

Explore. Connect. Innovate.



Using My Oracle Support Community

My Oracle Support Essentials

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Why Essentials?



Short time commitment fits your busy schedule



Make it work for you – live event or download material



Customize your experience with selected topics



Get the latest My Oracle Support information

My Oracle Support Essentials Webcast Series - Schedule (Doc ID 553747.1)

Target Audience



- All My Oracle Support Users.
- New My Oracle Support Users that want to know and use the My Oracle Support Community platform.
- All My Oracle Support Community users that want to better use the Community platform to interact with other customers and Oracle to change experience or discuss questions.

Learning Objectives



Understand the updated My Oracle Support Community platform, terminology, and primary features



Leverage new and improved functionality to interact with Oracle, peers, and other users to discuss and resolve issues



Use the My Oracle Support Community as part of your proactive approach

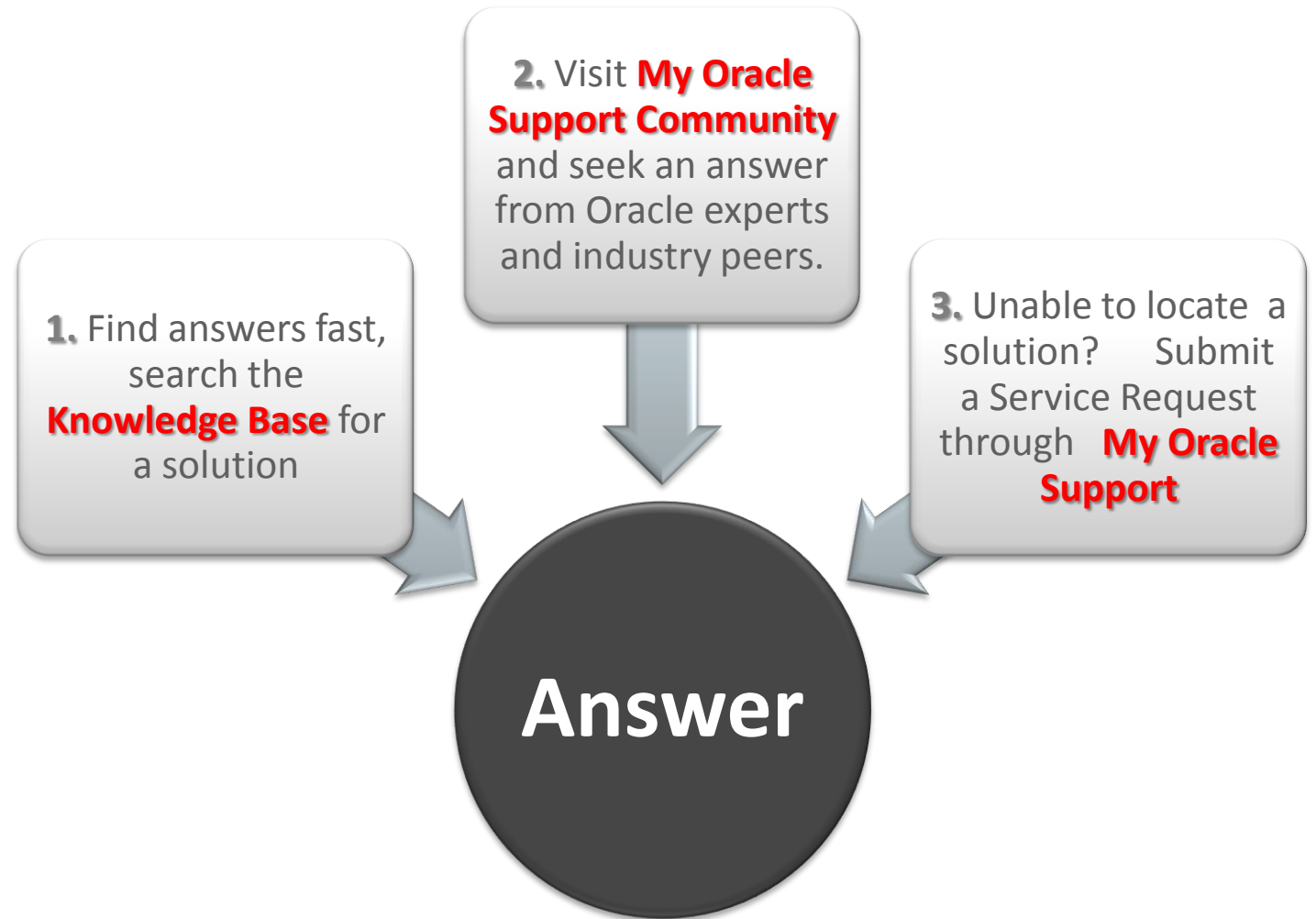
Agenda

- 1 My Oracle Support Community (MOSC)
- 2 Updated MOSC Platform – New Terms, Layout & Features
- 3 Profile Settings & Preferences
- 4 Searching Solutions & Starting a Discussion
- 5 Replying & Rating Discussions

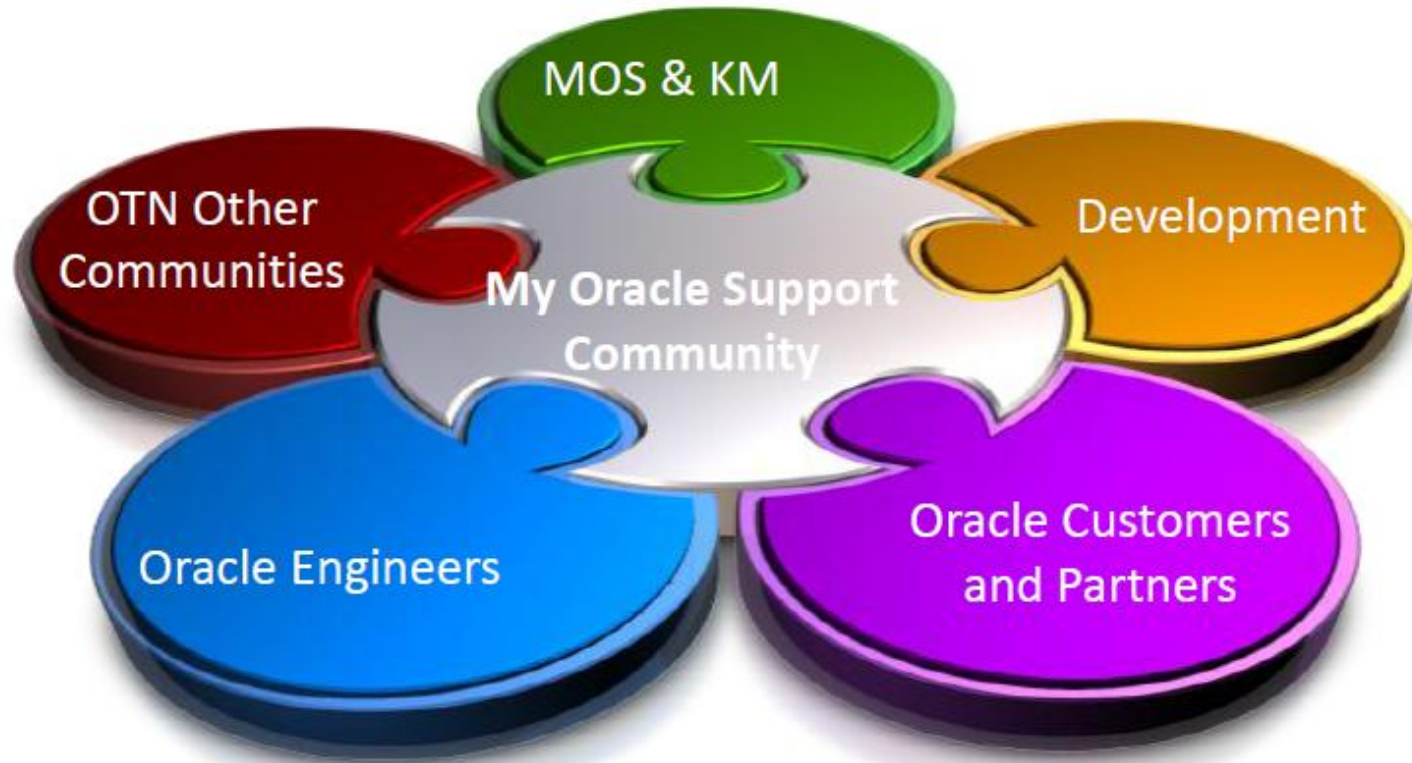
Discover: Working effectively with Support Best Practices

When you have a question, need, or issue

- Chances are, an answer or solution already exists
- Explore the powerful Knowledge Base in My Oracle Support
- Visit My Oracle Support Community for guidance and solutions from Oracle experts and industry peers



My Oracle Support Community (MOSC)



MOSC is a trusted network of supported customers, Oracle Technical Support, and Oracle employees for:

- Collaboration
- Sharing Experiences
- Sharing Knowledge
- Sharing News & Announcements

Discover: Working Effectively with Support Best Practices

Actual user experiences and advice offer an alternate source of problem resolution



When should I use My Oracle Support Community?

If you have a low severity question or problem, need advice, or if you are interested in discovering how to do something

If you have been unable to locate an answer in the Knowledge Base

When you have knowledge or experiences to share with your peers

- My Oracle Support Community a multi-channel interactive community where you can post questions and find answers fast

- 190+ communities; 400,000+ community members and experts; 16,000+ new threads per month

- All communities are fully moderated by Oracle Support experts

2. Visit My Oracle Support Community and seek an answer from Oracle experts and industry peers.



MOSC - Part of My Oracle Support Portal

The screenshot shows the top navigation bar of the My Oracle Support Portal. The Oracle logo and 'MY ORACLE SUPPORT' are on the left. In the center, there is a 'PowerView is Off' button. On the right, there are links for 'Switch to Cloud Support', a user profile for 'Andrea Cristina (Available)', a notification icon with '(0)', and links for 'Contact Us' and 'Help'. Below this is a secondary navigation bar with tabs for 'Knowledge', 'Service Requests', 'Patches & Updates', and 'Community'. The 'Community' tab is highlighted with a red box. To the right of the 'Community' tab are 'More...' and a star icon. Below the navigation bar, the 'Service Requests Home' section is visible. It features a 'Service Requests' header with a gear icon. Below the header, there are two buttons: 'Ask in Community...' (highlighted with a red box) and 'Create SR'. To the right of these buttons is a 'Support Identifier' search field with a placeholder 'Type name, number, description, o'. Below the search field, there are 'View' options, a star icon, a person icon, a document icon, a 'Software' dropdown menu, a 'Problem Summary' dropdown menu, and an 'Advanced' search icon.

-OR-

<https://communities.oracle.com>

Set your default Community

ORACLE | Oracle Community Directory | Oracle Community FAQ

1451839 ACTIONS ACTIVITY INBOX 1

ORACLE TECHNOLOGY NETWORK

GO DIRECTLY TO CREATE Search

Set Your Default Community:

Setting your default community helps you get to your favorite community faster. If you're not sure, choose the first option. You can always change this later by visiting your profile page.

- Global/OTN Product Communities (OTN)
- My Oracle Support Community (MOSC)
- Oracle User Group Community (OUGC)

For more information, read the FAQ section below.

SELECT

My Oracle Support Community Platform (MOSC)

The screenshot displays the MOSC user interface. At the top, the Oracle logo is on the left, followed by navigation links for 'Oracle Community Directory' and 'Oracle Community FAQ'. On the right, the user profile 'AFreitas-Oracle' is shown with a dropdown arrow, and there are links for 'ACTIONS', 'ACTIVITY', and 'INBOX' with a notification badge showing '5'. Below this is a blue header bar with 'My Oracle Support Community (MOSC)' and a dropdown arrow. To the right of this bar are 'GO DIRECTLY TO' and 'CREATE' buttons, and a search input field. Below the header, a breadcrumb trail reads 'All Places > My Oracle Support Community'. A large blue banner features the title 'My Oracle Support Community' and a 'FOLLOW' button with a notification icon. Below the banner is a navigation menu with 'Overview', 'Activity', 'Content', 'People', 'Subspaces', 'Actions', 'About', and 'Manage'. The main content area is divided into three columns: 'SPACES YOU FOLLOW' with a list of subspaces like 'Application Integration Architecture (MOSC)', 'CRM On Demand (MOSC)', 'Communications Industry (MOSC)', and 'Database - RAC/Scalability (MOSC)'; 'SELECT A SUB-SPACE TO PARTICIPATE OR START A DISCUSSION' with a search box and a list of subspaces including 'Getting Started (MOSC)', 'My Oracle Support Platform & Support Tools (MOSC)', 'Application Integration Architecture (MOSC)', 'Business Intelligence (MOSC)', and 'CRM On Demand (MOSC)'; and 'GETTING STARTED' with a text block asking if the user is new and a 'Come to Getting Started to learn all about it!' call to action. At the bottom, there is a 'NEWS' section with a link for 'New MOSC Portal'.

The Updated MOSC Platform

New terms, layout and features

The Updated MOSC Platform

The screenshot displays the Oracle My Oracle Support Community (MOSC) platform interface. A red box highlights the top navigation bar, which includes the Oracle logo, navigation links for 'Oracle Community Directory' and 'Oracle Community FAQ', a user profile for 'AFreitas-Oracle', and navigation links for 'ACTIONS', 'ACTIVITY', and 'INBOX' with a notification count of 5. Below this, the main header shows 'My Oracle Support Community (MOSC)' with a dropdown arrow, a 'GO DIRECTLY TO' dropdown, a 'CREATE' button, and a search bar. A breadcrumb trail indicates 'All Places > My Oracle Support Community'. The main content area features a large blue banner for 'My Oracle Support Community' with a 'FOLLOW' button. Below the banner are navigation tabs for 'Overview', 'Activity', 'Content', 'People', 'Subspaces', 'Actions', 'About', and 'Manage'. The page is divided into three columns: 'SPACES YOU FOLLOW' with a list of spaces like 'Application Integration Architecture (MOSC)', 'CRM On Demand (MOSC)', 'Communications Industry (MOSC)', and 'Database - RAC/Scalability (MOSC)'; 'SELECT A SUB-SPACE TO PARTICIPATE OR START A DISCUSSION' with a search box and a list of sub-spaces including 'Getting Started (MOSC)', 'My Oracle Support Platform & Support Tools (MOSC)', 'Application Integration Architecture (MOSC)', 'Business Intelligence (MOSC)', and 'CRM On Demand (MOSC)'; and 'GETTING STARTED' with a welcome message and a 'Come to Getting Started to learn all about it!' call to action. A 'NEWS' section at the bottom lists 'New MOSC Portal'.

The Updated MOSC Platform - Easy space navigation

My Oracle Support Community (MOSC)



Direct access to any community space instead of searching

Application Integration Architecture (MOSC)	Fusion Applications (MOSC)	Middleware (MOSC)	Oracle Sun Technologies (MOSC)	Tax Applications (MOSC)
Business Intelligence (MOSC)	Getting Started (MOSC)	My Oracle Support Platform & Support Tools (MOSC)	Oracle User Groups (MOSC)	UPK (MOSC)
CRM On Demand (MOSC)	Insurance Services (MOSC)	Oracle Commerce (MOSC)	PeopleSoft (MOSC)	Utilities Industry (MOSC)
Cloud	JDEdwards EnterpriseOne (MOSC)	Oracle Database (MOSC)	Primavera (MOSC)	bulletin_test
Communications Industry (MOSC)	JDEdwards World (MOSC)	Oracle Dev	Retail (MOSC)	中文社区 (MOSC)
Engineered Systems (MOSC)	Linux OS and Oracle VM (MOSC)	Oracle E-Business Suite (MOSC)		
Enterprise Manager (MOSC)	Metrics	Oracle Hyperion EPM (MOSC)		

My Oracle Support Platform & Support Tools (MOSC)

Health Check Reviews (MOSC)	My Oracle Support - Lifecycle Advisors (MOSC)	My Oracle Support Search and Browse (MOSC)	New entry for Getting started using Redirect feature	ORAchx / TFA Collector / RDA
Oracle Auto Service Request (MOSC)	Patch Reviews - General (MOSC)	Using My Oracle Support (MOSC)		

The Updated MOSC Platform

Inbox option

The screenshot displays the Oracle MOSC platform interface. At the top, the navigation bar includes the Oracle logo, "Oracle Community Directory", "Oracle Community FAQ", a user profile "AFreitas-Oracle", and navigation links for "ACTIONS", "ACTIVITY", and "INBOX". The "INBOX" link is circled in red and has a blue badge with the number "5".

Below the navigation bar, the page title is "My Oracle Support Community (MOSC)". The main content area is titled "My Oracle Support Community" and includes tabs for "Overview", "Activity", "Content", "People", and "Subspaces".

A dropdown menu is open, showing the "Inbox" option with "5 unread" items. The inbox items are:

- New Feature Updates**
- ANNOUNCEMENT:** Please do NOT modify the layout of this space!
- ANNOUNCEMENT:** Please do not change the widgets or layout of this space!!!
- Latest Acclaim:** Positive feedback on your contributions
- Connection Updates**

The background shows a sidebar with "SPACES YOU FOLLOW" and a list of sub-spaces to participate in, including "Getting Started (MOSC)", "My Oracle Support Platform & Support Tools (MOSC)", "Application Integration Architecture (MOSC)", "Business Intelligence (MOSC)", and "CRM On Demand (MOSC)".

The Updated MOSC Platform

Enhancement Search

CREATE ▾ Search

Clear your search to start over

Show Search Results

Everywhere | MOSC | <Community Name>

This screenshot shows the top part of the MOSC search interface. It features a search bar with a magnifying glass icon and the word "Search" inside. Below the search bar is a dropdown menu with three options: "Everywhere", "MOSC", and "<Community Name>". The "MOSC" option is highlighted with a red box.

CREATE ▾ Search

Type to search all of Oracle Community ↗

Your Browse History and Bookmarks

Frequently Viewed | Recently Viewed | Bookmarked

This screenshot shows the bottom part of the MOSC search interface. It features a search bar with a magnifying glass icon and the word "Search" inside. Below the search bar is a dropdown menu with three options: "Frequently Viewed", "Recently Viewed", and "Bookmarked". The "Frequently Viewed" option is highlighted with a red box.

LY TO ▾ | CREATE ▾ invoice matching

Clear your search to start over

Show Search Results

Everywhere | My Oracle Support Community | JDEdwar...

- Automatic receipts processing for Overpayments(Invoice match with known amount)
By user125160, posted Oct 2 2013
- 3 Way matching for an payable Invoice...
By Alex Collantes, posted Sep 22 2010
- AR: Credit Note tagging with Invoice making Open Amount > Gross Amount
By User534982-OC, posted Jan 21 2014
- R470412 - EDI Inbound Invoice/Match to P.O. Edit/Create fixed by JD26509 ESU but search on other SAR information erroneous
By user145388, posted Aug 23 2012
- Re: 3 way matching
By MAYANK PANDIT, posted Dec 3 2013
- Match receipts to Invoice
By User537858, posted Oct 10 2013
- Re: Matching POs

This screenshot shows the search results page for the MOSC platform. The search bar at the top contains the text "invoice matching". Below the search bar is a dropdown menu with three options: "Everywhere", "My Oracle Support Community", and "JDEdwar...". The "My Oracle Support Community" option is highlighted with a red box. Below the dropdown menu is a list of search results, each with a speech bubble icon, a title, and a byline with a date.

Dynamic "search as you type"

The Updated MOSC Platform

The screenshot displays the Oracle My Oracle Support Community (MOSC) platform interface. At the top, the Oracle logo is followed by navigation links for 'Oracle Community Directory' and 'Oracle Community FAQ'. The user profile 'AFreitas-Oracle' is shown with a dropdown arrow, alongside 'ACTIONS', 'ACTIVITY', and 'INBOX' with a notification count of 5. Below this is a header for 'My Oracle Support Community (MOSC)' with a dropdown arrow, a 'GO DIRECTLY TO' dropdown, a 'CREATE' button, and a search bar. A breadcrumb trail shows 'All Places > My Oracle Support Community'. The main content area is titled 'My Oracle Support Community' with a 'FOLLOW' button. A navigation bar includes 'Overview' (highlighted with a red box), 'Activity', 'Content', 'People', and 'Subspaces', along with 'Actions', 'About', and 'Manage' dropdowns. The 'Overview' section is divided into three columns: 'SPACES YOU FOLLOW' with a list of spaces like 'Application Integration Architecture (MOSC)', 'CRM On Demand (MOSC)', 'Communications Industry (MOSC)', and 'Database - RAC/Scalability (MOSC)'; 'SELECT A SUB-SPACE TO PARTICIPATE OR START A DISCUSSION' with a search box and a list of sub-spaces like 'Getting Started (MOSC)', 'My Oracle Support Platform & Support Tools (MOSC)', 'Application Integration Architecture (MOSC)', 'Business Intelligence (MOSC)', and 'CRM On Demand (MOSC)'; and 'GETTING STARTED' with a welcome message and a 'Come to Getting Started to learn all about it!' call to action. A 'NEWS' section at the bottom features a 'New MOSC Portal' link.



The Updated MOSC Platform

“Spaces you Follow” region

The screenshot displays the Oracle MOSC platform interface. At the top, there is a navigation bar with the Oracle logo, links to the Oracle Community Directory and Oracle Community FAQ, a user profile for 'AFreitas-Oracle', and buttons for 'ACTIONS', 'ACTIVITY', and 'INBOX' with a notification count of 5. Below this is a secondary navigation bar with 'My Oracle Support Community (MOSC)' selected, a 'GO DIRECTLY TO' dropdown, a 'CREATE' button, and a search bar. The main content area features a header for 'My Oracle Support Community' with a 'FOLLOW' button and a sub-navigation menu with 'Overview', 'Activity', 'Content', 'People', and 'Subspaces'. A red box highlights the 'SPACES YOU FOLLOW' sidebar on the left, which lists several MOSC spaces: Application Integration Architecture (MOSC), CRM On Demand (MOSC), Communications Industry (MOSC), and Database - RAC/Scalability (MOSC). A red callout box points to this sidebar with the text: "Spaces you follow" is a good way to easily navigate to your spaces. The main content area also includes a 'SELECT A SUB-SPACE TO PARTICIPATE OR START A DISCUSSION' section with a search bar and a list of sub-spaces, each with a 'View sub-spaces' link. On the right, there is a 'GETTING STARTED' section with a question about being new to the community and a 'Come to Getting Started to learn all about it!' button. At the bottom, there is a '^ NEWS ^' section with a link to 'New MOSC Portal'.

The Updated MOSC Platform

The screenshot displays the My Oracle Support Community (MOSC) platform interface. At the top, the Oracle logo is on the left, followed by navigation links for Oracle Community Directory and Oracle Community FAQ. On the right, there is a user profile for 'AFreitas-Oracle' and navigation links for ACTIONS, ACTIVITY, and INBOX (with a notification count of 5). Below this is a header for 'My Oracle Support Community (MOSC)' with a dropdown arrow, a 'GO DIRECTLY TO' dropdown, a 'CREATE' button, and a search bar. A breadcrumb trail shows 'All Places > My Oracle Support Community'. The main header features the title 'My Oracle Support Community' and a 'FOLLOW' button. Below the header are navigation tabs for Overview, Activity, Content, People, Subspaces, Actions, About, and Manage. The main content area is divided into three columns. The left column, 'SPACES YOU FOLLOW', lists various MOSC subspaces like Application Integration Architecture, CRM On Demand, and Database - RAC/Scalability. The middle column, 'SELECT A SUB-SPACE TO PARTICIPATE OR START A DISCUSSION', has a search box and a list of subspaces with 'View sub-spaces' links. The right column, 'GETTING STARTED', is highlighted with a red border and contains a welcome message for new users and a 'Come to Getting Started to learn all about it!' call to action. Below this is a 'NEWS' section with a link for 'New MOSC Portal'.

ORACLE | Oracle Community Directory | Oracle Community FAQ

AFreitas-Oracle | ACTIONS ACTIVITY INBOX 5

My Oracle Support Community (MOSC) GO DIRECTLY TO CREATE Search

All Places > My Oracle Support Community

My Oracle Support Community

FOLLOW

Overview Activity Content People Subspaces Actions About Manage

SPACES YOU FOLLOW

Spaces

- Application Integration Architecture (MOSC)
- CRM On Demand (MOSC)
- Communications Industry (MOSC)
- Database - RAC/Scalability (MOSC)

Find Space

SELECT A SUB-SPACE TO PARTICIPATE OR START A DISCUSSION

Type to filter spaces

- Getting Started (MOSC) Welcome to the My Oracle Support Platform subspace. View sub-spaces
- My Oracle Support Platform & Support Tools (MOSC) View sub-spaces
- Application Integration Architecture (MOSC) View sub-spaces
- Business Intelligence (MOSC) View sub-spaces
- CRM On Demand (MOSC) View sub-spaces

GETTING STARTED

Are you new to My Oracle Support Community? Or, do you need a refresher on various topics such as FAQ's, Rules Of Conduct and Training?

Come to Getting Started to learn all about it!

NEWS

- New MOSC Portal

Getting Started Space

ORACLE | Oracle Community Directory | Oracle Community FAQ

AFreitas-Oracle | ACTIONS ACTIVITY INBOX 5

My Oracle Support Community (MOSC)

GO DIRECTLY TO | CREATE Search

Getting Started (MOSC)

FOLLOW

Overview Content People Subspaces Actions About Manage

WELCOME!

Find what you need to leverage My Oracle Support Community: FAQs, Video Library, new member orientation, training, rules of conduct, and other resources to help you work with Oracle products.

Explore the links here to get the maximum benefit from My Oracle Support Community. You can start a discussion here if you have questions on the information or suggestions on what would help members use My Oracle Support Community more effectively.

For specific suggestions about My Oracle Support Community

01_MOSC_Platform20140709
ORACLE

My Oracle Support Community Foundations

ACTIONS

- Start a discussion
- Write a document
- Upload a file
- Create a poll
- View feeds

VIDEO LIBRARY

- My Oracle Support Community Overview
- How to complete your profile
- How to start a discussion
- Defining roles

Profile Settings & Preferences

The Updated MOSC Platform

Profile Improvements

- Skills and expertise
- Quick access to
 - Activity
 - Content
 - Bookmarks
 - “Inbox & Activity” streams

The screenshot displays the Oracle MOSC platform profile page for a user named JiriH-Oracle. The page features a navigation bar at the top with the Oracle logo and links to the Oracle Community Directory and Oracle Community FAQ. The user's profile information is shown, including their email (jiri.hromadka@oracle.com) and last login date (July 2, 2014). A large circular badge indicates 178 points as an Explorer. A dropdown menu is open, showing options such as Admin Console, Inbox & Activity, View Profile, Edit Profile, Preferences, Add-ons, Jive Help, and Log Out. The 'View Profile' option is highlighted with a red box. Below the profile information, there are tabs for Overview, Activity, Content, Bookmarks, More, and Actions, with the 'Overview' tab selected and highlighted by a red box. The page is divided into sections for Personal, Connections, and Skills and Expertise. The 'Personal' section shows the user's membership since July 31, 2007. The 'Skills and Expertise' section includes a prompt to help people find out about the user's skills and expertise by featuring them on their profile.

Finding & Following a Community

Searching & Starting a Discussion

Finding Spaces

The screenshot displays the Oracle Community Directory interface. At the top, there is a navigation bar with the Oracle logo, "Oracle Community Directory | Oracle Community FAQ", a user profile "AFreitas-Oracle", and links for "ACTIONS", "ACTIVITY", and "INBOX" with a notification count of "5". Below this is a breadcrumb trail: "All Places > My Oracle Support Community". A large blue banner reads "My Oracle Support Community" with a "FOLLOW" button. Below the banner are tabs for "Overview", "Activity", "Content", "People", "Subspaces", "Actions", "About", and "Manage".

Two callout boxes highlight key features:

- A red box around a dropdown arrow next to "My Oracle Support Community (MOSC)" in the breadcrumb trail is linked to a callout: "Direct access to any community space instead of searching".
- A red box around the "SPACES YOU FOLLOW" sidebar is linked to a callout: "“Spaces you follow” is a good way to easily navigate to your spaces".

The "SPACES YOU FOLLOW" sidebar lists several spaces:

- Application Integration Architecture (MOSC)
- CRM On Demand (MOSC)
- Communications Industry (MOSC)
- Database - RAC/Scalability (MOSC)

The main content area is titled "SELECT A SUB-SPACE TO PARTICIPATE OR START A DISCUSSION" and contains a search input field "Type to filter" and a list of sub-spaces:

- Getting Started (MOSC)
- My Oracle Support Platform & Support Tools (MOSC) - View sub-spaces
- Application Integration Architecture (MOSC) - View sub-spaces
- Business Intelligence (MOSC) - View sub-spaces
- CRM On Demand (MOSC) - View sub-spaces

On the right, there is a "GETTING STARTED" section with a message: "Are you new to My Oracle Support Community? Or, do you need a refresher on various topics such as FAQ's, Rules Of Conduct and Training?" and a button "Come to Getting Started to learn all about it!". Below that is a "NEWS" section with a link "New MOSC Portal".

Replying & Rating Discussions

Replying to a Discussion

ORACLE | Oracle Community Directory | Oracle Community FAQ

AFreitas-Oracle | ACTIONS | **ACTIVITY** | INBOX 5

My Oracle Support Community (MOSC) | GO DIRECTLY TO | CREATE | Search

Activity

- Connections Stream**
- Email Watches
- New Stream
- New Stream 1
- New Stream

Inbox 5

Actions

CREATE: Status Update | Discussion | Uploaded File | More

What's going on?

Make sure you have the right to share your attachment, and that you comply with Oracle's Terms of Use, including the Privacy Policy.

Connections Stream | Filter

"Off Road" Testing

AFreitas-Oracle 2 weeks ago (Show more)

MOSC "Off Road" Testing Asking questions and replying.

in Using My Oracle Support (MOSC) • Reply • Like (0) • Hide

1 reply 1 new Show more comments

AFreitas-Oracle (to AFreitas-Oracle) 41 minutes ago (Show more)

Doing more tests.

Reply • Like (0)

Reply to AFreitas-Oracle

TRENDING CONTENT

- OATS - Create Discussion**
0 likes 0 replies
- OLM scheduler event status**
0 likes 1 reply
- Chat agent Trace**
0 likes 1 reply
- ANNOUNCEMENT: CRM 9.1 Bundle #15 posted today! (November 8, 2013)**
0 likes 1 reply
- Create Case Display Template - Guided Three Step Process for Self-Service**
1 like 3 replies
- Forms and Approval Builder**
0 likes 1 reply
- What are all the configuration steps involved to get Print Correspondence working?**
0 likes 1 reply
- Assigning Provider Groups to cases created via ERMS**
0 likes 1 reply

Discussion Icons

CNC, DB and Operating System - JDE1 (MOSC)
in JDEdwards EnterpriseOne (MOSC)
Last updated 2 days ago

- Is E910 TR9.1.2.2 supported by Win8 64bit IE 11
- After upgrading to tools 9.1.3.1 using OMW fails with H92 C1
- How to check for zombie processes on the AS400?
- How do I find the latest patch (cpu) to install jde?
- Oracle cloud reduce the technical staff to support it_ what is your own opinion about it?

Following in 1

- **Red** – is a Discussion question **without** a correct answer
- **Orange** – is a Discussion question with a **helpful** answer.
- **Green** – is a Discussion question with a **correct** answer
- **Grey** is a Comment

Replying to a Discussion

ORACLE | Oracle Community Directory | Oracle Community FAQ

AFreitas-Oracle | ACTIONS ACTIVITY INBOX 5

My Oracle Support Community (MOSC) GO DIRECTLY TO CREATE Search

CNC, DB and Operating System - JDE1 (MOSC)

FOLLOWING IN 1 STREAM

Overview **Content** People Subspaces Actions About Manage

Categories

- Database
- Environments
- Kernel
- Licensing
- Operating System
- Security
- Vertex
- WebCasts

ALL CONTENT (1296) DOCUMENTS (35) DISCUSSIONS (1261)

Filter by action: None

Type to filter by text FILTER BY TAG Sort by latest activity: newest first 1 2 < >


TITLE	AUTHOR	👍	👎	🗨️	VIEWS	LATEST ACTIVITY	⚙️
Is E910 TR9.1.2.2 supported by Win8 64bit IE 11	Sally Jones - ABC Co	0	0	0	25	July 11, 2014 7:17:16 AM	⚙️
After upgrading to tools 9.1.3.1 using OMW fails with H92 C1	Sally Jones - ABC Co	0	1	0	25	July 11, 2014 6:36:02 AM	⚙️
How to check for zombie processes on the AS400?	Sally Jones - ABC Co	0	0	0	26	July 11, 2014 5:57:39 AM	⚙️
How do I find the latest patch (cpu) to	...	-	-	-	--	...	⚙️


Correct and Helpful Answers

ORACLE | Oracle Community Directory | Oracle Community FAQ

AFreitas-Oracle | ACTIONS | ACTIVITY | INBOX 5

My Oracle Support Community (MOSC) | GO DIRECTLY TO | CREATE | Search

 **AFreitas-Oracle** Jul 13, 2014 3:06 PM (in response to AFreitas-Oracle)
2. Re: Test demo - Colors icons


 Complete answers:

Red –Red is a question, with no marked answer with correct

Orange – indicates the answer was marked as Helpful.

Green - check mark indicates the discussion question has as an answer marked correct/helpful


Grey or a call out box with any color, is a posting that is not a question for example it might be a posting advising of the latest patch bundle, or it might be a tip from an expert on how to do something.

 MARK AS CORRECT | MARK AS HELPFUL -



Actions - | Like (0) | Reply

[Go to original post](#) | [Reply to original post](#)

LEGEND

-  **Correct Answers - 10 points**

- Meaning of red arrow between objects

-  Re: Threads with helpful answers are marked orange now
-  Re: Problems running form from menu.

My Oracle Support Community

How to Learn More

- Information Center
 - [Doc ID 1616733.2](#)

Information Center: My Oracle Support Community (MOSC) - How to Video's, Documentations, Webcast Schedules and more ... (Doc ID 1616733.2)

Overview Just the Facts Webcasts How to Video Series Latest Updates

Print Document Search This Document

01_MOSC_Platform20140717
ORACLE

My Oracle Support Community Foundations

Attend a Webcast

MY ORACLE SUPPORT COMMUNITY PLATFORM IS CHANGING

Welcome to the My Oracle Support Community "How to" content. My Oracle Support Community is a trusted network of supported customers, Oracle Technical Support, and Oracle employees. My Oracle Support Community is a resource that helps our customers find the information they need, when they need it and where they can collaborate with their peers to share experience, avoid problems, and grow their knowledge.

In the My Oracle Support Community, the Same Technical Support Engineers that answer Service Requests moderate the communities. My Oracle Support Community doesn't stand alone, along with Oracle Configuration Manager (OCM), Upgrade Advisor, Health Checks, and other capabilities it integrated in the MOS portal.

What's New in July 2014

Oracle Technology Platform (OTN) and My Oracle Support Communities (MOSC) have migrated to a later release of the

Continue Your Learning Experience

- **My Oracle Support How to Series** – Detailed training videos, documentation, Latest how to content, webcasts, self-paced replay – select a feature area or role to get started.
[Doc ID 603505.1](#)
- **My Oracle Support Essentials Series** – live instruction, Q&A, self-paced replay.
[Doc ID 553747.1](#)
- **Advisor Webcasts Program** – live instruction of features or how to support and a more detailed deep-dive into Oracle products.
[Doc ID 740966.1](#)



My Oracle Support Accreditation



Program Pages

- Program Index – [1583898.1](#)
- FAQ – [1585906.1](#)



Fully leverage support capabilities delivered via My Oracle Support | high-value best practices | efficiency with Oracle tools = more time spent on primary role



CUA and SIs | Knowledge Base | Product Certifications | Patching | My Oracle Support Community | SRs | Mobile My Oracle Support | Support Policies

Join Us in My Oracle Support Community



[Using My Oracle Support \(MOSC\)](#)



Ask questions | Post comments about this Essentials course | Download course materials

Hardware and Software Engineered to Work Together