

Auto Service Request (ASR) Asset Status transition diagram

Assets in My Oracle Support have an "ASR Status" value. This diagram illustrates how the ASR status changes when the user takes actions in the ASR asset's software and in My Oracle Support. The ASR asset status is also changed by automated actions of My Oracle Support and the ASR infrastructure. The initial ASR status value is <blank>. An Asset must be in the "Active" state to create Service Requests.

