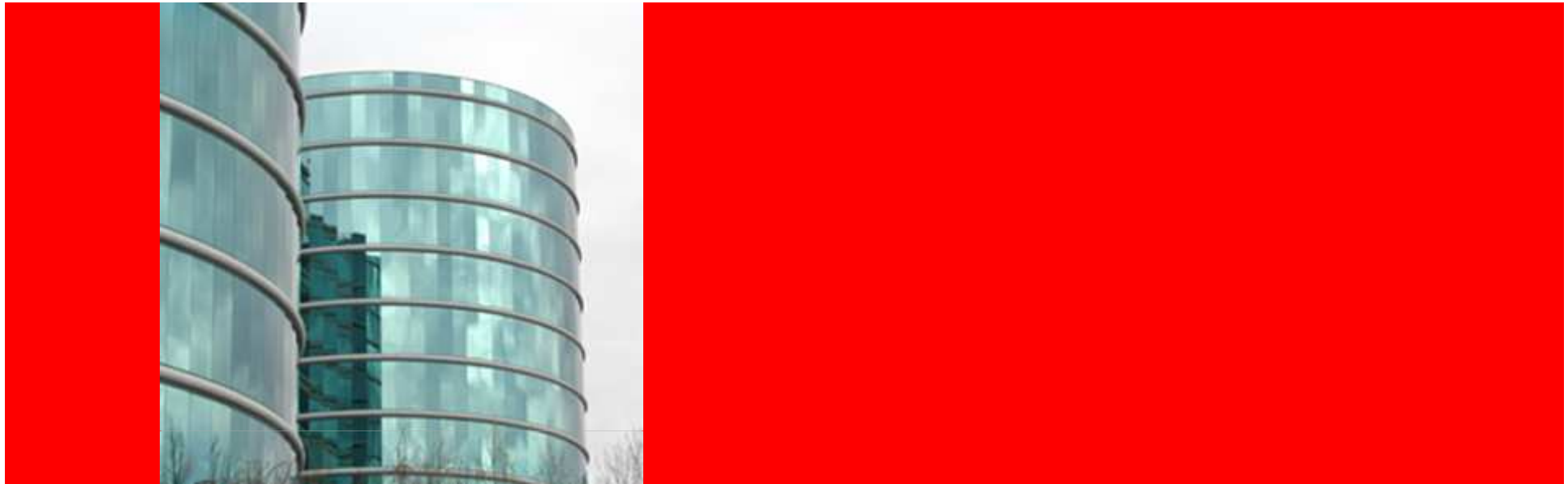


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Oracle and Rdb on OpenVMS Support Update 2011: Making the Most of My Oracle Support

Renee Bastine
Oracle Support Manager



AGENDA

- Customize Page (Dashboard)
- Customizing Regions
 - Filters
 - Columns
- SR Creation – It got easier!
- Updating/Managing SRs
- SR Profiles
- Patches
- Knowledge Browsing and Searching (What's new)
- Certify
- Other features and training available



Customize Page

Customizing Pages (ie: Dashboard)

The screenshot shows the Oracle Service Requests dashboard. The top navigation bar includes links for 'Welcome, Renee', 'Contact Us', 'Sign Out', and 'Help'. Below this, there are tabs for 'Certifications', 'Systems', 'On Demand', and 'More...'. A 'Favorites' button and a 'Search Knowledge Base' input field are also present. A red box highlights the 'Customize Page...' button in the top right area. The main content area is titled 'Service Requests' and shows a list of requests filtered by 'Created by Me, Including Closed, Technical SRs Only'. The list includes columns for 'Problem Summary', 'SR Number', 'Severity', 'Contact', 'Status', and 'Last Updated'. Below the list, there is a 'Knowledge Articles' section with tabs for 'Alerts (100)' and 'Recently Updated (100)'. The 'Alerts (100)' tab is selected, showing a list of articles including 'Professional, Oracle AutoVue EDA Professional, Oracle AutoVue Electro-Mechanical Professional, Oracle AutoVue Office'.

Service Requests

Filters: Created by Me, Including Closed, Technical SRs Only

SRs Created by Me Include Closed SRs

Problem Summary	SR Number	Severity	Contact	Status	Last Updated
testing NRD	3-4109086011	1	Renee Bastine	No Fault Found	4 days ago
aij terminate	3-2275510721	1	Renee Bastine	Resolved with s...	1 week ago
SR to demonstrate escalation actions	3-3255818521	4	Renee Bastine	No Fault Found	17+ weeks ago
SR to demonstrate stopping the escalation clock	3-3245932071	4	Renee Bastine	No Fault Found	17+ weeks ago
Severity 2 testing for next response due date	3-2164069021	2	Renee Bastine	Resolved with s...	36+ weeks ago
severity 3 - testing next response due date	3-2163936108	3	Renee Bastine	Resolved with s...	36+ weeks ago
this is a test to see what component is picked	3-1670387751	4	Renee Bastine	Resolved with s...	36+ weeks ago
test for JDBC option	3-1470490931	4	Renee Bastine	No Fault Found	1 year ago
test SR to test submission process	3-1328290741	4	Renee Bastine	No Fault Found	1 year ago
This is a test SR - I am watching the routing - please leave	3-1238703411	2	Renee Bastine	No Fault Found	1 year ago

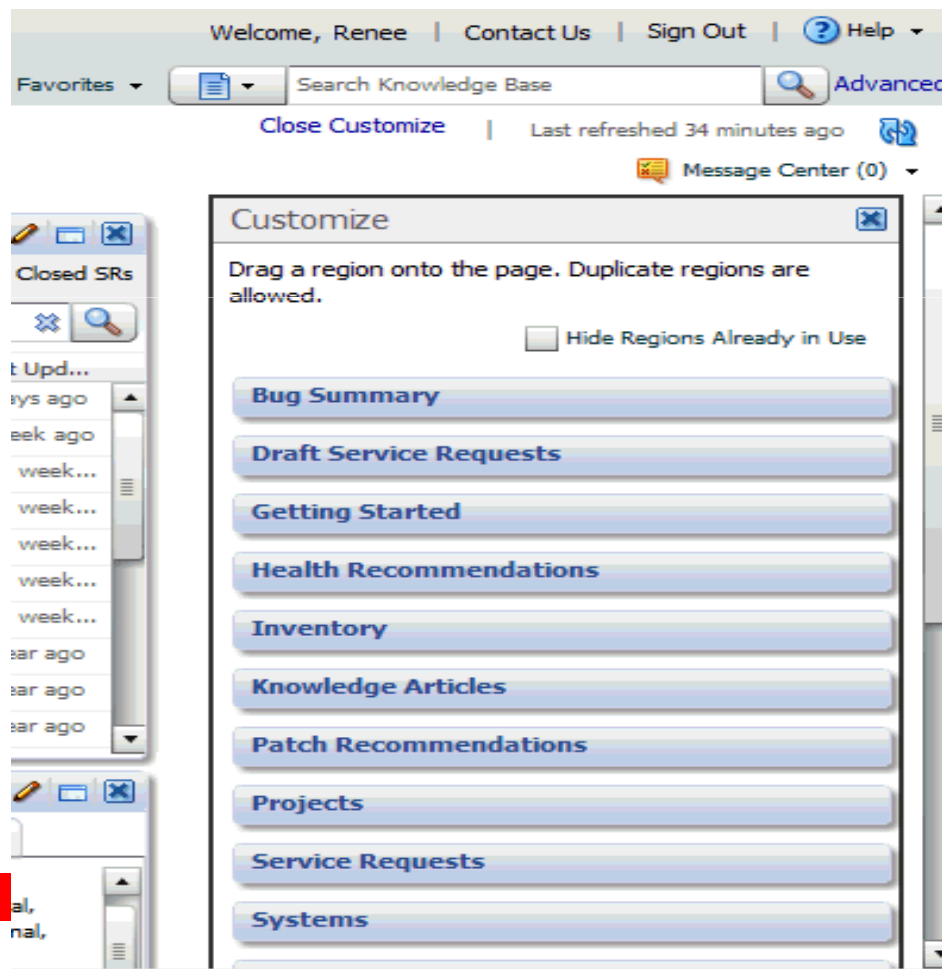
Knowledge Articles

Alerts (100) Recently Updated (100)

Professional, Oracle AutoVue EDA Professional, Oracle AutoVue Electro-Mechanical Professional, Oracle AutoVue Office]

Customize Page: (Add window to Dashboard)

- Drag options you are interested in seeing on your dashboard to the working canvas:



Removing windows from Dashboard

- Simply minimize or close using icons in upper right of window

The screenshot displays the Oracle Service Requests dashboard. At the top, there is a navigation bar with links for 'Welcome, Renee', 'Contact Us', 'Sign Out', and 'Help'. Below this, a secondary bar contains 'Certifications', 'Systems', 'On Demand', and a 'More...' dropdown. A 'Favorites' section and a 'Search Knowledge Base' input field are also present. The main content area is titled 'Service Requests' and includes a filter 'Created by Me, Including Closed, Technical SRs Only'. A table lists various service requests with columns for 'Problem Summary', 'SR Number', 'Severity', 'Contact', 'Status', and 'Last Updated'. A red box highlights the window control icons (minimize, maximize, close) in the top right corner of the 'Service Requests' window. Below the table, there is a 'Knowledge Articles' section with tabs for 'Alerts (100)' and 'Recently Updated (100)'.

Problem Summary	SR Number	Severity	Contact	Status	Last Updated
testing NRD	3-4109086011	1	Renee Bastine	No Fault Found	4 days ago
aij terminate	3-2275510721	1	Renee Bastine	Resolved with s...	1 week ago
SR to demonstrate escalation actions	3-3255818521	4	Renee Bastine	No Fault Found	17+ weeks ago
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Severity 2 testing for next response due date	3-2164069021	2	Renee Bastine	Resolved with s...	36+ weeks ago
severity 3 - testing next response due date	3-2163936108	3	Renee Bastine	Resolved with s...	36+ weeks ago
this is a test to see what component is picked	3-1670387751	4	Renee Bastine	Resolved with s...	36+ weeks ago
test for JDBC option	3-1470490931	4	Renee Bastine	No Fault Found	1 year ago
test SR to test submission process	3-1328290741	4	Renee Bastine	No Fault Found	1 year ago
This is a test SR - I am watching the routing - please leave	3-1238703411	2	Renee Bastine	No Fault Found	1 year ago



Customize Regions

Customizing MOS windows

- Each window has a set of filters and customization options:

The screenshot shows the MOS Service Requests window. At the top, the title bar says "Service Requests". Below it, the filter text "Filters: Created by Me, Including Closed, Technical SRs Only" is displayed. To the right of this text, there are two checkboxes: "SRs Created by Me" and "Include Closed SRs", both of which are checked. A red box highlights these checkboxes, and a red arrow points from the word "Filters" to this box. Below the filter text, there are buttons for "Create SR" and "Actions". To the right of these buttons is a search bar labeled "SR Number". Below the search bar, there is a table with the following columns: "Problem Summary", "SR Number", "Severity", "Contact", "Status", and "Last Updated". A red box highlights the "Problem Summary" column header. The table contains 10 rows of data, each representing a service request. The first row is "testing NRD" with SR Number "3-4109086011", Severity "1", Contact "Renee Bastine", Status "No Fault Found", and Last Updated "4 days ago". The second row is "aij terminate" with SR Number "3-2275510721", Severity "1", Contact "Renee Bastine", Status "Resolved with s...", and Last Updated "1 week ago". The third row is "SR to demonstrate escalation actions" with SR Number "3-3255818521", Severity "4", Contact "Renee Bastine", Status "No Fault Found", and Last Updated "17+ weeks ago". The fourth row is "SR to demonstrate stopping the escalation clock" with SR Number "3-3245932071", Severity "4", Contact "Renee Bastine", Status "No Fault Found", and Last Updated "17+ weeks ago". The fifth row is "Severity 2 testing for next response due date" with SR Number "3-2164069021", Severity "2", Contact "Renee Bastine", Status "Resolved with s...", and Last Updated "36+ weeks ago". The sixth row is "severity 3 - testing next response due date" with SR Number "3-2163936108", Severity "3", Contact "Renee Bastine", Status "Resolved with s...", and Last Updated "36+ weeks ago". The seventh row is "this is a test to see what component is picked" with SR Number "3-1670387751", Severity "4", Contact "Renee Bastine", Status "Resolved with s...", and Last Updated "36+ weeks ago". The eighth row is "test for JDBC option" with SR Number "3-1470490931", Severity "4", Contact "Renee Bastine", Status "No Fault Found", and Last Updated "1 year ago". The ninth row is "test SR to test submission process" with SR Number "3-1328290741", Severity "4", Contact "Renee Bastine", Status "No Fault Found", and Last Updated "1 year ago". The tenth row is "This is a test SR - I am watching the routing - please leave" with SR Number "3-1238703411", Severity "2", Contact "Renee Bastine", Status "No Fault Found", and Last Updated "1 year ago".

Problem Summary	SR Number	Severity	Contact	Status	Last Updated
testing NRD	3-4109086011	1	Renee Bastine	No Fault Found	4 days ago
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Customizing MOS windows

- When you click the pencil  to edit the window – the following options appear:

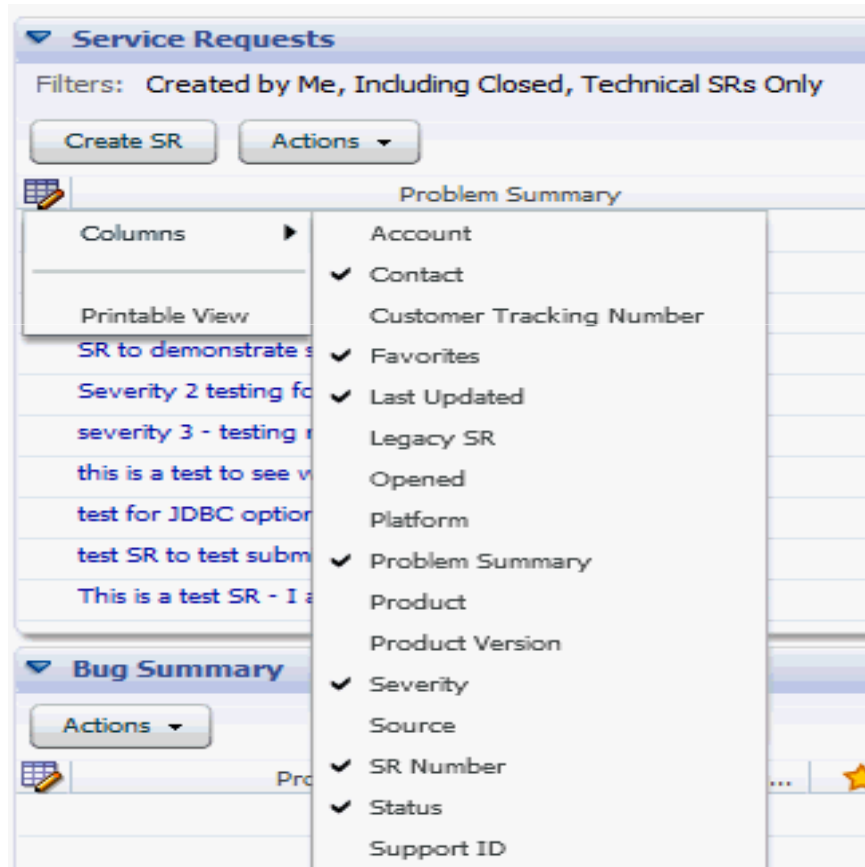


The screenshot shows a dialog box titled "Edit Service Requests". It contains the following fields and options:

- Title:** A text box containing "Service Requests".
- Number to Display:** A numeric field set to "10" with up and down arrow buttons.
- Show:** A section with three radio button options:
 - ☐ Only Favorite Service Requests
 - ☒ Technical SRs Only
 - ☐ "Contact Us" SRs Only
- Filter by Support Identifier:** A dropdown menu showing "Select up to 50".
- Buttons:** "Cancel" and "Save" buttons at the bottom.

Customizing MOS Windows

- When you click on the table icon  the following appears:



You may now check or uncheck the columns you want to be displayed in the window you are customizing



SR Creation



SR Creation Process

- YOU SPOKE:
 - Simplify the process
 - Too many repeat questions
 - Too many screens
 - Not able to set own priority
 - Annoying pop-ups for configuration attachments
- We listened!!!

And here's how...

SR Creation Process – General Information

Create Service Request

Message Center (0)

**Creation Map
still available**

Step 1: General Information


Problem Summary *

Problem Description * Describe the problem and how you think it occurred.

Error Message Number (if applicable) Providing this

AutoFill - Product Information

Support Identifier * 14039837 - Oracle Support (ORACLE SUPPORT) ▼

Fill using ☐ Manual entry  ☐ Service Request Profile Select a Profile ▼

[Exit Wizard](#)

**This is now the
only screen you
will be prompted
for problem
summary and
description!**

**In addition, when
you use manual
entry here, you will
no longer be
prompted to
consider using a
configuration file!**

SR Creation Process – Product and Platform

Create Service Request - Rdb installation questions

Message Center (0)

Step 2: Product and Problem

Product * Oracle Rdb Server on OpenVMS

Product Version * 7.2.5

Product Languages * English

Platform * HP OpenVMS Itanium

Platform Version * 8.4

Severity Level *

☒ 1: Problem or product defect causes complete loss of service in the production environment

☐ 2: Severe loss of service. No acceptable workaround. However, operations can continue

☐ 3: Minor loss of service. The impact is an inconvenience that may require a workaround

* Required Field

Exit Wizard

Green = complete

Red = Mandatory fields exist in section

Gray = Nothing mandatory in step (step may be skipped)

Enter your product information and then pick your severity level, yes, even a severity 1!!

Use profiles to save product and platform information. Be sure profiles are accurate since you will not be asked about versions again after this screen!

SR Creation Process – Related Knowledge

Create Service Request - Rdb installation questions

Message Center (0)

Step 3: Related Knowledge

Announcement • RDBPROD: Master Note for Oracle Rdb Product Family on OpenVMS

RDBPROD: Master Note for Oracle Rdb Product Family on OpenVMS [ID 1162187.1]

Modified 11-JUL-2011 Type ANNOUNCEMENT Status PUBLISHED

In this Document

[What is being announced?](#)

[Current Releases](#)

[Oracle Rdb](#)

[Oracle CODASYL DBMS](#)

[Oracle SQL/Services and OCI Services for Rdb](#)

[Oracle JDBC for Rdb](#)

[Oracle ODBC Driver for Rdb](#)

Support Recommended

- Master Note for Oracle Rdb Product Family on OpenVMS
- Comprehensive Rdb Versions List (Note ID: 66729.1)
- RDBPROD: Master Note for Oracle Rdb

4 Upload Files

5 Problem Details

6 Review then Submit SR

* Required Field

Exit Wizard Save Draft This article solved my problem. Back Next Submit SR

SR Creation Process – Upload files

Dashboard >

Last refreshed 3 minutes ago

Message Center (0)

Create Service Request - mmmm

2

Product and Problem

3

Related Knowledge

4

Upload Files

Note: My Oracle Support retains uploaded files only until the SR is closed. Retaining files beyond that time is an unnecessary risk to customer data.

Upload diagnostic files separately from other files using .zip or .tar.

5

Problem Details

6

Review then Submit SR

* Required Field

1 of 3: Remote Diagnostic Agent (RDA) for Rdb on OpenVMS

Please upload the RDA output file, for more details on how to generate RDA output please see the link below.

Remote Diagnostic Agent (RDA) for Rdb on OpenVMS

File	<input type="text" value="Choose a file using the Browse button"/>
Notes for Oracle	<input type="text" value="For example, note a line number in a file or a location of an"/>

Where you can upload RDA's or any other relevant files

Where you now upload bugchecks

Where you now upload monitor logs

Scroll to see relevant file section

2 of 3: Bugcheck file generated

Exit Wizard Save Draft

Back Next Submit SR

SR Creation Process – Problem Details

Step 5: "Oracle RDB Products on OpenVMS Issues" Problem Details

1.) Describe how this problem is impacting your business. Include relevant information, financial impact, etc.

2.) Can the error be generated using interactive SQL or DBQ?

-- Not Selected --

All Required Questions Answered

6 Review then Submit SR

* Required Field

Exit Wizard Save Draft

For Rdb, now only 2 questions. No repeat questions!

Oracle on OpenVMS should only present you with a couple questions here!!

NOTE: nothing is mandatory here! You may skip this section if you are in a hurry, but note support may request more information on initial contact.

SR Creation Process – Review and Submit SR

Create Service Request - Rdb installation questions

Message Center (0)

1 General Information

2 Product and Problem

3 Related Knowledge

4 Upload Files

5 Problem Details

6 Review then Submit SR

Submit your SR

SR will be submitted.

You will receive an e-mail when an analyst is assigned.

* Required Field

Step 6: Review then Submit Service Request

Product Oracle Rdb Server on OpenVMS

Platform HP OpenVMS Itanium

Product Version 7.2.5

Database Product

Database Version

Files Attached No files uploaded

Track as Favorite No

Send E-mail Confirmation No

Define Problem

Renee Bastine

Problem Description:
looking for new kits

1) Impact on Business

Exit Wizard

Save Draft

Back

Next

Submit SR

ORACLE



Updating/Managing SR's

Ability to now remove uploaded files

The screenshot displays the Oracle Support Services interface. On the left, there is a sidebar with a 'Customer Problem' section. The main content area on the right shows request details for Request Number 3-4138404731. The 'Attachments' section is highlighted with a red box, showing a file named 'username.doc' with a delete icon (a circle with an 'X') next to it. The interface includes buttons for 'Update...' and 'Upload...' and a 'Message Center (0)' notification.

Message Center (0)

Request Number 3-4138404731

Account Name ORACLE SUPPORT SERVICES

Contact Renee Bastine [Edit](#)

Alternate Contact

Support ID 15292666

Opened Jul 26, 2011 3:53 pm

Last Updated Jul 26, 2011 3:53 pm

System [Map System...](#)

Host

Product Oracle Rdb Server on OpenVMS


Product Version 7.2.5

Platform HP OpenVMS Itanium

Project

Project Milestone

Bug Reference [View Bugs](#)

Attachments  [username.doc](#) [Upload...](#)

Related Articles No Related Articles



Related SRs No Related SRs


Collaboration [Join Web Conference](#)

☒ Hide System Messages

[Customer Problem]

Where to find relevant content we link to the SR

Message Center (0)  

	Request Number	3-4138404731
	Account Name	ORACLE SUPPORT SERVICES
	Contact	Renee Bastine Edit
	Alternate Contact	
	Support ID	15292666
	Opened	Jul 26, 2011 3:53 pm
	Last Updated	Jul 26, 2011 3:53 pm
	System	Map System...
Update... Upload...	Host	
	Product	Oracle Rdb Server on OpenVMS
	Product Version	7.2.5
	Platform	HP OpenVMS Itanium
	Project	
	Project Milestone	
<input checked="" type="checkbox"/> Hide System Messages	Bug Reference	View Bugs
	Attachments	✕ username.doc Upload...
[Customer Problem]	Related Articles	No Related Articles
	Related SRs	No Related SRs
	Collaboration	Join Web Conference



SR Profiles



SR Profiles

- Defining SR profiles can help save entering product, version, OS, and OS version information each time you log a SR
- They can be created two ways:
 1. all at one time through Settings
 2. during SR creation
- After they are created, when logging a new SR, choose the Service Request Profile Radio Button under Auto fill options

Creating SR Profiles (Settings)

The screenshot shows the Oracle My Oracle Support interface in Internet Explorer. The browser title is "My Oracle Support | Settings: Personal and Administration - Windows Internet Explorer". The address bar shows the URL: [https://support.oracle.com/CSP/ui/flash.html#tab=Settings\(page=Settings&id=gc6l7n09\(\)\)](https://support.oracle.com/CSP/ui/flash.html#tab=Settings(page=Settings&id=gc6l7n09())). The page has a navigation bar with links: Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications, Settings, and More... The "Settings" tab is selected. Below the navigation bar, the page title is "Settings: Personal and Administration". On the left, there is a sidebar menu with categories: Personal (Personalization, Account & Privileges, Hot Topics E-Mail, Service Request Profiles, On Demand Environments, Sun Support Access), Administrative (View Users, View Deactivated Systems & Targets, Custom System Properties). The "Service Request Profiles" link is highlighted with a red arrow and the number 2. The main content area is titled "Service Request Profiles" and contains an "Add SR Profile..." button, which is highlighted with a red arrow and the number 3. Below the button, there is a table with the following data:

Profile Name	System	Product	Product Version	Database Version
rdb_724_tanium		Oracle Rdb Server on OpenVMS	7.2.4	

At the bottom of the page, there is a copyright notice: "Copyright (c) 2007, 2010, Oracle. All rights reserved. Legal Notices and Terms of Use | Privacy Statement | 3rd Party Licenses".

Creating SR Profiles (During SR Creation)

My Oracle Support | Create Service Request - Windows Internet Explorer

https://support.oracle.com/CSP/ui/flash.html#tab=SRHome(page=SRHome&id=gc6h1kgi()),(p: Google

File Edit View Favorites Tools Help

Google Search Share Sidewiki Check Translate Sign In

My Oracle Support | Create Service ...

ORACLE MY ORACLE SUPPORT

Welcome, Renee | Contact Us | Sign Out | Help

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certifications | More...

Service Requests Home >

Create Service Request - This is a new problem

Unable to communicate with server - Server Timeout Hide Message

General Information

Product and Problem

1 Unanswered Required Question

Category

Related Knowledge

Upload Files

Problem Details

Review and Submit SR

* Required Field

Product and Problem

Product

Product * Oracle Rdb Server on OpenVMS

Product Version * 7.2.4.1

Product Languages * English

Platform * HP OpenVMS Itanium

Platform Version * 8.3

Save as SR Profile Name rdb_7421_itanium

Urgent: Request Severity

NO

Choose YES only if the problem is causing mission or business-critical loss of service requiring immediate and continuous effort on your company's part to resolve.

Problem

Exit Wizard

Back Next Submit SR

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Done Internet 100%

Using SR Profiles: Remember to keep them current!

My Oracle Support | Create Service Request - Windows Internet Explorer

https://support.oracle.com/CSP/ui/flash.html#tab=SRHome(page=SRHome&id=gc6h1kgi()),(p...

File Edit View Favorites Tools Help

Google Search Share Sidewiki Check Translate Sign In

My Oracle Support | Create Service ...

ORACLE MY ORACLE SUPPORT

Welcome, Renee | Contact Us | Sign Out | Help

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certifications | More...

Service Requests Home >

Create Service Request - Problem summary

General Information

Problem Summary * Problem summary

Problem Description * this is a problem

Error Message Number (if applicable) Providing this helps with diagnosis

AutoFill - Product Information

Fill using

☒ Service Request Profile Select a Profile

☐ Existing Service Request rdb_724_titanium

☐ System/Configuration Type System or target name File with accuracy

Support Identifier * 15553044 (Oracle Support Services Exce)

Exit Wizard

Back Next Submit SR

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Done Internet 100%



Patches

1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 26

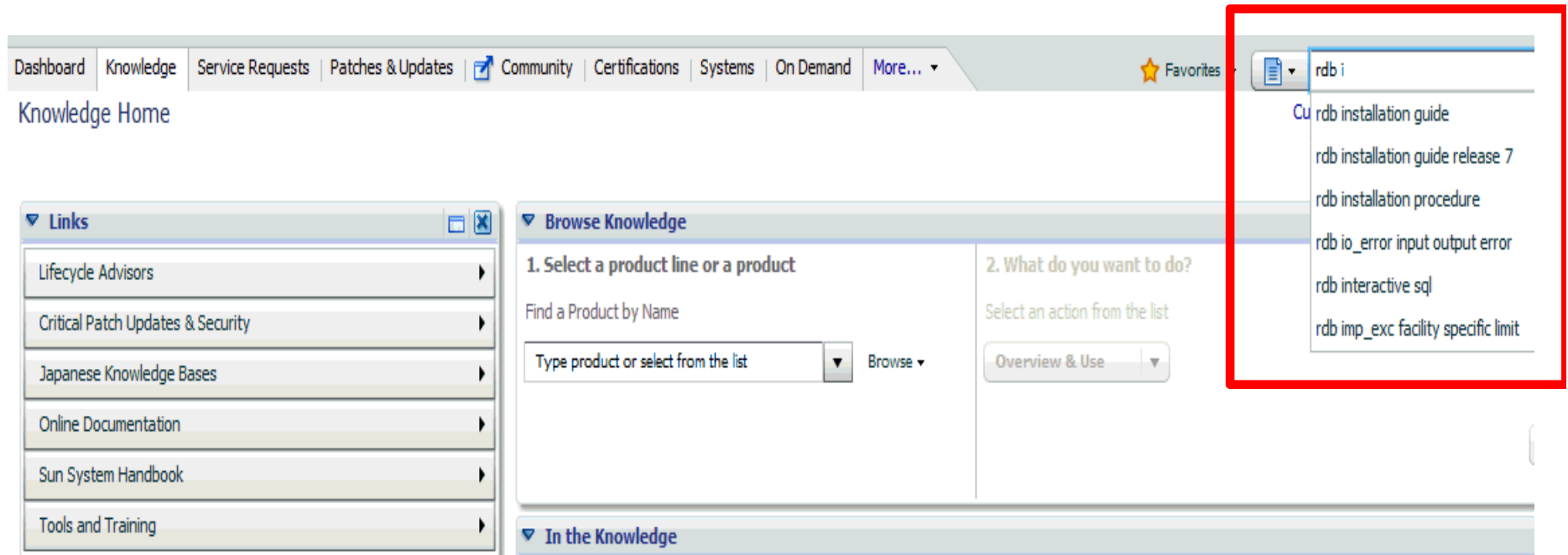
ORACLE®



Knowledge Browsing and Searching

Knowledge Functionality Improvements

- Improved Search Functionality:
Search incorporates “type ahead” functionality!



Knowledge Functionality Improvements

- Knowledge Browse intent based search
 - Pick a product
 - Pick intent

The screenshot displays the Oracle My Oracle Support Knowledge Base interface. The top navigation bar includes links for Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications, Systems, and On Demand. The main content area is titled 'Knowledge Home' and features a 'Browse Knowledge' section. This section is divided into two columns: '1. Select a product line or a product' and '2. What do you want to do?'. The first column contains a search box with the text 'Oracle Rdb Server on OpenVMS' and a 'Browse' button. The second column contains a dropdown menu labeled 'Overview & Use' with a list of options: Overview & Use, Install & Configure, Upgrade, Certify, and Troubleshoot. A red box highlights the 'Browse Knowledge' section, including the product selection and the intent-based search options. Below the 'Browse Knowledge' section, there is a 'Knowledge Articles' section with a list of articles, including one titled 'Searching for Sun Patch Readmes?'. The bottom of the page shows a red banner with the Oracle logo.

Intent Based Search

- Knowledge is able to interpret search strings to detect product names

The screenshot displays the Oracle Knowledge Base search interface. The search bar at the top contains the text "database oracle". Below the search bar, a red circle highlights the search input field. To the right of the search bar, a red box highlights a list of product names that appear as suggestions or filters. The products listed are: Berkeley DB, Berkeley DB Java Edition, Berkeley DB XML, Oracle Lite, TimesTen Data Server, Oracle Optimized Warehouse, Oracle Server - Enterprise Edition, Oracle Server - Personal Edition, Oracle Server - Standard Edition, and Oracle Rdb Server on OpenVMS. To the right of this list, a red text box contains the message: "You get a popup which asks you to pick a product to refine your search". Below the product list, the search results are displayed, including a "Master Note for Oracle Database Machine and Exadata Storage Server" and "Database Initialization Parameters for Oracle Applications Release 12".

Search: database oracle

Type in search string

Refine Search

Source

All Sources

Knowledge Base

Knowledge Base Archives

Bug Database

Communities

Documentation

SUN System Handbook

Patches

Product Category

All Products

Application Integration Architecture (231)

Enterprise Management (2770)

Internal Applications (25)

JD Edwards EnterpriseOne (1298)

Click a product name to further refine your search.

- Berkeley DB [Oracle Database Products]
- Berkeley DB Java Edition [Oracle Database Products]
- Berkeley DB XML [Oracle Database Products]
- Oracle Lite [Oracle Database Products]
- TimesTen Data Server [Oracle Database Products]
- Oracle Optimized Warehouse [Oracle Database Products]
- Oracle Server - Enterprise Edition [Oracle Database Products]
- Oracle Server - Personal Edition [Oracle Database Products]
- Oracle Server - Standard Edition [Oracle Database Products]
- Oracle Rdb Server on OpenVMS [Oracle Database Products]

You get a popup which asks you to pick a product to refine your search

Master Note for Oracle Database Machine and Exadata Storage Server

target="_blank">Oracle Database Machine and Exadata Storage Server Information Center Database Machine and

Tags: configuration; data guard; exadata; ilom; migrate; version; warning; upgrade [Article ID 1187674.1]

Aug 26, 2010 Database Initialization Parameters for Oracle Applications Release 12

This document describes the database initialization parameter settings required for Oracle E-Business Suite Release

Dynamic Content Advisors/ Global vs. Local Search

- Search string parsing and intent-based search also integrates with Dynamic Content Advisors (not yet available for Rdb, but what are your thoughts?)
- Difference between global and local search?

ORACLE MY ORACLE SUPPORT PowerView is OFF Welcome, Renee Contact Us Sign Out Help

Dashboard Knowledge Service Requests Patches & Updates Community Certifications Systems On Demand More...

Knowledge Home > Knowledge Browser

Search: oracle installation

oracle installation Advanced 1-20 of 58939 Next >>

Refine Search Clear All

Source

All Sources

Knowledge Base

Knowledge Base Archives

Bug Database

Communities

Documentation

SUN System Handbook

Patches

Refine your search

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

... then supply the product: Oracle Server - Enterprise Edition Browse

Search

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

Jul 13, 2011 Master Note For Oracle Database Client Installation

and Application Master Note For Oracle Database Client Installation Certification Client / Server / ... certified to install/run Oracle

Tags: install; installation; installer; oracle universal installer; runinstaller [Article ID 1157463.1]

Typed "Oracle installation"



Certify Available

Cerification Information at your fingertips!

- Not only do we supply notes with certification and version support information, but MOS also supplies an interactive certification option:

The screenshot displays the MOS (My Oracle Support) interface for the 'Certifications' section. The top navigation bar includes links for Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications, Systems, On Demand, and More... A search bar for the Knowledge Base is also present. The main content area is titled 'Certifications' and features a 'Quick Links' sidebar on the left with options like 'Latest updates on Certifications', 'Fusion Middleware Certifications', 'Product Availability', 'Watch a Video Tutorial', 'Tips for Finding Certifications', 'Enterprise Manager Certifications', and 'Lifetime Support'. The central 'Certification Search' panel is highlighted with a red box and contains three input fields: 'Product' (set to 'Oracle Rdb'), 'Release' (set to '7.2.5.0.0'), and 'Platform' (set to 'Any'). Below these fields are 'Clear' and 'Save' buttons, and a 'Required' status indicator. The 'Product Roadmap' section at the bottom shows a 'Search' and 'Recent' tab, with a 'View' section for 'Product Roadmap' and 'Retirement Roadmap'. A 'Calendar Year' table is visible, showing years from 2011 to 2008. To the right of the table is a 'Product Line' dropdown menu with options like 'All Product Lines', 'AIA', 'G-Log', 'JD Edwards EnterpriseOne', and 'JD Edwards World'.

Certify continued

- Information provided will give a list of what platforms this version of the product is certified to work on:

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certifications | Systems | On Demand | More... | Favorites | Search Knowledge Base

Certifications >

Search Results: Oracle Rdb 7.2.5.0.0

Error #2004

Certification Search Results

Edit Search (Oracle Rdb 7.2.5.0.0)

Oracle Rdb 7.2.5.0.0 is certified with the following:

Group results by: P

Certified with	1 ▲	Number of Releases / Versions
Operating Systems		
HP OpenVMS Alpha	3 Versions (8.4, 8.3, 8.2)	
HP OpenVMS Itanium	3 Versions (8.4, 8.3, 8.2)	

Certify continued

ORACLE MY ORACLE SUPPORT Welcome, Renee | Contact Us

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

Certifications > Search Results: Oracle Rdb 7.2.5.0.0 >

HP OpenVMS Alpha

▼ Certification Search Results

[Edit Search \(Oracle Rdb 7.2.5.0.0\)](#)

[Back](#) Oracle Rdb 7.2.5.0.0 is certified on the following Operating System releases. Choose a release from the table below to view certification details.

	Certified with	1 ▲ Number of...	Name	Status	Support Information
▼ Operating Systems		2 Items	HP OpenVMS Alpha 8.4		Support information not available
			HP OpenVMS Alpha 8.3	✓ Certified	Support information not available
	HP OpenVMS Alpha	3 Versions	HP OpenVMS Alpha 8.2	✓ Certified	Support information not available
	HP OpenVMS Itanium	3 Versions			

Select platform

Certify continued

ORACLE MY ORACLE SUPPORT Welcome, Renee | Contact Us | Sign

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

Certifications > Search Results: Oracle Rdb 7.2.5.0.0 > Error #2004 Hi


HP OpenVMS Alpha

▼ Certification Search Results

[Edit Search \(Oracle Rdb 7.2.5.0.0\)](#)

[Back](#) [Print View...](#)

Name	Status
HP OpenVMS Alpha 8.4	✓ Certified
HP OpenVMS Alpha 8.3	✓ Certified
HP OpenVMS Alpha 8.2	✓ Certified

 **Oracle Rdb 7.2.5.0.0 is certified on HP OpenVMS Alpha 8.4**

▼ Support Information

Oracle Rdb 7.2.5.0.0			
<i>End of Premier Support</i>	<i>End of Error Correction</i>	<i>End of Extended Support</i>	<i>End of Sustaining Support</i>
31-Jan-2013	Not Set	31-Jan-2016	Indefinite



Additional New features in MOS 5.3

- Profile maintenance
 - Request Access button for Support Identifiers
 - Enhanced Screen Layout
- Usability
 - Spinning “wait” cursor for queries in progress
 - Improved querying of large result sets
- Training available: [Article 603505.1](#)
 - List of speed training segments on various features like
 - “Favorites”
 - “Profiles”,
 - “Powerviews”,
 - “Knowledge Searching”
 - And much more!!



HTML Interface Available!

- If the MOS Flash interface, with all the tips provided in this session, still does not satisfy your needs, there is an HTML link to My Oracle Support that does NOT require flash:

<http://supporthtml.oracle.com>



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