

My Oracle Support Release Notes [ID 870864.5]

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Purpose

These release notes list the important new features of My Oracle Support 5.2 as well as important bug fixes and known issues in this release.

Please view the [My Oracle Support Frequently Asked Questions](#) document for general information about My Oracle Support not contained in these release notes.

Bug Fixes and Enhancements for My Oracle Support 5.2

General

Users can specify accessibility styles, for example white on black or black on white, on the MOS Flash landing page.

Certifications

- The Certifications tab has been redesigned to be more intuitive resulting in quicker, more productive searches.
- The [Tips for Finding Certifications](#) link, in the Quick Links region provides useful tips for searching for certifications and a table with links to certification information for various product lines, for example Oracle Database, Oracle E-Business Suite, and PeopleSoft Enterprise.

Service Request (SRs)

- Hardware Service Request option added, including:
 - Asset Name
 - Serial Number
 - Service Address
 - Field Service Tasks Viewing
 - Users can select serial numbers based on hosts
- Partners can create service requests and specify the end customer Support Identifier (Support ID):
 - Two new contact fields: Alternate and end-customer contact.
 - End Customer Service Request list region added.
- Partners can grant privileges such as View Only and No Access for end customer users.
- Partners can filter the Service Request region using a subset of the end customer's Support ID.
- Hardware Support IDs can be auto-approved.
- Serial number field added to SR Profile.
- Customer selectable radio button for SR Severity added.
- **Non Technical SRs (Feedback SRs)** have changed to **Contact Us SRs** and now use full SR templates.

Settings

- Support ID custom description field added. You must be a Customer User Administrator to edit this field.
- Users can view assets.
- Audit Table for user administration changes added.
- Customer User Administrators can set privileges during new user approval.
- Two new Hot Topics options: bug updates and patch updates.
- Customer User Administration of assets added.
- Customer User Administration, Pending ASR (Automatic Service Requests) requests added.

Hardware Support Specific Changes

- Support Identifier lookup added to Account & Privileges. Users can lookup Support IDs by serial number.
- Customer User Administrator setup Wizard added to set default privileges and set auto-approval.
- View and Update Assets added asset name, address, coverage end dates, technical contacts, Automatic Service Request settings (ASR).
- **Pending ASR** requests added.
- The **Task: Pending ASR Assets** region is available to Customer User Administrators from the Dashboard tab.
- Export Support Identifier/Asset details added.
- Field Service tasks now visible for Hardware Service Requests
- Proactive Hardware Services tab added.
- Sun Inventory Report available.

Health Recommendations

- New Support Policy Health check for status changes such as end of patch creation for release added.
- Patching Health check now looks for missing patchsets.

Patches & Updates

- Upgrade Planner added for Oracle Database.
- Patch Plan – WGET script generator added.

Knowledge

- Advance Search – term exclusion added.
- Ability to search within SR Creation includes Community results added.
- Powerview support in search for Product or Product Line filtering added.

Known Issues for My Oracle Support

Login

If your browser language preference is set to Japanese, Chinese, or Korean and you choose English on the MOS landing page, MOS may appear in the language to which your browser is set. If this happens, set the browser language to English.

Knowledge

- **Browser Back Button**
The browser back button might take you back further than expected. Use the My Oracle Support screen controls such as bread crumbs to return to previously viewed screens.
- **Knowledge Browse Bread Crumbs**
When you use the Product Browser on the Knowledge tab, the bread crumb trail for the specified product reflects only refinements performed on this page.

Patches & Updates

- **Upgrade Advisor and Upgrade Assistant**
The Upgrade Advisor and Upgrade Assistant is not currently available.

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