

Hints and Tips About This Product

You can download a Help file containing the latest Hints & Tips for this product from the following locations.

WorldWide Web

<http://www.oracle.com/support/support.html>

CompuServe

The [Oracle Customer Support CompuServe Forum](#)

Bulletin Board

U.S. & Canada: (407) 888-1234
Outside U.S. & Canada: +1.407.888.1234

{button Tips,IE(FE('cstipsus.hlp'),'EF('cstipsus.hlp','1,')','JI(','CSTIPSUS_NOT_FOUND'))}
to your computer, click here to display the information.

Once you have copied this file

Hints and Tips file not found

The CSTIPSUS.HLP Help file cannot be found.

Please call (407) 888-1234 to download the latest Hints & Tips for Personal Oracle7.

Click the Back button, above, to return to the previous topic.

Overview of Services Available From Oracle Customer Support

You can obtain different kinds of technical assistance from Oracle, depending on what Oracle product you have and how you obtained it.

Free Installation Support

A variety of free installation support is available for all [Oracle trial products](#) and for all Oracle products you purchase, as shown in the table below:

Type of Support	For this duration	For these products	When the product is...	Click this item for more information
On-line Installation Assistance	Unlimited	All Oracle Desktop products	Free Trial or Purchased	Free Online Installation Assistance for Trial Products
CompuServe forum	30 days	All Oracle Desktop Products	Purchased	Oracle Customer Support CompuServe Forum
Telephone support	30 days	Oracle Enterprise & Workgroup Desktop Products	Purchased	Oracle Customer Support Telephone Technical Assistance.

Purchased Support (Oracle Customer Support Services)

You can purchase different support plans, depending on your needs. See the following topic for more information:

[Overview of Oracle Customer Support Services](#)

Service Options Outside the United States

Please note that service options may vary by country, and not all options are available in every country. Please call your local Oracle office for pricing and details on the support options in your country. Click one of the following for a list of local Oracle Customer Support telephone numbers:

[The Americas](#)

[Asia/Pacific](#)

[Europe, Middle East, and Africa](#)

Gather This Information Before Contacting Customer Support

Before contacting Oracle Customer Support for assistance, please have the following information available. This will help the Support Analyst answer your question efficiently.

Identification

<u>Use this number...</u>	<u>If...</u>
<u>Oracle Product Registration Number</u>	You have purchased the product and are therefore entitled to <u>30-days Free Installation Support</u>
<u>CSI number</u>	You have purchased a Technical Support Service Agreement

Type of problem or question

- Installation, initial configuration and setup
- Upgrade and migration
- General usage and functionality
- Operating system-specific functionality

Operating system

- Operating system name
- Operating system version number

Oracle product information

- Oracle product name
- Oracle product version number

Error information

- Error message number
- Error message text

Additional information

The Support Analyst may ask you for the following additional information:

- Detailed information on startup and initialization parameters for both your operating system and your Oracle software, including contents of your startup and configuration files where applicable
- Any operating system errors, including error number and message text
- Make and model of your computer
- Available memory and disk space on your computer
- Vendor and model of your network interface card, if applicable
- Vendor, name, and version number of your network operating system, if applicable

Joining the Oracle User Community

CompuServe

The International Oracle User Group Forum in CompuServe is an active meeting place available to all Oracle users to discuss Oracle topics, share information, and help each other. To access the CompuServe forum, type **Go Oracle** and select **Access the Oracle User Group Forum**. If you are not a CompuServe Member, you may obtain information about joining CompuServe by calling one of the following telephone numbers below.

From within the United States call: 1-800-524-3388

From outside the United States call: +1.614.529.1349

Internet

Users of the Internet will find a similar community of Oracle users on the Usenet forum **comp.databases.oracle**.

Free Online Installation Assistance For Trial Products

Oracle offers free Installation Assistance for [Oracle trial products](#).

If you have an installation question regarding an Oracle trial product, please review the technical bulletins available on the WorldWide Web, CompuServe, Bulletin Board, and Automated Fax Service. These bulletins cover installation issues and will help you get started using the software.

WorldWide Web

<http://www.oracle.com/support/support.html>

CompuServe

U.S. & Canada: 1-800-524-3388
Outside U.S. & Canada: +1.614.529.1349

Bulletin Board

U.S. & Canada: (407) 888-1234
Outside U.S. & Canada: +1.407.888.1234

Fax Service

U.S. & Canada: (415) 506-8438
Outside U.S. & Canada: +1.415.506.8438

Please submit your comments and questions in English. We cannot guarantee that we will be able to respond to each of your questions directly. However, we will use your input to improve our technical bulletins.

If you have further questions or comments after reviewing the information available from the sources listed above, send e-mail to web-sup@us.oracle.com.

Oracle reserves the right to change these technical support options at any time without notice.

30-days Free Installation Support for Purchased Products - Overview

In the United States, you are entitled to thirty days free installation support when you purchase an [Oracle Desktop product](#). See below for the kinds of support available.

If you own a...	You are entitled to 30-days free installation support from...
Personal Oracle product	Oracle Customer Support CompuServe Forum
Oracle Workgroup Server or Oracle Enterprise Server products	Oracle Customer Support CompuServe Forum, and Oracle Customer Support Telephone Technical Assistance .

Service Options Outside the United States

{button ,JI('`CSPT_NON_US')} Click here for information about support services available for customers outside the United States.

If you live outside the United States, contact your local Oracle office for information on how to obtain Technical Support. Click one of the following for a list of local Oracle Customer Support telephone numbers:

[The Americas](#)

[Asia/Pacific](#)

[Europe, Middle East, and Africa](#)

Oracle Customer Support CompuServe Forum

If you purchased a Technical Support Service Agreement, please follow the instructions given in the Electronic Support Service User Guide (included in your product package) instead of the directions listed below.

Who Can Use the Oracle Customer Support CompuServe Forum

U.S. customers are entitled to 30 days of read/write access to the appropriate install library section on SupportLink, Oracle Worldwide Customer Support's private support forum on CompuServe. You may use this forum to review installation bulletins or post your installation questions to Oracle support staff and other members of the forum. Please note that CompuServe connect charges apply.

Registering To Use the CompuServe forum

SupportLink is a private CompuServe forum. To use it, you must:

- be a member of CompuServe, and
- register with Oracle in order to gain access.

If you are a CompuServe member, register for access by sending CompuServe mail with the information below.

In the message HEADER:

To: 74757,1127

Subject: Oracle Support Forum Registration

In the message BODY:

begin subscribe

pc_reg_no:

first_name:

last_name:

company_name:

phone_no:

end subscribe

stop

pc_reg_no is your Oracle Product Registration Number. Please be sure to include the hyphen, "-", when entering the number. You will be notified of your account access via CompuServe mail within two business days of sending this registration note.

Oracle Customer Support Telephone Technical Assistance

Who is Eligible for Telephone Support

- U.S. customers who have purchased Oracle Workgroup and Oracle Enterprise products are entitled to thirty days free telephone installation support.
- Customers who have purchased a Technical Support Service Agreement are entitled to telephone support, as specified in the service agreement.

Where and When to Call for Telephone Support

Number: (415) 506-1500

Times: Between 5 a.m. and 6 p.m. Pacific Standard Time

Days: Monday through Friday, excluding the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving (2 days) and Christmas

How to Identify Yourself When You Call

- If you have not purchased a Technical Support Service Agreement, use your Oracle Product Registration Number.
- If you have purchased a Technical Support Service Agreement, use your CSI (Customer Service Identification) Number.

Service Options Outside the United States

{button ,JI('`CSPT_NON_US')} Click here for information about support services available for customers outside the United States.

Overview of Oracle Customer Support Services

Worldwide Customer Support strives to deliver a comprehensive suite of services that are designed to keep customer systems running smoothly. Both OracleMETALS and *Foundation Services* have been developed with extensive customer input and provide complete business support coverage.

Comprehensive support with OracleMETALS

Oracle knows that no two organizations are exactly alike and has therefore designed OracleMETALS with the flexibility to meet individual customer requirements. All OracleMETALS support levels have been designed with the same set of core components. So whether Bronze, Silver or the highest level Gold is chosen, customers can be assured their investment in Oracle software is maintained with pro-active services, as well as patches, maintenance releases and a comprehensive upgrade service.

Oracle Bronze

OracleMETALS entry level commences with an extensive range of telephone and pro-active support services for customers who require a high level of support coverage.

Oracle Silver

Includes all the services at the Oracle Bronze level and gives seven days a week, 24 hours per day, pro-active support. These services maximize Oracle's technical resources, expertise and worldwide support teams.

Oracle Gold

Includes all the services at the Bronze and Silver levels, plus powerful, pro-active and tailored support services. A flexible and dedicated approach is used to meet customer's individual requirements for planned support, to accelerate problem resolution and enable an extension of the customers resources.

Leading edge support with *Foundation Services*

A suite of practical and functional support options, designed to address the needs of customers who may not require such a high level of supplier involvement as provided with OracleMETALS. These services focus on providing customers with all the pro-active information needed for continued and successful use of Oracle software products.

Primary service delivery for *Foundation Services* is via Oracle's suite of electronic mechanisms, that allow customers access to information 24 hours per day, 365 days per year. Also customers are able to log Technical Assistance Requests (TARs) with Oracle, using email. This is of particular use when specific issues cannot be resolved by standard methods.

Foundation Services also have provision for telephone access to Oracle analysts, when electronic, or email systems are not appropriate. Customers are able to participate in Oracle's Incident support program, which can be provided as required, or pre-planned.

A World of choice with Oracle support

Whether customers choose OracleMETALS or *Foundation Services*, you can be sure Oracle Worldwide Customer Support has the professional services and technical expertise needed to succeed with Oracle products.

Please call your local Oracle office for pricing and details on the support options in your country.

Oracle Customer Support Telephone Numbers: the United States

Listed below are some useful telephone numbers for customers in the United States. Please note that most of the telephone numbers listed below have representatives available to answer your call between 6 a.m. and 5 p.m. Pacific Standard Time.

Oracle Customer Support

Customer Support main number	(415) 506-1500
To purchase or renew a Technical Support Agreement	(415) 506-5577
Pay-Per-Incident Support	1-800-252-0303

Oracle Information Services

New Product Information	1-800-633-0598
Purchasing additional documentation	1-800-252-0303
Educational Services courses and schedules	1-800-633-0575
Oracle Consulting	1-800-578-4672
Oracle User Group	(415) 506-4084

Oracle Customer Support Telephone Numbers: the Americas

Argentina	+541.313.1314
Brazil	+55.11.548.9111
Canada	+905.890.6690
Caribbean	+809.793.3377
Central America	+506.296.1530
Chile	+562.203.53.53
Colombia	+57.1.621.20.66
Dominican Republic	+1.809.540.6612
Ecuador	+593.2.220.809
Gatemala	+502.2.343978
Jamaica	+1.809.960.2359
Mexico	+52.5.728.6452
Panama	+507.263.9077
Peru	+511.221.1566
Trinidad	+1.809.627.4203, 4345
United States	+1.800.252.0303 (pay-per-incident support)
United States	+1.415.506.5577 (support sales)
Venezuela	+58.2.9932170

Oracle Customer Support Telephone Numbers: Asia/Pacific

Australia	+02 9900 1363 (within Australia)
Australia	+61.2.9900 1500 (outside Australia, request Telesales) :
Bangladesh	+880.2.816921
China	+86.10.857.7711
Hong Kong	+852.2865.2626
India	+91.80.5593930
Indonesia	+62.21.572.4221
Japan	+81.3.5213.6400
Korea	+82.2.369.9500

Malaysia	+60.3.241.7531
New Zealand	+64.9.309.1946
Pakistan	+92.21.4535993
Philippines	+63.2.812.3551
Singapore	+65.220.5488
Sri Lanka	+94.1.697544
Taiwan	+886.2.719.3966
Thailand	+66.2.632.9400
Vietnam	+84.4.525.771

Oracle Customer Support Telephone Numbers: Europe, Middle East and Africa

Albania**	+355.42.23854
Armenia	+7.095.956.5021
Azerbaijan	+7.3272.400997
Belarus	+7.095.956.5021
Bulgaria**	+359.2.730.136
Croatia	+385.1.6119.200
Cyprus	+357.2.454448
Czech	+42.2.24.40.81.50
Denmark	+45.44.80.80.80
East Central Europe	+41.53.6326.500
Estonia**	+372.6.394.077
Egypt	+202.574.8955
Finland	+358.0.804.66300
France	+33.1.47.62.20.06
Gabon	+241.76.18.89
Georgia	+7.095.956.5021
Germany	+49.89.14977.0
Greece	+30.1.8831.511
Hungary	+36.1.251.4100
Israel	+972.3.576.5677
Italy	+39.6.50261301
Ivory Coast	+225.22.54.52
Jordan	+962.6.678115
Kazakhstan	+7.3272.400997
Kenya	+254.2.441429
Kuwait	+965.2.429.734
Kyrgyzstan	+7.3272.400997
Latvia**	+371.222.5158
Lithuania**	+370.2.223.713
Malta	+356.499644
Mauritius	+230.208.8654
Moldova	+7.095.956.5021
Netherlands	+31.30.6694862

Nigeria	+234.1.261.4898
Norway	+47.67.52.67.52
Poland	+48.22.662.5830
Portugal	+351.1.410.96.66
Romania	+40.1.250.32.39
Russia	+7.095.956.5021
Senegal	+221.21.26.43
Slovakia	+42.7.803.133
Slovenia	+38.61.168.7004
South Africa	+27.11.313.5325
Spain	+34.1.631.21.26
Sweden	+46.8.703.2729
Switzerland	+41.61.425.62.62
Saudi Arabia	+966.1.481.1551
Tajikistan	+7.3272.400997
Tanzania	+255.51.27925
Turkey	+90.212.285.2950
Turkmenistan	+7.3272.400997
Ukraine	+380.044.2880688
UAE	+971.4.313.828
Uzbekistan	+7.3272.400997
Zimbabwe	+263.4.730715

** Customers of these countries can also call Oracle East Central Europe.

The Usenet forum **comp.databases.oracle** on the Internet that is available to all Oracle users to discuss Oracle topics, share information, and help each other.

Oracle Trial Products

Oracle trial products are offered on a promotional basis. One example is the Workgroup/2000 90-day trial product offer available from the WorldWide Web and on trial CD-ROM. Other products may be offered from time to time on a promotional basis. Please check the product documentation to determine if Free Installation Assistance is provided for that product.

Oracle Desktop Products

Oracle Desktop products include all Personal, Workgroup and Enterprise products on the following PC platforms: Apple Macintosh(TM) & PowerMacs, Microsoft Windows(TM), Microsoft Windows95(TM), Microsoft Windows NT(TM), IBM OS/2(TM) and Novell Netware(TM).

Oracle Product Registration Number

Your Oracle Product Registration Number is located at the back of the Customer Support Information Booklet or Customer Support Information Guide. The Oracle Product Registration Number is only available for Oracle Desktop Products and entitles you to 30-days Free Installation Support.

Oracle CSI (Customer Service Identification) Number

Each Oracle license set consisting of one or more Oracle products has an associated CSI (Customer Service Identification) number. If you have purchased an annual Technical Support Service

