

My Headlines

You can customize your headlines to display any or all of the topics below. You can also identify your MetaLink default page. Click on the red triangle at the left to link to the desired page.

- ▶ News and Notes
- ▶ TAR
- ▶ Knowledge Base
- ▶ Bug
- ▶ Forums
- ▶ Patch
- ▶ Product Lifecycle

Preferences

Personal Information – Identify preferred communication method and view MetaLink privileges.

Change Password

List Users – View all users assigned to your CSI number(s)

TAR Profiles – Create and view TAR profiles

Current Surveys

Preferences – Personalize headlines

Show License – Register your name to a CSI number

View Save Searches – View previous 10 MetaLink searches and your saved searches.

Bookmarks – View all bookmarked items.

Top Tech Docs

Knowledge Browser – Use the knowledge browser when basic searches in MetaLink fail to return the documents or information for which you are looking.

Support Categories – Use the Documentation, FAQ, How-To Articles, Hot Topics, Troubleshooting, White Papers, All Articles, Archive, and Search tabs to target your search for the most pertinent information

When you search topics in this section, you have already focused your area of search to a narrow field such as a specific subject within an application. Major topics of search (each with a rich variety of related sub-topics) include:

- ▶ **Application Server**
- ▶ **Applications**

- ▶ **Collaboration Suite**
- ▶ **Database**
- ▶ **Developer Suite**
- ▶ **Enterprise Manager**
- ▶ **Networking**
- ▶ **System Administration and Platforms**

Support Tools – Use this category of the knowledge browser to find a wealth of information related to business flows, diagnostics, and graphically displayed schema illustrating business flows with solutions to specific problems in any step of a business flow.

▶ **Business Flows** – Use the listed links to find the latest articles on business processes and procedures.

▶ **Diagnostic Tools**

▶ **Engineered Solutions** – The Resolution Process is a visual troubleshooting guide that provides a finite number of steps to resolve a predefined issue.

This section provides diagrams of business processes with intelligent drill-down links to specific forms used in a business process. These links take you to FRM and APP error messages with links to notes that suggest corrective action.

▶ **E-Business Install and Upgrade** – This Master Reference List contains links to all known documents and issues with using the Maintenance Wizard (formerly known as the Upgrade Assistant)

Online Documentation – Use this section of the knowledge browser to find documentation such as user guides, technical reference manuals. This section links to the Oracle Technology Network and it may require you to enter a username and password. View and download the documentation.

- ▶ **Application Server**
Oracle Application Server 10g Documentation
- ▶ **Applications**
Application User Guides – Applications Release 11.5.x 11.0.3 Documentation Library
- ▶ **Collaboration Suite**
Release 2 and Release 1 Documentation Library

- ▶ **Database**
Oracle Database 10g Release 1 Documentation
- ▶ **Developer Suite**
Oracle Developer Suite 10g Documentation
- ▶ **Enterprise Manager**
Oracle Enterprise Manager 10g Documentation
- ▶ **On-Demand**
Oracle On Demand Reference Guides (PDF and HTML formats)
 - * Collaboration Suite Ref Guide
 - * E-Business Suite Ref Guide
 - * Oracle Technology Ref Guide
- ▶ **Applications Electronic Technical Reference Manuals (eTRM)**
Browse and Download Data Dictionaries 11.5.10 back to 11.5.4

Forums

Select from 50+ forums to exchange ideas, discuss issues, and ask questions.

Forums enable customers to ask questions and discuss issues with other customers, consultants, and Oracle Support Service engineers. The stated response time is less than 24 hours and generally quicker. The forums are monitored on a daily basis by Oracle Support.

User Profile

Same as Preferences under My Headlines

Certify and Availability

This application provides product certification information, including patches and workarounds, for Oracle and non-Oracle products.

Send certify and product availability inquiries to CERTADMN_US@oracle.com

Send desupport inquiries to OBSSUPP_US@oracle.com

View certifications by product or platform
View product availability

Patches and Updates

Use this feature to download patches and view their readme files. Use the **Simple Search** when you know the patch number you want to download.

Use the **Advanced Search** to include additional criteria to find the patch, patchset or mini-pack you want to download.

TARs

Technical Assistance Requests – Create, update, and monitor progress on your TARs.

Tips for managing your TARs:

- Brief Description – Be concise and use words that briefly and accurately describe your problem. All Support Engineers see this and are encouraged to help if they have seen this issue previously.
- Respond to all the questions as completely, specifically, and accurately as possible.
- Be proactive in uploading reports, logs and other documentation useful to Oracle Support.
- Don't let a TAR stay in a Waiting for Customer status. Respond as soon as possible. A TAR in that status is not being worked by Oracle Support.
- Don't be afraid to press your issue if the first answer is not satisfactory. Escalate a TAR if you believe a different response is merited.
- Research your issue or problem in Top Tech Docs. Many solutions can be found there.
- Make Oracle Support your ally and use them as a resource.
- Don't expect Oracle Support to be familiar with your setups or business requirements. They have thousands of customers.
- Enroll in the free web-based seminar Working Effectively with Support. Register for it in the News and Events section.

Bugs

Research known bugs

Search by bug number, keywords, products, platforms and bug status. Use the search attributes to organize the results of the search.

My Configs & Projects

Configurations allow you to define your computing environment for Oracle Support. This enables Oracle to be more proactive in identifying issues and to be quicker in responding to problems.

Use **Support Agents** to automatically create your configurations.

Run **Healthchecks** to generate reports that provide immediate feedback and recommendations on potential issues.

You can define **Projects** that communicate to Oracle Support high level milestones and dependencies.

News and Events

Stay current with Oracle news and events.

Find links to register for free web-based seminars on a variety of topics including MetaLink, Working Effectively With Support, and other free training.

Find links to the new OAUG Enhancement Request System. Find announcements regarding Oracle OpenWorld and other Oracle initiatives.

E-Business 11i

Oracle E-Business Suite Release 11i Info Center Latest Release Information – This section contains links to:

- Technical Reference Manuals (eTRM)
- Release Content Documents, About Documents and Features Matrix Documents
- E-Business Suite 11i & Oracle 8.1.7 FAQ Documentation (Link to Oracle Technology Center)
- Oracle Support: Upgrade Assistance
- Release Notes (11.5.1 through latest release)
- Alerts (Find 11i product alerts updated in the last 90 days)
- Top Tech Docs (Link to the Knowledge Browser)

Other

Oracle Support Publications – Subscribe to news bulletins for a few of the applications. To subscribe simply send your email address to any of the following addresses within Oracle Support.

- AP News: APNEWS_us@oracle.com
- AR News: ARNEWS_us@oracle.com
- GL News: GLNEWS_us@oracle.com
- Oracle Procurement News: Oracle-PO-News_ww@oracle.com



Oracle MetaLink Pocket Guide

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