Oracle
Auto Service Request
(ASR)

ORACLE®

Oracle Auto Service Request (ASR)

Faster Problem Resolution, Simplified Support Operations

- Resolves problems faster by automatically requesting priority service when specific faults occur

- Uses a secure, scalable, connection to deliver fault events and diagnostic information to Oracle

- ASR creates a service request in My Oracle Support, parts are dispatched, and you are notified that a service request is open

- ASR is included with Oracle hardware warranty, Oracle Premier Support for Systems, and Oracle Platinum Services

Oracle Auto Service Request
A Proven Track Record

230,000+ assets are activated for ASR!

- Less time spent on the phone; fewer calls
  - No call to Oracle Support needed to report specific problems

- Diagnostic data sent electronically and securely
  - Improves availability, less downtime
  - Lowers operations costs

- Enables faster resolution through automatic service request generation and parts dispatch, as well as priority service request handling

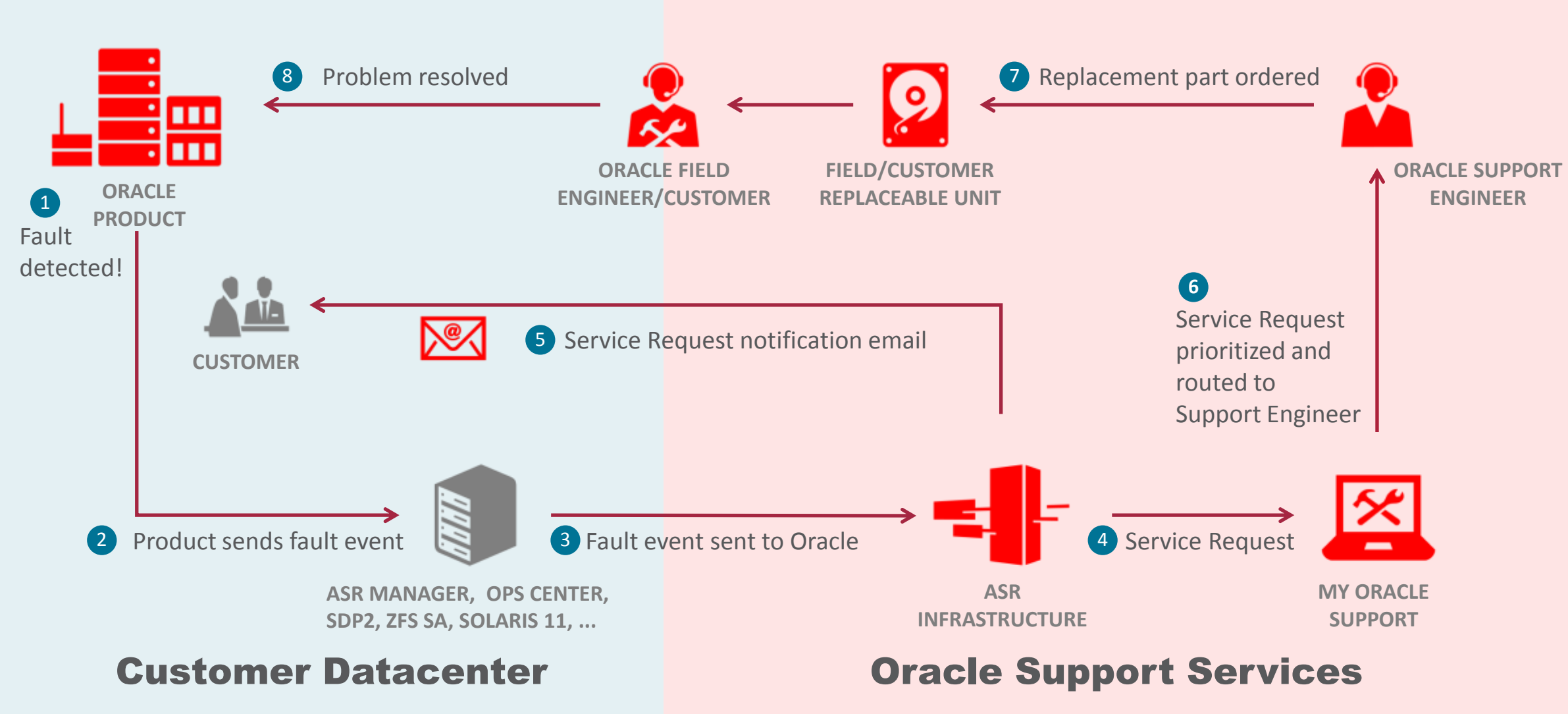- Oracle Support likely to be engaged in solving the issue before you know a problem exists

"We chose Oracle Auto Service Request because it offered automatic service-request generation for hardware failures and enabled us to ensure high availability and meet service-level agreements for our customers' 24/7 marine-terminal operations. With Oracle, we reduced our response time by three hours per fault and saved ten hours per month that IT staff spent on diagnosing problems—improving the speed of the resolution process."
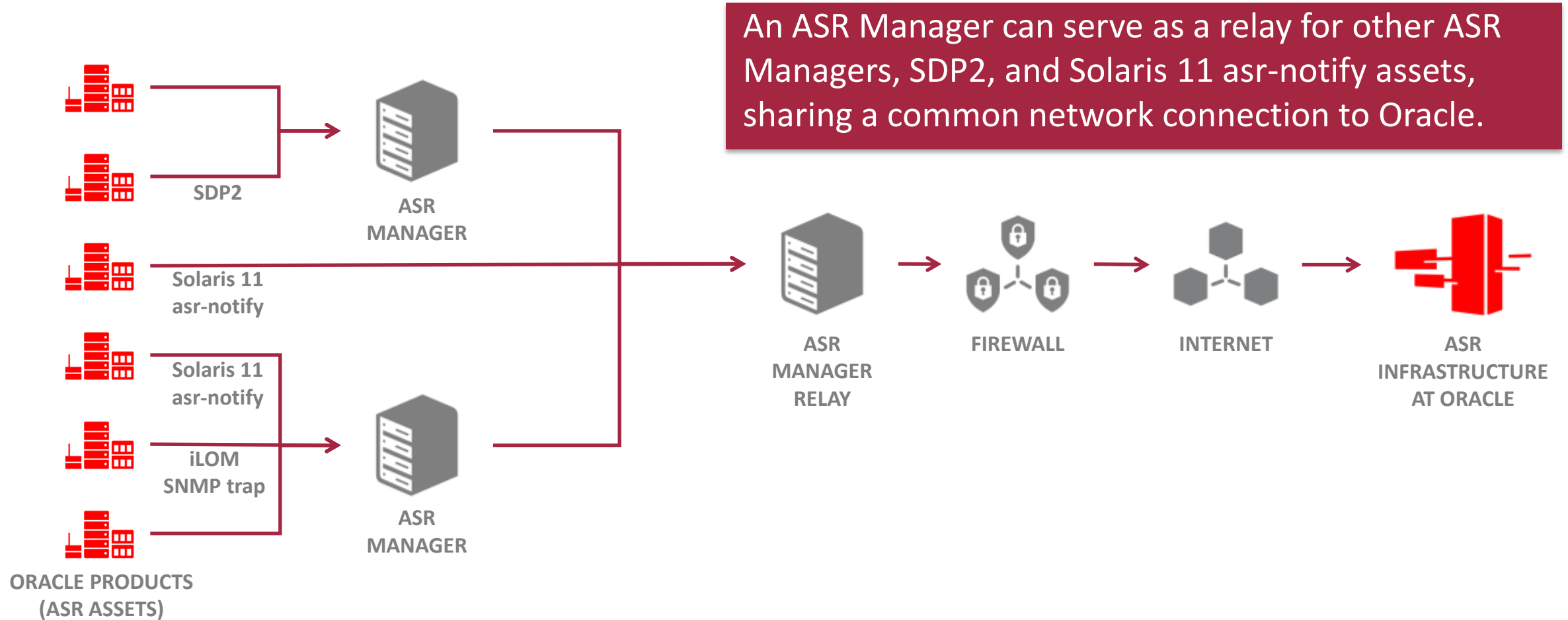
– *Subramanian Kesavan*, Lead – Systems Engineering, Navis India Technologies Pvt. Ltd.

Navis India Technologies Automates to Cut Three Hours from Service Responses and Meet Service-Level Agreements

How does Oracle Auto Service Request (ASR) work?

(8) Problem resolved

ORACLE FIELD ENGINEER/CUSTOMER

(7) Replacement part ordered

FIELD/CUSTOMER REPLACEABLE UNIT

ORACLE SUPPORT ENGINEER

(1) ORACLE PRODUCT

Fault detected!

CUSTOMER

(5) Service Request notification email

(6) Service Request prioritized and routed to Support Engineer

(2) Product sends fault event

(3) Fault event sent to Oracle

(4) Service Request

ASR MANAGER, OPS CENTER, SDP2, ZFS SA, SOLARIS 11, ...

ASR INFRASTRUCTURE

MY ORACLE SUPPORT

Customer Datacenter

Oracle Support Services

ASR Manager Relay

An ASR Manager can serve as a relay for other ASR Managers, SDP2, and Solaris 11 asr-notify assets, sharing a common network connection to Oracle.

SDP2

ASR MANAGER

Solaris 11 asr-notify

Solaris 11 asr-notify

iLOM SNMP trap

ASR MANAGER

ORACLE PRODUCTS (ASR ASSETS)

ASR MANAGER RELAY

FIREWALL

INTERNET

ASR INFRASTRUCTURE AT ORACLE

ORACLE®

ASR Fault Coverage

Faults covered by Oracle Auto Service Request*	Faults not covered by Oracle Auto Service Request
Fault events that require support services action from Oracle: ✓ System controller (SC) faults ✓ CPU, memory, hard drives, power supplies, center plane, expander board, system boards, I/O boards, fan trays * Fault coverage is system-dependent	Fault events that do not require Support Services action from Oracle: ✓ CPU utilization, file system full, file system unmounted, proactive recommendations for firmware, patches ✓ Fault events that don't have appropriate event telemetry

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ASR Security and Privacy

- Minimal data collected
  - System identity – serial number, hostname, platform
    - No IP addresses
  - Fault symptoms
  - Diagnostics

- You can review all ASR messages sent to Oracle
  - Refer to ASR Manager audit log documentation

- Secure, outbound only communications
  - Uses SSL for transport layer encryption
  - Message signing via public/private key algorithm

ASR solutions for Oracle products

- **Servers, Engineered Systems**
  - ASR Manager software
  - ILOM ASR Client
  - Solaris 11 "asr-notify"
  - Enterprise Manager Ops Center 12c
- **Storage**
  - Tape Libraries and Datacenter disk products
    - Service Delivery Platform (SDP2)
  - ZFS Storage Appliances
    - ASR functionality embedded in product
  - Network Attached Storage (NAS) and Virtual Library Extension (VLE) products
    - Common Array Manager (CAM) software implements ASR
  - Pillar Axiom SAN products - Call-Home feature integrated with ASR

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Ready to Connect?

- Go to **oracle.com/asr**

- Review Oracle Auto Service Request documentation, determine which systems are qualified, and download software

- Post questions in My Oracle Support Communities:

  - *My Oracle Support - Communities*

    - *Oracle Auto Service Request*

Additional Topics: (Click to go to section)

ASR Manager Integration with Monitoring Tools

Managing ASR Assets using My Oracle Support

ASR Network Security

Engineered Systems and ASR

Enterprise Manager Ops Center and ASR

SDP2 - ASR for Oracle Tape Products

Oracle Support Provider Partners and ASR

ASR Customer References

Questions?

Go to Additional Topics (click)

The preceding is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract.
It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

ASR Manager Integration with Monitoring Tools

Go to Additional Topics (click)

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ASR Manager Integration with Monitoring Tools

- ASR Manager software can be configured to send an SNMP trap to a monitoring tool when a Service Request (SR) is created.

- Enable customers to incorporate ASR into their monitoring tools (Tivoli, BMC, OpenView, etc.) and system management process

- SNMP trap contents:

  – Identity of the ASR asset where the fault was detected
  (Serial number, Hostname, IP address, product type)

  – Fault information (summary description, link to knowledge article, time)

  – Service Request information (SR number, link to My Oracle Support Service Request, severity, creation date, customer contact)

ASR Manager Integration with Monitoring Tools

8 Problem resolved

7 Replacement part ordered

ORACLE FIELD ENGINEER/CUSTOMER

FIELD/CUSTOMER REPLACEABLE UNIT

ORACLE SUPPORT ENGINEER

1 ORACLE PRODUCT

Fault detected!

CUSTOMER

5 Service Request notification email

6 Service Request prioritized and routed to Support Engineer

5 **ASR Manager sends SNMP trap with Service Request info**

MONITORING TOOL

2 Product sends fault event

ASR MANAGER

3 Fault event sent to Oracle

ASR INFRASTRUCTURE

4 Service Request

MY ORACLE SUPPORT

Customer Datacenter

Oracle Support Services

Managing ASR Assets using
My Oracle Support

Go to Additional Topics (click)

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Verifying Support Identifier access

Contacting the Administrator

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Approving ASR Activations
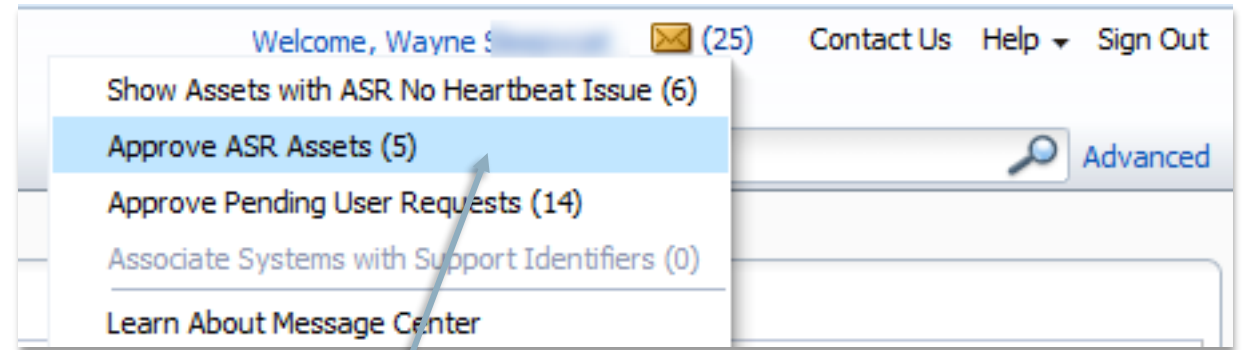
Message Center
indicates assets waiting for
ASR activation approval

Managing Multiple Assets

Select one or more assets

Assign Contact and Distribution E-Mail List in one step.

Then, click "Approve" to change ASR Status to "Active"

Assign Contact and Distribution E-mail List

Select a Contact.
Contacts must have access to the asset's Support Identifier with "View Asset" and "Create Service Request" privileges

Optional: Enter Distribution E-mail list to notify others about ASR Service Requests.

Asset Details and ASR Status information

ASR Status and Action Required

Status	Description	Action required
Active	Indicates the asset is sending in alerts and SRs are being created.	No additional action required
Pending	Awaiting Activation and additional action required.	Associate Contact to asset to activate.
Active – No Heartbeat	Oracle has not heard from the system for 50 hours	Validate connectivity to Oracle
Active – Contract Pending	The asset is active but requires a support contract to enable ASR.	Renew support contract
Inactive	Asset was ASR active but was turned off	Reactive if asset needs to report issues.

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Engineered Systems in My Oracle Support

Engineered Systems display top-level assets only. Click "System" link to display all the component assets of the System on one screen

Check "Show Components" to show top-level **and** component assets.

Engineered Systems Asset Management

Select multiple components of an Engineered System, and assign Contact and Distribution E-Mail List in one step.

Then, click "Approve" to change ASR Status to "Active"

ASR Network Security

Go to Additional Topics (click)

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ASR Network Security Questions

- What ports and protocols does ASR use in the customer environment and in the connection to Oracle?

- What customer data is sent to Oracle?

- How is the data protected?

There are several ASR implementations for various Oracle product families.

ASR Manager → Oracle

XML/SSL – port 443 (TCP)

transport.oracle.com

- Secure one-way connection to Oracle
- Authenticated using My Oracle Support username and password ("asr register" command)
- Encrypted using SSL
- REpresentational State Transfer (REST) service
- Data:
  - Asset activation (serial number, product, hostname)
  - Fault event telemetry
    - Oracle Service Request number response
  - Heartbeat messages
  - ASR Manager fault rule and software updates
  - Diagnostic files (for some supported products)

ASR
MANAGER

ASR
INFRASTRUCTURE
AT ORACLE

ORACLE
PREMIER SUPPORT

ASR Manager Relay

An ASR Manager can serve as a relay for other ASR Managers and for Solaris 11 asr-notify assets, sharing a common network connection to Oracle.

ASR MANAGER

Solaris 11 asr-notify

iLOM SNMP trap

ASR MANAGER

ORACLE PRODUCTS (ASR ASSETS)

ASR MANAGER RELAY

FIREWALL

INTERNET
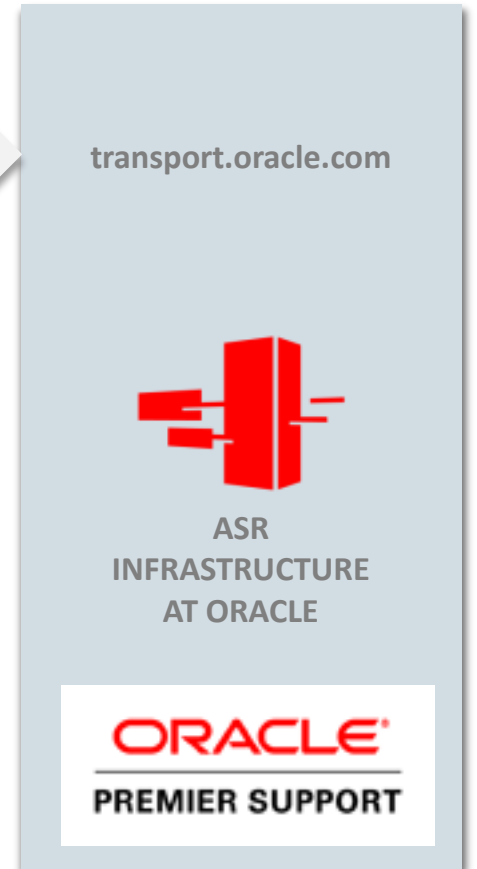
ASR INFRASTRUCTURE AT ORACLE

ASR Manager – Ports and Protocols

Source	Destination	Protocol	Port	Description/Comment
ASR Asset	ASR Manager	SNMP	162	SNMP fault telemetry; configurable port
ASR Manager	ASR Infrastructure	HTTPS	443	ASR telemetry stream to Oracle ASR infrastructure
ASR Manager	ASR Relay Manager	HTTP	**	Configurable; specified at installation of Relay Manager
ASR Manager	ASR Asset	HTTP	6481	Service Tag listener
ASR Manager	ASR Asset	SNMP	161	FMA-based (S10 and later) telemetry enrichment

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Oracle Server ILOM → ASR Manager

Oracle Server iLOM

← Service Tags – port 6481 (TCP)

- Serial number, product type, hostname
- Not encrypted, not authenticated

SNMP TRAP – port 162 (UDP) →

- Fault event notification and details
- SNMP v1 or v2
- SNMP v3 on iLOM 3.0.16 and newer
  - Encryption
  - Authentication
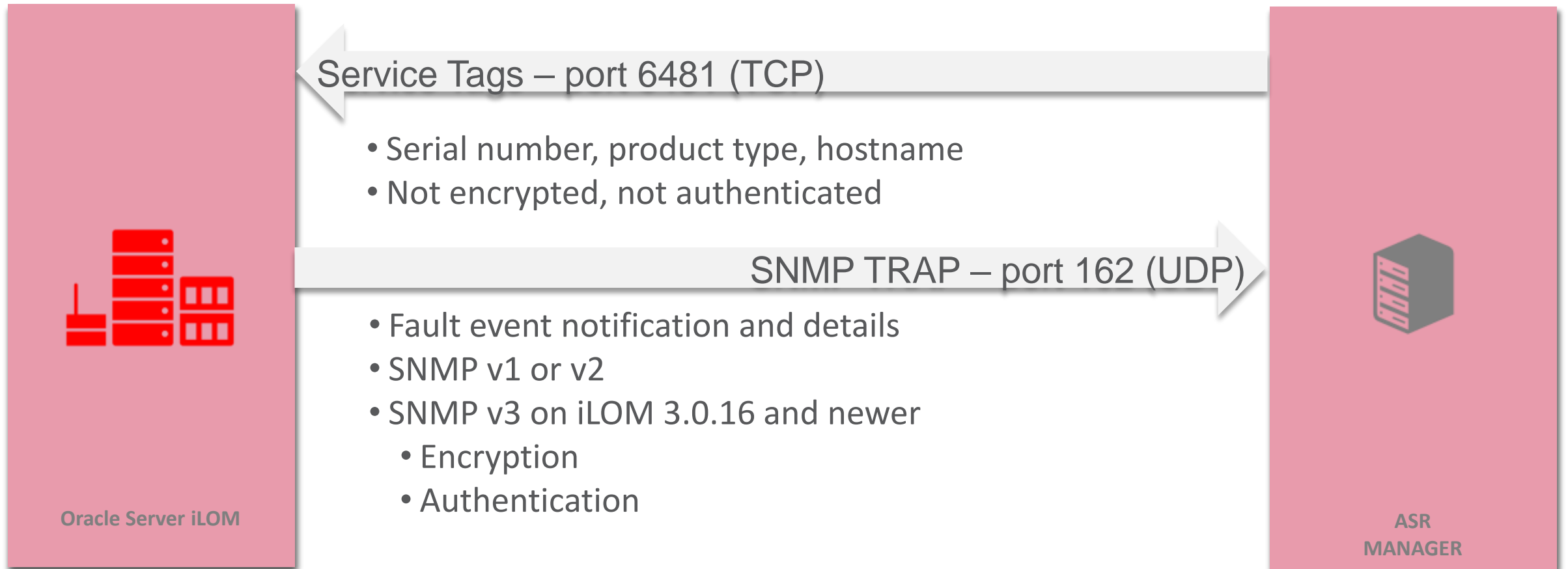
ASR MANAGER

ORACLE

Oracle Server ILOM 3.2.5+ → Oracle

ASR fault events, activation, heartbeat - XML/SSL – port 443 (TCP)

transport.oracle.com

- **ILOM version 3.2.5+ on newer server products**
- Same as ASR Manager → Oracle

- Secure one-way connections to Oracle
- Authenticated using My Oracle Support username and password
- Encrypted using SSL
- REpresentational State Transfer (REST) service

ORACLE®
PREMIER SUPPORT

Solaris 11 Server → Oracle

ASR fault events, activation, heartbeat - XML/SSL – port 443 (TCP)

transport.oracle.com

- Same as ASR Manager → Oracle

- Secure one-way connections to Oracle
- Authenticated using My Oracle Support username and password
- Encrypted using SSL
- REpresentational State Transfer (REST) service

ORACLE 11
SOLARIS

ORACLE
PREMIER SUPPORT

Solaris 10 Oracle Server → ASR Manager

Solaris 10 server

ORACLE®
SOLARIS

Service Tags – port 6481 (TCP)

- Serial number, product type, hostname
- Not encrypted, not authenticated

SNMP TRAP – port 162 (UDP)

SNMP GET – port 161

- Fault event notification (SNMP TRAP)
- Fault information details (SNMP GET)
- SNMP v1 or v2
- Community string "public" or customized

ASR MANAGER
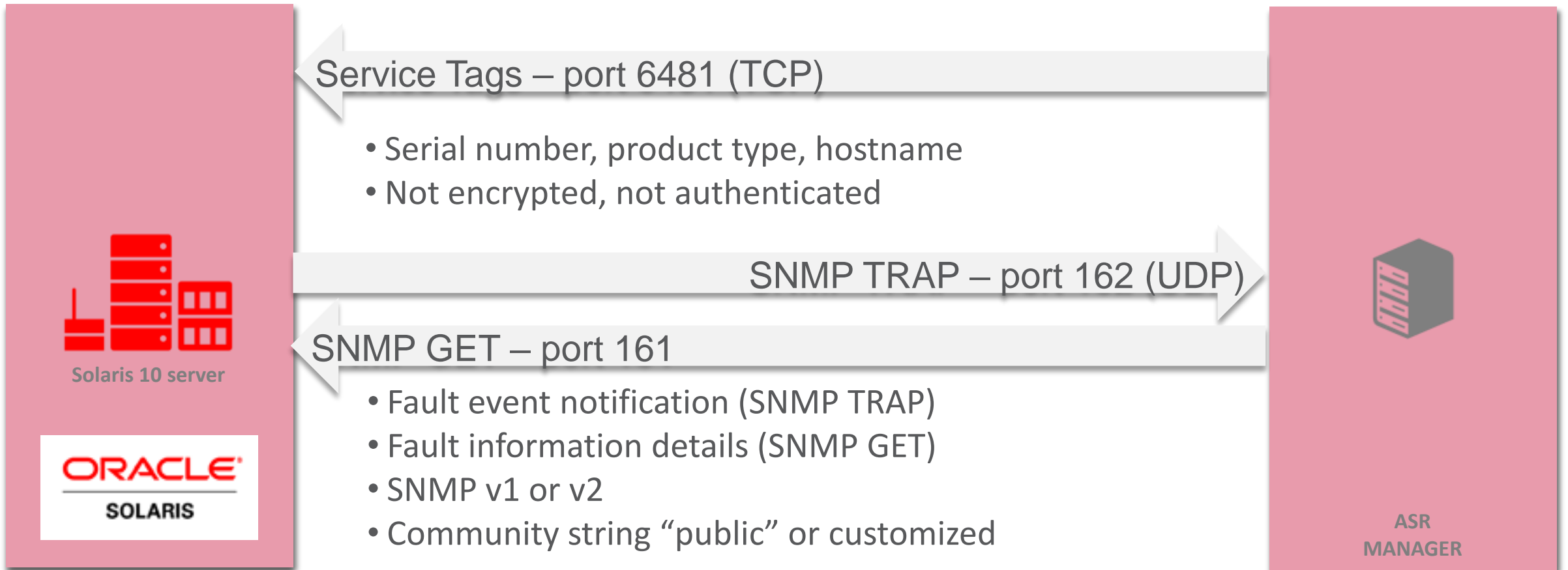
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ZFS Storage Appliance → Oracle

Service Tag registration - XML/SSL – port 443 (TCP)

inv-cs.oracle.com

Support diagnostic bundles - XML/SSL – port 443 (TCP)

transport.oracle.com

ASR fault events, activation, heartbeat - XML/SSL – port 443 (TCP)

asr-services.oracle.com

- Secure one-way connections to Oracle
- Authenticated using My Oracle Support username and password
- Encrypted using SSL
- REpresentational State Transfer (REST) service

- *A future ZFS SA release will use XML/XML to transport.oracle.com for all connections*

CAM – Common Array Manager→ Oracle

CAM
Common Array Manager
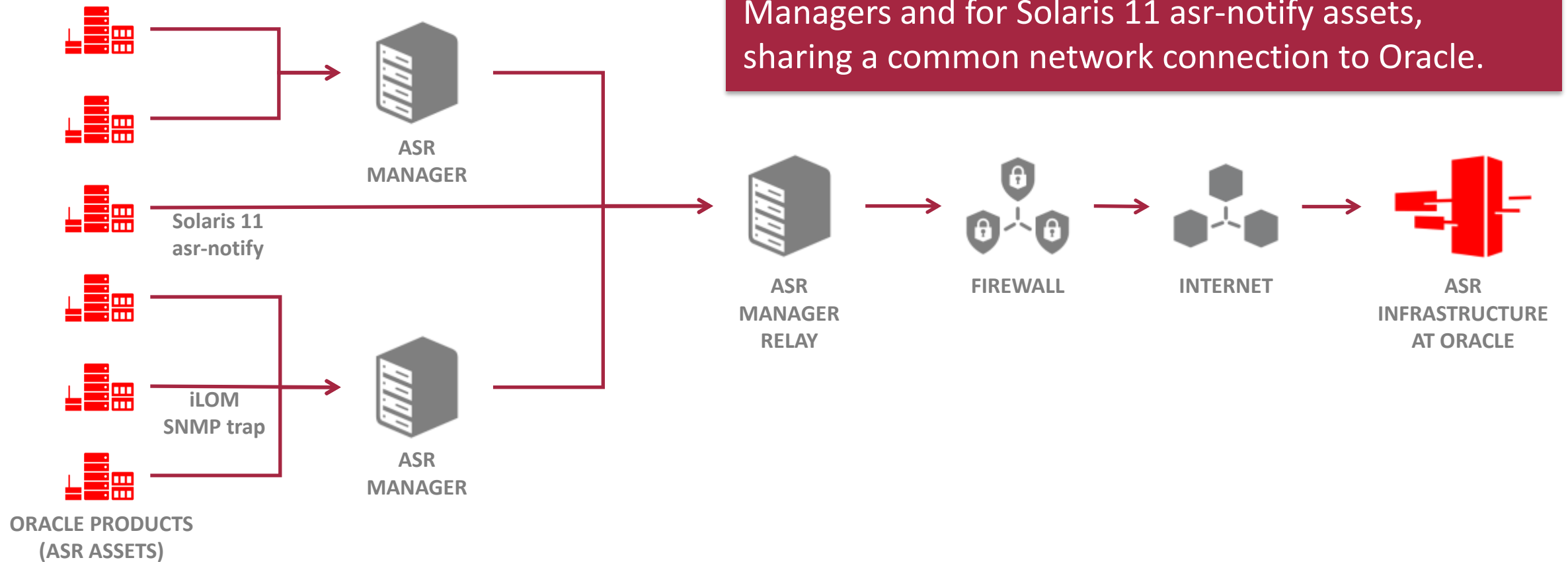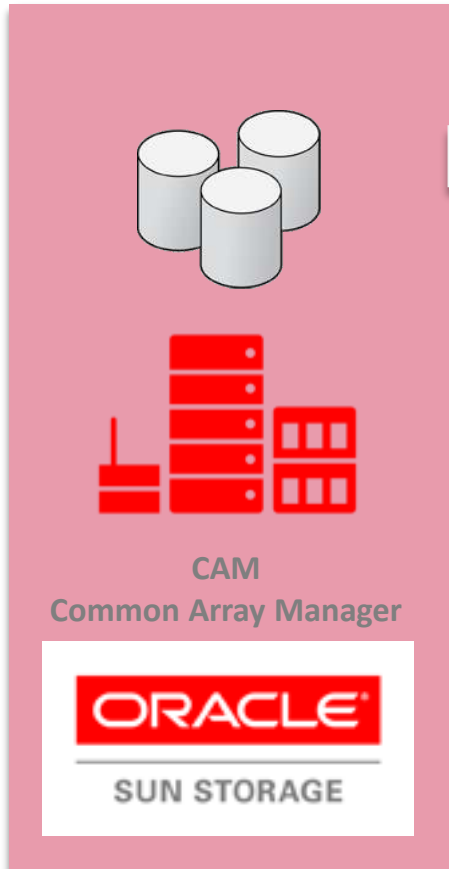
XML/SSL – port 443 (TCP)

- Secure one-way connection to Oracle
- Authenticated using My Oracle Support username and password
- Encrypted using SSL
- REpresentational State Transfer (REST) service
- Data:
  - Asset activation (serial number, product, hostname)
  - Fault event telemetry
  - Heartbeat messages
  - Diagnostic data

Pillar Axiom→ Oracle

XML/SSL – port 443 (TCP)

callhome.support.
pillardata.com

- Secure one-way connection to Oracle
- Authenticated using secure hash keyed to customer asset
- Encrypted using SSL
- Data:
  - Asset activation (serial number, product, hostname)
  - Fault event telemetry
  - Heartbeat messages
  - Diagnostic data

ORACLE
PILLAR AXIOM

ORACLE
PREMIER SUPPORT
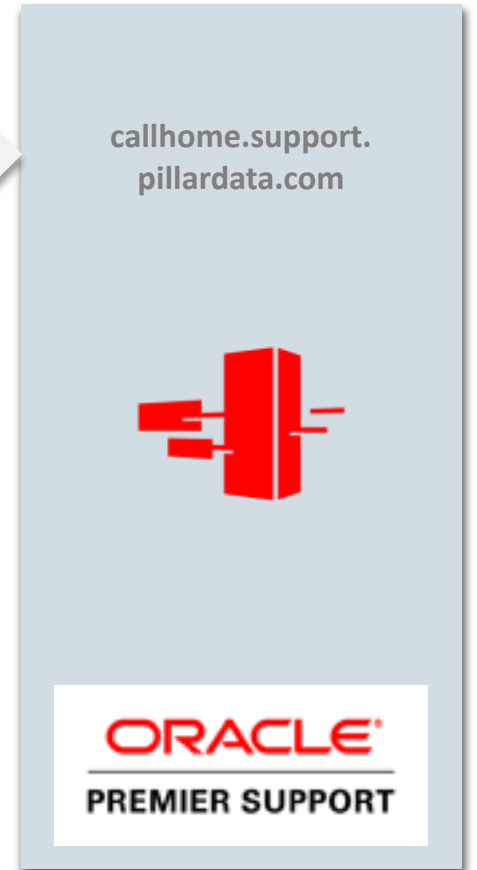
Oracle FS1 Flash Storage System → Oracle

XML/SSL – port 443 (TCP)

callhome.support.
pillardata.com

FLASH STORAGE SYSTEMS

ORACLE
PREMIER SUPPORT

- Secure one-way connection to Oracle
- Authenticated using secure hash keyed to customer asset
- Encrypted using SSL
- Data:
  - Asset activation (serial number, product, hostname)
  - Fault event telemetry
  - Heartbeat messages
  - Diagnostic data

Enterprise Manager Ops Center→ Oracle

Service Tag registration - XML/SSL – port 443 (TCP)

inv-cs.oracle.com

ASR fault events, activation, heartbeat - XML/SSL – port 443 (TCP)

hs-ws1.oracle.com

- Secure one-way connection to Oracle
- Authenticated using My Oracle Support username and password
- Encrypted using SSL
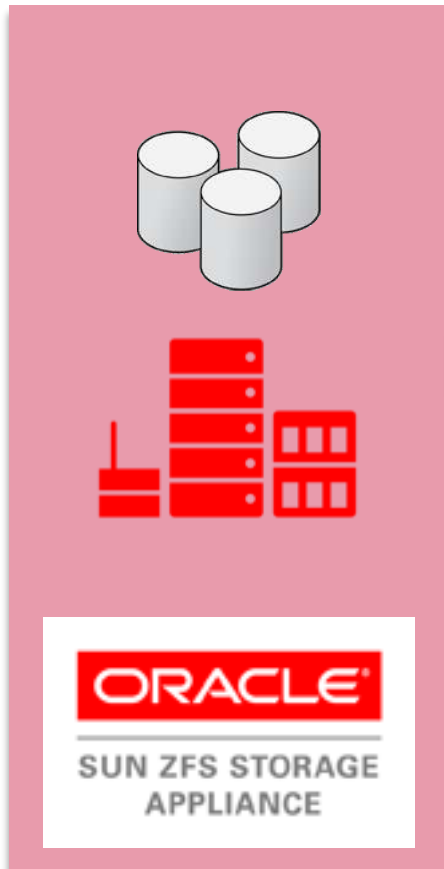- REpresentational State Transfer (REST) service
- OpsCenter has additional connections to Oracle for patching, updates, knowledge.
- For complete details, see OC documentation:
  - http://www.oracle.com/technetwork/oem/ops-center
  - http://docs.oracle.com/cd/E27363_01/doc.121/e27511/network_mgmt.htm#OPCFG6679

ORACLE®
ENTERPRISE MANAGER
OPS CENTER

ORACLE®
PREMIER SUPPORT

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Asset → Enterprise Manager Ops Center

Solaris FMA, iLOM

SNMP TRAP – port 162 (UDP) → **OC proxy controller**

OC agent

SNMP TRAP – port 1162 (UDP) →

← ICMP ping, ssh, ftp, …

Oracle server asset

- Ops Center (OC) and Asset have multiple connections and services for various supported products
- OC uses various services to discover assets
- For complete details, see OC documentation:
  - http://www.oracle.com/technetwork/oem/ops-center
    - http://docs.oracle.com/cd/E27363_01/doc.121/e27511/network_mgmt.htm#OPCFG6679

ORACLE
ENTERPRISE MANAGER
OPS CENTER

Agent Tier Technologies

- Integrated Lights Out Manager (iLOM), M-Series XSCF
  - Fault diagnosis built into the service processor

- Solaris Fault Management (Predictive Self-Healing)
  - Built into Solaris 10, Solaris 11, ZFS
  - Automates fault detection and root cause diagnostics

- Service Tags
  - Facilitates asset discovery, registration, and activation

Engineered Systems and ASR

Go to Additional Topics (click)

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Oracle Platinum Services and ASR

- ASR is an essential component of Oracle Platinum Services:

  - *Helps you maximize the availability and performance of Oracle engineered systems with 24/7 remote fault monitoring, industry-leading response times, and patch deployment services—at no additional cost.*

  - *Special entitlement available to Oracle Premier Support customers running certified configurations of Oracle engineered systems.*

- ASR Manager is part of the Oracle Advanced Support Gateway

- Details: http://oracle.com/us/support/premier/engineered-systems-solutions/platinum-services

Exadata fault telemetry sources

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EXADATA

Database server iLOMs

Storage server iLOMs

Exadata storage software

Infiniband switches

Oracle Database software

ASR MANAGER, ENTERPRISE MANAGER, ADVANCED SUPPORT GATEWAY

ASR and Platinum

Platinum is a superset of ASR:

Feature	ASR Service	Platinum Service
Auto SR creation for Hardware fault events	Yes	Yes
Auto SR creation for Exadata Database fault events	-	Yes
Monitoring for Engineered Systems	-	Yes
Patching	-	Yes
Other Platinum features …	-	Yes

SDP2 - ASR for Oracle Tape Products

Go to Additional Topics (click)

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SDP2 - ASR for Oracle Tape Products

Connecting SDP2 to Oracle Tape products automates alerts to the TSC, accelerating break-fix and maintenance opportunities.

Increasing connected Tape devices accelerates issue resolution

Reducing risk of operation by:

- Automatic Oracle Service Requestion creation for specific fault events

- Sending diagnostics and logs to Oracle Support decreases time to resolve problems

- On-demand log collection minimizes customer work

- Health-check automation helps stabilize environments

- Onsite Tape tools and GUI monitoring features

SDP2 Key Features

SDP2 Provides Advanced Security and Maintenance Options

- **Outbound – One Direction Connections Using HTTPS/DTS protocol**

- **GUI Client Interface to Manage Tape Library and Drive Status**

- **Central Onsite SDP2 Server monitoring your environment**

- **Architecture to manage Tape Hardware and Software Products**

- **Built on the VOP (Virtual Operator Panel) tools technology**

- **Service Request (MOS - SR) creation and critical logs collection**

- **Customer Installable solution**
    - Oracle assisted installation and SDP2 application support
    - Download SDP2 / VOP 2.2 application : **https://edelivery.oracle.com/**

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SDP2 End-to-End Solution

Customer Environment

Oracle Environment

Customer Network

Service Network

SDP2
FSC analysis
Logs collected
SR Created
Local rules/filters

Service Request Investigated
and resolved with CAP, CRU or
dispatch

One Way Communication
SSL Secure using Port 443

**ORACLE SUPPORT
ENGINEER**

Service Network

**SDP2
Server**

Fire Wall

Internet

Fire Wall

OKM Key Server

ASR RULES/FILTERS
Log repository
Analysis / Routing

**Customer
Client GUI**

VSM 4/5

**MY ORACLE
SUPPORT**

VOP monitors machine level data only through a secure service network.

SDP2 Support Options

SDP2 Use Options   **Customer SDP Interaction**   **Connection Options**

#1

SDP2 – Offline Mode (Dark Site Mode) → SDP2 log collection / CU manual SR creation and upload logs to Oracle

Customer →

My Oracle Support Technology Centers

Receive – Route to SR owner

Analyze logs for AP

CAP or Dispatch

#2

SDP2 – Manual Mode → CU manually selects device(s) and pushes button to create SR. SDP2 collects log / SR created, logs sent → DTS

#3

Shared Shell – remote communication

SDP2 – Fully Automated Mode → SDP2 log collection DTS connection opened / SR created, Logs sent → DTS

Oracle Engineer Communication Options

Shared Shell

ASR Drop Box

On-Demand additional log collection

Oracle Enterprise Manager Ops Center and ASR

Go to Additional Topics (click)

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Oracle Enterprise Manager Ops Center and ASR Manager

	Ops Center	ASR Manager
• Asset auto discovery • Automated ASR telemetry configuration • Automated My Oracle Support activation	✓	
• System management and monitoring	✓	
• Oracle Configuration Manager (OCM) integrated	✓	
• ASR fault coverage ruleset	✓	✓
• No additional cost	✓	✓

Ops Center info: http://www.oracle.com/technetwork/oem/ops-center

Enterprise Manager Ops Center→ Oracle

Service Tag registration - XML/SSL – port 443 (TCP)

inv-cs.oracle.com

ASR fault events, activation, heartbeat - XML/SSL – port 443 (TCP)

hs-ws1.oracle.com

- Secure one-way connection to Oracle
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ORACLE
ENTERPRISE MANAGER
OPS CENTER

ORACLE
PREMIER SUPPORT

Asset → Enterprise Manager Ops Center

Solaris FMA, iLOM

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ENTERPRISE MANAGER
OPS CENTER

Oracle Support Provider Partners and ASR

Go to Additional Topics (click)

Oracle Support Provider Partners and ASR

- Partner's Responsibilities for ASR Assets:
  - The Partner manages their Customers' ASR assets using My Oracle Support.
    - The Customer **cannot** directly manage ASR assets
- ASR Contact Assets
  - The Partner must designate a My Oracle Support account in the Partner's organization who will be the Contact for their Customer's ASR assets.
  - ASR email notifications are sent to the Contact.
- Support Identifiers (SIs)
  - The Partner's My Oracle Support account(s) must have administrator privileges on the Partner SIs associated with their Customers' SIs.

ASR and Partner Service Requests

- When a fault event occurs on an indirect customer's asset, ASR creates a DRAFT Service Request.

- The Partner is notified that the draft Service Request has been created via email to the asset's Contact, and the optional distribution email list.

- The Customer is **not** directly notified about the fault event and the draft Service Request.

- It is the Partner's responsibility to determine the service response.

- If the Partner requires assistance from Oracle Support, they use My Oracle Support to promote the draft Service Request to a Technical Service Request.

ASR Process for Support Provider Partners

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PARTNERNETWORK

Fault Occurs	ASR Open Draft SR	Partner Determines Plan	Oracle provides assistance if needed	Partner Resolves Problem	Problem Resolved

Fault event sent to Oracle via ASR.

Partner receives Draft SR email from ASR.

Customer is *not* notified.

Partner evaluates problem.

If Oracle assistance is needed, Partner uses My Oracle Support to promote Draft SR.

If Partner decided to promote the draft SR, Oracle Support Engineer assists Partner.

Partner replaces part, applies patch, changes configuration, etc. at customer site.

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Example Partner SR notification email

Subject: Oracle ASR: Draft Service Request 3-6362663391

Service Request: 3-6362663391

Oracle Service Delivery Partner,
Following customer's system has logged an Automatic Service Request with Oracle.
Hostname: v215-sca11-XXXXX
Serial#: 1148FMWXXXXX

A draft Service Request has been created within My Oracle Support.
This draft will remain active for the next 30 days.

Your customer does not have access to the draft Service Request. It is your responsibility
to determine a response to this event.
To view the draft Service Request

1. Log into My Oracle Support
2. Click on "Service Requests" in the menu area
3. In the "Draft Service Requests" section, click on Service Request Number 3-6356050601
4. In the "Select Product" section, review the Support Identifier and Product Name
5. In the "Describe Problem" section, review the "Detailed Description" for the fault details

If you determine that you need assistance from Oracle to resolve the problem,
enter the required information in draft Service Request and submit.
The Oracle Auto Service Request documentation can be accessed on http://oracle.com/asr.
Please use My Oracle Support https://support.oracle.com for assistance.

Viewing Draft SR in My Oracle Support

Click on "Service Request" tab:

Find SR number in "Draft Service Requests" section:

Review Draft SR Description

Service Requests >

Create Service Request: Problem

Problem ——— Solutions ——— More Details ——— Severity/Contact

Save as Draft | Back | Step 1 of 4 | Next | Cancel

What is the Problem?

* Problem Summary: ASR:CPU errors exceeded acceptable levels.

* Problem Description:

850

Hostname: v215-sca11-a
Product Type: SUNW,SUN-FIRE-V215 SPARC SYSTEM
Summary:ASR:CPU errors exceeded acceptable levels.

The number of errors associated with a CPU has exceeded acceptable levels.event UUID = 5834598c-8812-4fc0-9238-bb7ffabae0d1
DiagTime = Thu Feb 14 10:59:48 PST 2013
SuspectCount = 1
Fault Suspect 1 Information
FaultClass = fault.cpu.ultraSPARC-IIIi.l2cachedata
FaultCertainty =100
FaultASRU =cpu:///cpuid=0/serial=15C8CD140C5
FaultFRU =hc://:product-id=SUNW,Sun-Fire-V215:server-id=v215-sca11-a/component=MB
FaultResource =-
FaultStatus =faulty(2)
FaultLocation =-

DiagEngine = fmd:///module/cpumem-diagnosis

NOTE: Please include the asset's Distribution Email list,
MOS_6.5_Pre-UAT_@oracle.com
in all customer communications regarding this SR.

Alerts received in last 30 days (limit 10)

- Review Problem Summary and Description.
  - Many ASR SRs include links to My Oracle Support knowledge articles.)

- Determine resolution plan.

- If Partner needs Oracle Support assistance, continue to submit the SR.

Steps to submit SR from Draft

Create Service Request: Problem

Problem — Solutions — More Details — Severity/Contact

Save as Draft | Back | Step 1 of 4 | Next | Cancel

Configuration | **Hardware** | Software

Are you creating this Service Request on behalf of an (End) Customer? ● Yes ○ No
Do you want the Customer to be able to view this Service Request? ○ Yes ● No

* Support Identifier: 175...
Hardware Serial Number: 091... | Validate Serial Number

Don't know your Serial Number? **Search** by Asset Name or Customer Support Identifier

The Serial Number you entered matches the following system. Fill out required fields.
Asset Name: Wayne Se... | Rename
Organization: Tel...
Customer Support Identifier: 168... (Te...)

* Product: Sun Fire X4150 Server
* Operating System/Version: GENERIC (All Platforms)(Any Certified Platform Version)
* Problem Type: Choose Problem Type ▼

Note that SR is being created by Partner on behalf of Customer

Serial number, Support Identifiers are already completed by the ASR Draft SR process

Select the appropriate Problem Type, click "Next" and complete the SR creation process.

ASR Customer References

Go to Additional Topics (click)

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"We chose Oracle Auto Service Request because it offered automatic service-request generation for hardware failures and enabled us to ensure high availability and meet service-level agreements for our customers' 24/7 marine-terminal operations. With Oracle, we reduced our response time by three hours per fault and saved ten hours per month that IT staff spent on diagnosing problems—improving the speed of the resolution process."

– *Subramanian Kesavan*, Lead – Systems Engineering, Navis India Technologies Pvt. Ltd.

Navis India Technologies Automates to Cut Three Hours from Service Responses and Meet Service-Level Agreements

High Mark
    High Mark Credit Information Services reduced turnaround time for hardware replacements by automatically logging service requests for specific hardware failures and sending the telemetry data required to diagnose faults to engineers, thanks to
Oracle Auto Service Request

High Mark Credit Information Improves Customer-Credit Query Responses by 85%, Gains Competitive Advantage

"One of the best parts about the serviceability from Oracle Support is Oracle Auto Service Request. Auto Service Request has simplified and streamlined how we work in as much as we no longer have to self diagnose. A lot of specific hardware faults are now diagnosed for us at a much deeper level than we can necessarily look at ourselves."

— *Jake Carroll* , Information Technology Manager, The Queensland Brain Institute

Queensland Brain Institute Increases Archive Capacity, Supports Limitless Innovation and Increases Data Response Speeds by 66%

Questions?

Go to Additional Topics (click)

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