



**Where to Get P6 EPPM Documentation, Training, and Support  
16 R2**

September 2016



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# Introduction

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This document provides links to resources that will help you use P6 EPPM.

## Where to Get Documentation

Complete documentation libraries for P6 EPPM releases are available on the Oracle Technology Network (OTN) at:

<http://www.oracle.com/technetwork/documentation/primavera-093289.html>

From this location you can either view libraries online or download them to have local copies. We recommend viewing them from OTN to ensure you always access the latest versions, including critical corrections and enhancements.

The documentation assumes a standard setup of the product, with full access rights to all features and functions.

## Help System Access

P6 EPPM is configured to access its help systems on OTN. However, downloadable versions of the help systems are also available on OTN if you need to download, deploy, and access a local copy.

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

## Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

## Where to Get Training

To access comprehensive training for all our products, go to:

<http://education.oracle.com>

## Oracle Learning Library

The Oracle Learning Library (OLL) provides online learning content covering our products. Content includes whitepapers, videos, tutorials, articles, demos, step-by-step instructions to accomplish specific tasks, and self-paced interactive learning modules.

To access our content on the learning library, go to:

<http://www.oracle.com/oll/primavera>

## Where to Get Support

If you have a question about using Oracle products that you or your network administrator cannot resolve with information in the documentation or help, click <http://support.oracle.com>. This page provides the latest information on contacting Oracle Global Customer Support, knowledge articles, and the support renewals process. For more information about working with Support, visit <https://support.oracle.com/epmos/faces/DocumentDisplay?id=888813.2> to view **Support Tools & Tips**.

## Using Primavera's Support Resource Centers

Primavera's Support Resource Center provides links to important support and product information. Primavera's Product Information Centers (PICs) organize documents found on My Oracle Support (MOS), providing quick access to product and version specific information such as important knowledge documents, Release Value Propositions, and Oracle University training. PICs also offer documentation on Lifetime Management, from planning to installs, upgrades, and maintenance.

Visit <https://support.oracle.com/epmos/faces/DocumentDisplay?id=1486951.1> to access links to all of the current PICs.

PICs also provide access to:

- ▶ **Communities** which are moderated by Oracle providing a place for collaboration among industry peers to share best practices.
- ▶ **News** from our development and strategy groups.
- ▶ **Education** via a list of available Primavera product trainings through Oracle University. The Oracle Advisor Webcast program brings interactive expertise straight to the desktop using Oracle Web Conferencing technology. This capability brings you and Oracle experts together to access information about support services, products, technologies, best practices, and more.

## Creating a Service Request

P6 EPPM integrates with different Oracle applications; when you create a Service Request, be sure to open the request with the proper Support team. To ensure you reach the proper Support team, enter the correct product information when you create the Service Request. Each product has its own support line.

- ▶ Use the **Primavera P6 EPPM** support line when you are having installation, configuration, or connection issues related to P6 EPPM.
- ▶ Use one of the following support lines when you are having installation or configuration issues that do not relate to P6 EPPM.

- Oracle WebLogic Server
- Oracle Database Server
- BI Publisher
- BPM
- Oracle WebCenter Content Core Capabilities (formerly Universal Content Management)
- Oracle Enterprise Manager
- Oracle Access Manager
- Oracle AutoVue

### **Keeping Your Software Up to Date**

To ensure you have the latest versions of your products, be sure to download and install all available patch sets from <http://support.oracle.com>.

### **Finding Security-related Patches**

To get the latest information about Critical Patch Updates, visit <http://www.oracle.com/technetwork/topics/security/alerts-086861.html>.

# Legal Notices

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