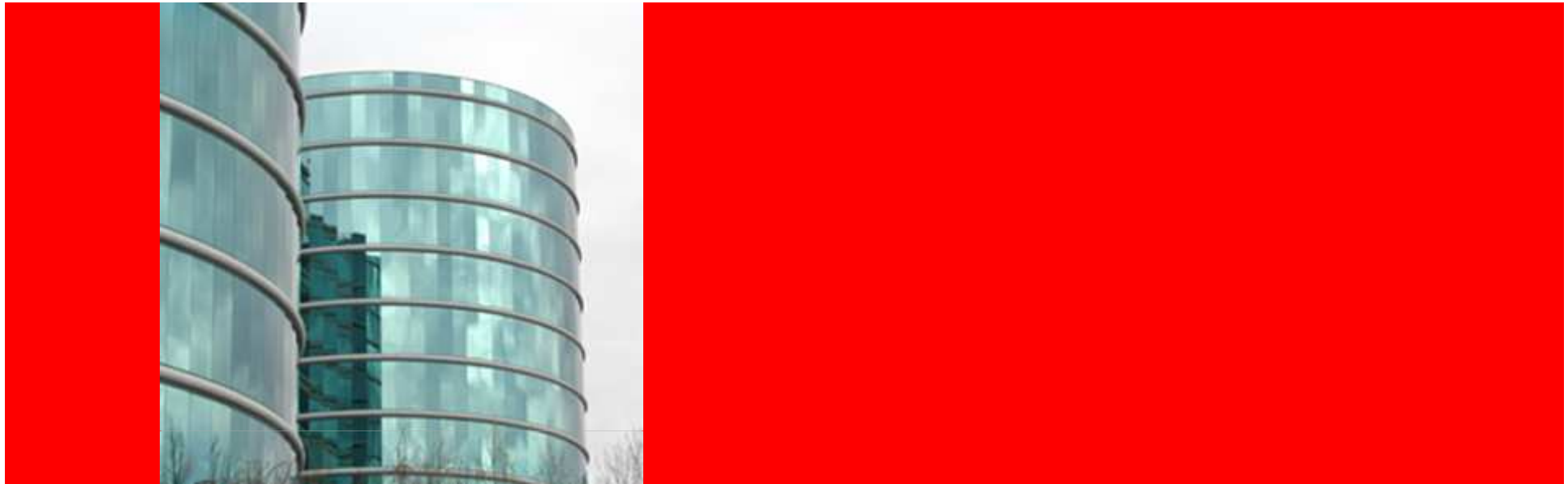


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Oracle and Rdb on OpenVMS Support Update 2011: Making the Most of My Oracle Support

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' section is also present. A search bar labeled 'Search Knowledge Base' is visible. A red box highlights the 'Customize Page...' button in the top navigation bar. Below the navigation bar, there is a 'Service Requests' section with a filter 'Created by Me, Including Closed, Technical SRs Only'. It includes checkboxes for 'SRs Created by Me' and 'Include Closed SRs'. A table lists service requests with columns for 'Problem Summary', 'SR Number', 'Severity', 'Contact', 'Status', and 'Last Updated'. The table contains 10 rows of data. Below the table, 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.

Service Requests

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

☒ SRs Created by Me ☒ Include Closed SRs

Create SR Actions

SR Number

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

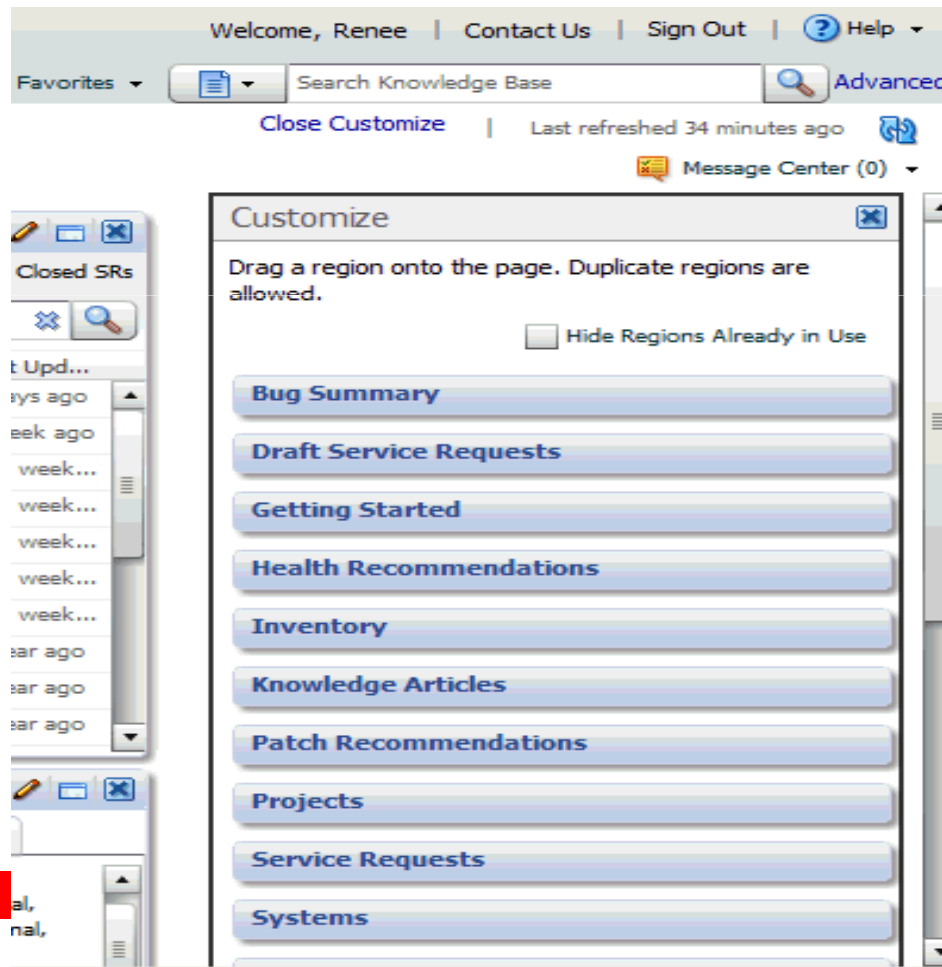
Knowledge Articles

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 search bar for the 'Knowledge Base' is also present. The main content area is titled 'Service Requests' and includes filters like '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'. In the upper right corner of the 'Service Requests' window, a red box highlights three window control icons: a pencil (edit), a square (minimize), and an 'X' (close). Below the main 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
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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 is a table with the following columns: "Problem Summary", "SR Number", "Severity", "Contact", "Status", and "Last Updated". The table contains 10 rows of data. A red box highlights the "Problem Summary" column header. The data rows are as follows:

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
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Customizing MOS windows

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

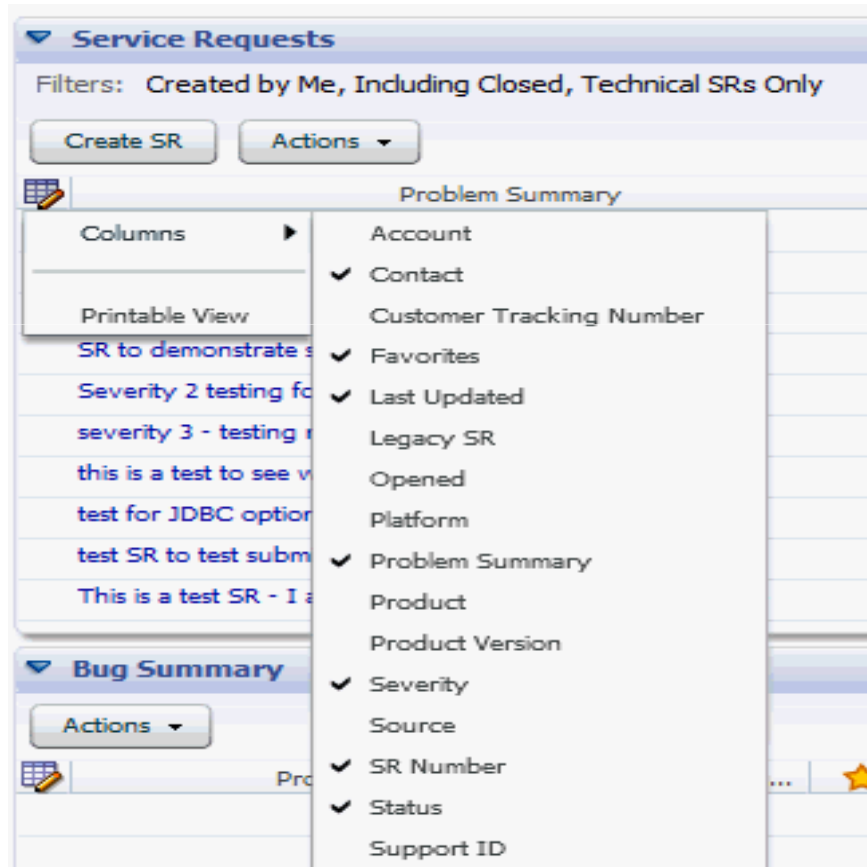


The screenshot shows a dialog box titled "Edit Service Requests". It contains the following fields and options:

- 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 currently 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.

Exit Wizard

1 General Information

2 Product and Problem

3 Review then Submit SR

* Required Field

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!

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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

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

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](#)

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 General Information

2 Product and Problem

3 Related Knowledge

4 Upload Files

5 Problem Details

6 Review then Submit SR

All Required Questions Answered

* Required Field

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 -- ▼

[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

Edit

Renee Bastine

Problem Description:
looking for new kits

1) Impact on Business

Exit Wizard

Save Draft

Back

Next

Submit SR

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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 a request detail page. At the top right, there is a 'Message Center (0)' dropdown and navigation icons. Below this, a table lists request details:

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

Below the request details, there is a section for 'Attachments'. The attachment 'username.doc' is highlighted with a red box, and a red circle is drawn around the '✕' icon next to it, indicating the ability to remove the file. The 'Upload...' button is also visible next to the attachment name.

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 address bar displays 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 title is "My Oracle Support | Settings: Personal and Administration - Windows Internet Explorer".

The navigation bar includes links for Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications, and Settings. The "Settings" tab is selected, indicated by a red arrow labeled "1".

The left sidebar shows the "Settings" menu with the following options: Personalization, Account & Privileges, Hot Topics E-Mail, Service Request Profiles, On Demand Environments, Sun Support Access, Administrative, View Users, View Deactivated Systems & Targets, and Custom System Properties. The "Service Request Profiles" option is highlighted with a red arrow labeled "2".

The main content area displays the "Service Request Profiles" section. It includes a button labeled "Add SR Profile..." which is highlighted with a red arrow labeled "3". Below this button, a table lists existing profiles:

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

The footer of the page contains the text: "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

Patches and Updates: By Product

The screenshot shows the Oracle My Oracle Support Patch & Updates page in a Windows Internet Explorer browser. The page is titled "My Oracle Support | Patch & Updates - Windows Internet Explorer" and the URL is "https://support.oracle.com/CSP/ui/flash.html#tab=PatchHomePage(page=PatchHomePage&id=)". The page has a navigation bar with links like "Dashboard", "Knowledge", "Service Requests", "Patches & Updates", "Community", "Certifications", and "More...". The main content area is divided into several sections:

- Patching Quick Links:** Includes links for "Software and Patch Search Sites", "Oracle E-Business Suite", and "Oracle Server/Tools".
- Patch Recommendations:** Shows filters for "Using PowerView" and "View by" (Classification, Target Type). It lists recommendations for Security, Legislative, and Other Recommendations.
- Patch Related Activity:** Includes tabs for "Downloaded", "Viewed", "Reviewed", and "Favorites".
- Patch Search:** This section is highlighted with red annotations. It includes a "Search" button, a "Saved" button (circled in red), and a "Recent" button. The search criteria include "Patch Name, Number or Sun CR ID", "Product or Family (Advanced Search)", "Platform" (a dropdown menu circled in red), and "Include all products in a family". A "Save" button (circled in red) is also present. The "Patch Plans" section shows a table with columns for "Patch Plans" and "Replacement Patch Requests".

Red annotations with arrows point to specific elements:

- A red box around the "Saved" button in the Patch Search section.
- A red box around the "Platform" dropdown menu in the Patch Search section.
- A red box around the "Save" button in the Patch Search section.
- A red arrow pointing to the "Product or Family (Advanced Search)" dropdown menu, with the text "Pick Rdb Server, not Oracle RDB".
- A red arrow pointing to the "Rdb Server" folder in the product list, with the text "Click on arrow next to product folder to display versions".
- A red arrow pointing to the "Save" button, with the text "Check version, then choose platform".
- A red arrow pointing to the "Save" button, with the text "Remember, you can SAVE searches!!".

The bottom of the browser window shows the "Done" status bar and the "Internet" icon.



Knowledge Browsing and Searching

Knowledge Functionality Improvements

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

The screenshot displays the Oracle Knowledge Base user interface. At the top is a navigation bar with tabs: Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications, Systems, On Demand, and More... A Favorites icon is also present. Below the navigation bar is the 'Knowledge Home' section. On the left is a 'Links' sidebar with categories like Lifecycle Advisors, Critical Patch Updates & Security, Japanese Knowledge Bases, Online Documentation, Sun System Handbook, and Tools and Training. The main area is titled 'Browse Knowledge' and contains two steps: '1. Select a product line or a product' and '2. What do you want to do?'. A search input field is visible under step 1. A red box highlights a dropdown menu that appears as the user types 'rdb i', showing suggestions such as 'rdb installation guide', 'rdb installation guide release 7', 'rdb installation procedure', 'rdb io_error input output error', 'rdb interactive sql', and 'rdb imp_exc facility specific limit'.

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, On Demand, and More... 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 'Searching for Sun Patch Readmes?' and 'This change has no impact on searching in the Patches and Updates tab. It only applies to Knowledge search. Sun Patch Readmes are no longer listed as a separate knowledge search source; they are now included in the search results for Sun Patch Readmes.'

Intent Based Search

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

The screenshot displays the Oracle Knowledge Base search interface. At the top, a navigation bar includes links for Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications, Systems, On Demand, and More... The main search bar contains the text "Search: database oracle". Below the search bar, a red circle highlights the search input field, with a red text overlay "Type in search string" pointing to it. To the left of the search results, a "Refine Search" section shows filters for Source and Product Category. The main search results area displays a list of products under the heading "Click a product name to further refine your search." A red box highlights this list, which includes items like Berkeley DB, Oracle Lite, and Oracle Server. To the right of the product list, a red text overlay states "You get a popup which asks you to pick a product to refine your search". Below the product list, search results for "Master Note for Oracle Database Machine and Exadata Storage Server" and "Database Initialization Parameters for Oracle Applications Release 12" are visible.

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

Knowledge Home >

Knowledge Browser

Search: database oracle

database oracle

Next >>

Refine Search Clear All

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

Jul 27, 2011 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 lists years from 2011 to 2008, and a 'Product Line' table lists various product lines like AIA, G-Log, and JD Edwards EnterpriseOne.

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:

Certified with	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

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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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