Contracts and Lease Management (MOSC)		
Core Concurrent Processing (MOSC)		
Core Workflow (MOSC)		

Below this table, there's a 'Featured Content' section with several threads, including 'Re: December 2013 Webcast "OBIE Enterprise Edition Best Practices"', 'Re: New Feature Memory Guard to Prevent out-of-memory Errors', and 'Re: Oracle BI Publisher Trial Edition v11.1.17.1 has been released on OTN'. A 'Top Participants' list includes Kevin McDermott-Oracle, nalbadin-Oracle, Eugen-Oracle, Venkat A - Oracle, and Pierre-Oracle. A 'Recent Activity' section shows a thread titled 'BI Publisher WSDL - Issue with the jobinstance id using getScheduledReportOutputInfo call' with 15 replies. Other activity includes 'Re: Oracle BIP 10 upgrade to 11g' and 'Avoid running XML Publisher Report Bursting Program to send Report emails'. A search bar and an 'Actions' menu (Start a discussion, Write a document, Upload a file, etc.) are also visible.

- Join an extended network of Oracle professionals and industry peers and find answers fast

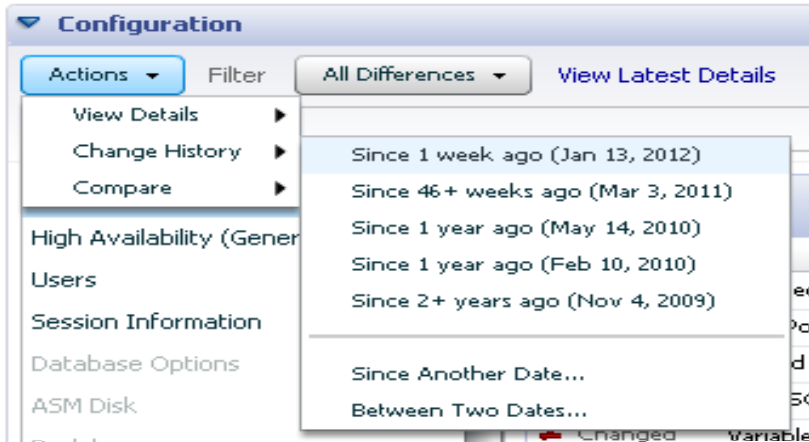
Automated Service Request (ASR)



- Utilize auto-detect capabilities
- Problem resolution can be expedited through automated service request generation for qualified Oracle Sun Server, storage, Exadata and Exalogic systems, when specific hardware faults occur
- Configuration and diagnostic data can also be collected to accelerate problem resolution



Configuration Change History



- Quickly identify what has changed in your environment by comparing your configuration between two points in time

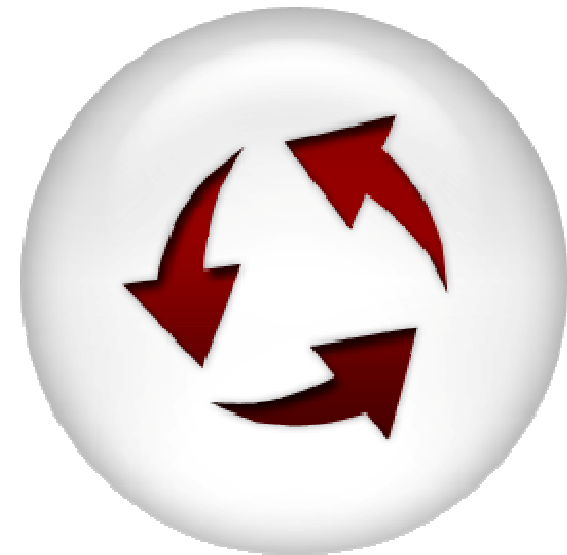
Difference	Name	What is Different	Previous Value	New Value	Change Detected On
Changed	Buffered Cache (MB)	Size	520	492	1 week ago
Changed	Java Pool (MB)	Size	8	16	1 week ago
Changed	Shared Pool (MB)	Size	452	480	1 week ago
Changed	Total SGA (MB)	Size	1004	1012	1 week ago
Changed	Variable SGA (MB)	Size	468	496	1 week ago



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
- Leverage the Inventory Report to help plan your upgrade



UPGRADE

Certification



ORACLE MY ORACLE SUPPORT Welcome, Zoe | Contact Us | Sign Out | Help

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

Certifications > Product Roadmap Results

Product Roadmap

Product Release	Product Line	Product Family	Calendar Quarter	GA Actual Date
FSCM 9.1 Feature Pack - March 2011	PeopleSoft Enterprise	FSCM	2011-Q1	Mar 4, 2011
UPK-Content-FSCM 9.1(Cash Management - Revision 1 - Receivables - Revision 1	PeopleSoft Enterprise	UPK-Content - FSCM	2011-Q4	Dec 15, 2011
FSCM 9.0 - Additional Features - May 2011	PeopleSoft Enterprise	Financials-ESA	2011-Q2	May 4, 2011
UPK-Content - HCM 9.1 (Global Payroll Core)	PeopleSoft Enterprise	UPK-Content - HCM	2011-Q1	Mar 17, 2011
EPM Additional Features -November 2011	PeopleSoft Enterprise	EPM	2011-Q4	
FSCM 9.0 MP14				
FSCM 9.1 - Additional Features - November 2011				
Campus Solutions 9.0 Additional Features Apr 2011				
HRMS 9.1 - Additional Features - November 2011				
Integration - PeopleSoft to Primavera P6				

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

Certifications > Product Roadmap Results > Release Definition For PeopleTools - PeopleTools 8.52

Product Release Information

Product Line	Product Suite	Product Family	Release
PeopleSoft Enterprise	Tools & Technology	PeopleTools	PeopleTools 8.52

Release Overview

Existing Licensed Products: PeopleTools

New Products: [None]

Dropped Products: [None]

Changed Products: [None]

Localization: [None]

Release Type: Major Release

Industry: N/A

Upgrade Availability

Upgrade Path(s)	Upgrade Priority	Calendar Quarter Available	Actual GA Date - Upgrade Path(s)
All	Primary	2011-Q4	Nov 16, 2011

Software Availability

GA Actual Date: Oct 28, 2011

Translation Availability

List of Languages: Arabic, Canadian French, Czech, Danish, Dutch, Finnish, French, German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Simplified Chinese, Spanish, Swedish, Thai, Traditional Chinese, UK English

Release Retirement

Premier Support:

- End of Updates & Fixes, Security Alerts & Upgrade Script
- End of Tax, Legal and Regulatory Support
- End of Extended Support
- End of Sustaining Support: Indefinite

Technology

Technology Availability:

Technology Release

Platforms:

DB Platforms Supported: Oracle, MSS, DB2 OS/390, DB2 Unix/NT, Sybase, Informix

Certifications: [None]

Verify certification of any combination of Oracle, third-party products and operating systems that Oracle has tested and confirmed work together



Upgrade Advisors



☆ Reference : Upgrade Advisor: E-Business Suite (EBS) Upgrade from 11.5.10.2 to 12.1.3 Comments (
Modified 12-JAN-2012 Type REFERENCE Status PUBLISHED

Upgrade Advisor: E-Business Suite (EBS) Upgrade from 11.5.10.2 to 12.1.3 > Evaluate

1. Evaluate 2. Plan 3. Configure 4. Test 5. Implement 6. Accept

Phase Overview

Step by Step Guide

- Learn About the Value of Upgrading
 - Financials and Projects
 - Human Capital Management
 - Manufacturing
- Review Product Enhancements
 - Financials and Projects
 - Human Capital Management
 - Manufacturing
- Consider Configuration Efficiencies
 - Financials and Projects
 - Human Capital Management
- Review Performance and Scalability Improvements
 - Human Capital Management
- Review Product Quality Improvements
- Review Lifetime Support Policy
- Review Potential Environmental Impact
 - Manufacturing
- Review Product Certifications
- Add-on Localizations
 - Financials and Projects
 - Human Capital Management
 - Manufacturing

Overview:

The goal of the **UPGRADE - EVALUATE** phase is to evaluate future and core business requirements and explore new possibilities for the enterprise to improve efficiency, effectiveness or competitive advantage, and also explore software, hardware, and operations enhancements. Emphasis is on improving business through upgrading existing hardware/software in the current system.

Areas of Focus:

- Understanding Value, Improvements, Enhancements in Release 12.1
- Highlight Process Changes and Improvements
- Gauging Potential Business Impact of an Upgrade
- Begin to Define an Upgrade Strategy
- Measuring Upgrade Impact

Expected Outcome / Deliverables:

- Documented Business Case and GO/NO-GO decision for upgrading to 12.1.3
- Documented understanding of the impact for the business:
 - Expected benefits for the business
 - Expected costs (people, other resources, time, impact on other systems)
- Documented Risk Assessment

Knowledge:

- ATG Knowledge for the Evaluate Phase
- Financials/Projects Knowledge for the Evaluate Phase
- Human Capital Management Knowledge for the Evaluate Phase
- Manufacturing Knowledge for the Evaluate Phase

Communities:

Join the [Upgrade Advisor Community](#) to take advantage of an extensive resource network

News And Announcements

- Technology Stack Blog by Steven Chan
- Subscribe to EBS Newsletters (Doc ID 222.1)
- Subscribe to Oracle Communications
- Lifetime Support Policy: Oracle Applications

Multimedia Training

- Getting Ready for Oracle EBS Upgrades to Release 12.1 (MP3)
- Oracle E-Business Suite Release 12.1 - Delivering Value in Uncertain Times (MP3)
- Evaluate and Execute Your Oracle EBS 12.1 Upgrade
- Oracle E-Business Suite Release 12.1 Transfer of Information (TOI) Online Training (Doc ID 807319.1)
- Jump Start Your Implementation with Oracle User Productivity Kit Pre-built Content! (MP3)
- E-Business Suite Diagnostics

- Access best practices and step-by-step instructions and upgrade with confidence

Patching and Maintenance Advisors



☆ Patching & Maintenance Advisor: Oracle Solaris [ID 314.1]
Modified: Aug 13, 2012 Type: REFERENCE Status: PUBLISHED Priority: 1 Comments (0)

Patching & Maintenance Advisor: Sun Systems Solaris > Evaluate

1. Evaluate	2. Plan	3. Test	4. Implement
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Phase Overview

Step by Step Guide

- Evaluate Value
- Review Enhancements
- Optimize Quality
- Increase Supportability
- Review Environmental Impact
- Ensure Compliance Standards
- * Evaluate Phase Help

Overview:

The goal of the **PATCHING and MAINTENANCE - EVALUATE** phase is to provide the business case as to why a customer would need to develop a patching and maintenance strategy and the set of best practices and rules to implement it.

Expected Outcome / Deliverables:

- A viable patching and maintenance strategy specific to the customer's environment.

Areas of Focus:

The areas of focus for the Evaluate phase are:

- Evaluate Value
- Review Enhancements
- Optimize Quality
- Increase Supportability
- Review Environmental Impact
- Ensure Compliance Standards

- Plan and execute a viable patching and maintenance strategy
- Includes a complete project patch plan specific to your environment



Inventory Report

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%
100	44%
77	34%
72	32%
41	18%
18	8%

[View Report](#)

Sun Inventory Report

This report includes all Sun Hardware, Operating System and "Other" software, trends based on installation date and the ability to drill down into different levels of collection. It is based on Sun Inventory. PowerView cannot be applied.

Not Connected [Access Sun Online](#)

[View Report](#)

Inventory Report

Oracle Solaris on SPARC (64-bit)	23
IBM AIX on POWER Systems (64-bit)	13
HP-UX Itanium	7
15 Others (show all)	31

[Show Details \(618 Hosts\)](#)

Databases

Release	Total Items in Inventory	Trend
10.2.0	219	250
11.2.0	162	200
11.1.0	120	150
10.1.0	25	100
9.2.0	24	50
9.0.1	1	0

[Show Details \(551 Databases\)](#)

Middleware

Release	Total Items in Inventory	Trend
Oracle Application Server 10.1.2.3.0	66	80
Oracle Application Server 10.1.3.4.0	36	70
Oracle Application Server 10.1.2.0.2	34	60
Oracle Application Server 10.1.3.5.0	24	50
Oracle Application Server 10.1.3.0.0	17	40
Oracle Weblogic Server 10.3.3.0	16	30
Oracle Weblogic Server 10.3.5.0	15	20
10 Others (show all)	41	10

[Show Details \(249 Middleware\)](#)

- Find previous releases of products which are no longer supported and export this list as a work list for upgrades
- Compare and contrast the trends for the installation of selected platforms or products and compare to your staffing plans to find gaps or overlap

DISCOVER MORE

Get Connected



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Connection Types

Unleash the value of Oracle Premier Support advanced proactive capabilities, Get Connected

- For software customers, connection is achieved by sharing configuration and diagnostic data through Oracle Enterprise Manager (recommended) or Oracle Configuration Manager
- For Hardware customers, connection is achieved through Auto Service Request, Explorer, and Oracle Services Tools Bundle for Sun Systems



SUMMARY

Take Advantage of Oracle Support Best Practices



- Don't leave value on the table
- Lower overall organizational costs through preventative maintenance
- Reduce risks and maximize uptime
- Achieve resolution faster
- Streamline and simplify your daily operations
- Get even more through connection



Get Proactive – Discover More



'I want to'	Resource
DISCOVER more about Support Best Practices	Support Best Practices
ACT ... Get Proactive	Access best practices, capabilities, and tools available for your products by visiting the Get Proactive portfolio product pages at My Oracle Support (Article ID 432.1)
STAY INFORMED with the Get Proactive Blog	'Get Proactive' – The Insider Track'
CONTACT the Get Proactive team today for help getting started	get-proactive_ww@oracle.com



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