

# Upgrade Support for Oracle Database 12c Release 1

## Service Description

Upgrade Support for Oracle Database Release 12.1.0.2 (12c Release 1) is available for the following platforms and periods:

Database Version	Start Date	End Date	Operating Systems/Platform(s)
Oracle Database 12.1.0.2 (12cRelease1)	1-Jan-2023	31-Dec-2023	<p style="text-align: center;">Linux x86 (64 bit), Solaris SPARC (64 bit), IBM AIX (64 bit), Oracle Exadata, Oracle SuperCluster Oracle Base Database Service <i>(formerly Database Cloud Service),</i> Oracle Database Cloud Services on Oracle Cloud@Customer, Oracle Exadata Database Service on Dedicated Infrastructure <i>(formerly Exadata Cloud Service on OCI),</i> Gen1 Oracle Exadata Cloud@Customer, Oracle Exadata Database Service on Cloud@Customer <i>(formerly Gen2 Exadata Cloud@Customer)</i></p>

If you purchase Upgrade Support for Oracle Database 12c Release 1, you agree to review your strategic upgrade plan with Oracle. Oracle will provide the following, subject to limitations and restrictions defined below, for the number of production databases identified in your order:

1. Severity 1 fixes and critical security patches for Oracle Database and Grid Infrastructure, as defined below, for production environments and non-production environments to support testing requirements:
  - a. Workarounds and/or fixes for Severity 1 service requests (“SRs”), using commercially reasonable efforts, delivered by Oracle through My Oracle Support; and
  - b. Periodic critical security patches and updates, on a schedule determined by Oracle, provided at Oracle’s discretion for issues that potentially pose a Severity 1 business risk.
2. Database upgrade planning workshop (“Workshop”), limited to two (2) remote sessions and six (6) participants named by you, that includes the following:
  - a. Review of the strategic upgrade plan provided by you prior to the Workshop;
  - b. A report of findings with recommendations for your Oracle Database upgrade to Oracle Database 19c or greater, including an overview of new features;
  - c. Review of the report of findings and associated recommendations with you.
3. An assigned Technical Account Manager (TAM) to assist with plans to upgrade databases to 19c or higher and assist with issues or escalations pertaining to fixes and updates included under Your order.

Upgrade Support for Oracle Database 12.1.0.2 is limited to error-correction for Oracle Database 12.1.0.2, and associated Grid Infrastructure components, including Realtime Application Clusters (“RAC”), and specifically excludes the following:

1. All other Oracle products, Oracle Database Options not explicitly included, Oracle Warehouse Builder, and non-database cloud services;
2. All Java and Java-related products, including, but not limited to OJVM, JDK, and Java embedded in the Oracle Database;
3. Functional upgrades, enhancements, or new features of any kind;
4. Issues associated with third party software, and/or certifications with new versions of Oracle products or third party products;
5. Security fixes and updates for any cryptography related functionality, including, but not limited to cipher suites, Kerberos, Transport Layer Security (TLS), network encryption, Transparent Data Encryption, DBMS\_CRYPT0, and other usages of cryptography;
6. Platforms and operating systems not explicitly identified above;
7. Your licensed Oracle Database(s) not currently supported with Software Update License and Support;
8. Updates or changes required to maintain Federal Information Processing Standards (FIPS) compliance.