

What Does the End of Premier Support Mean for You

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Support Levels

- Defined in *Oracle Software Technical Support Policies* (current version from 15-Sep-2010 is <http://www.oracle.com/us/support/library/057419.pdf>)
- Premier
 - Program updates, fixes, security alerts and CPUs
 - Tax, Legal and Regulatory Updates
 - Certifications
 - 7x24 Support



Support Levels

- Extended
 - Certifications are no longer done
- Sustaining
 - Access to updates, fixes, security alerts and CPUs created during the Premier and Extended support periods (after the end of Extended support)
 - Access to tax, legal and regulatory updates generated during the Premier Support period
 - 7x24 support as long as it is commercially feasible



Support Dates

Database Version	Premier Support	Extended Support	Sustaining Support
9.2	July 2007	<i>July 2010</i>	Indefinite (9.2.0.8)
10.1	January 2009	January 2012	Indefinite (10.1.0.5)
10.2	<i>July 2010</i>	July 2013 10.2.0.4 ends April 2011	Indefinite (10.2.0.5)
11.1	August 2012	August 2015	Indefinite (11.1.0.7?)
11.2	January 2015	January 2018	Indefinite
JInitiator for EBS	July 2009	July 2012	N/A
11.5.10 EBS	<i>November 2010</i>	November 2013	Indefinite
12.0	January 2012	January 2015	Indefinite



Extended Support

- Oracle can put restrictions on patch levels that must be maintained to be on extended support
- Extra Fee or 10% for the first year, 20% the second year and 20% the final year above the base support cost of 22% of your license fee
- Sustaining Support is offered after the end of Premier Support for those who choose not to pay for extended support



Database Version

- In our recent highly unscientific poll
 - 30% pre 10.2
 - 50% 10.2 (most on 10.2.0.4)
 - 20% 11



Database 10.2

- 10.2 automatically started extended support August 2010.
- This does not mean all versions
- You are required to be on 10.2.0.4 or 10.2.0.5
- Support for 10.2.0.4 ends April 2011 or three months after 10.2.0.5 is released for your platform whichever is later
- MOS Note 1130327.1 is the FAQ for 10.2 support



11.5.10

- MOS Notes
 - 1199724.1
 - 883202.1
 - Requirements for Sev 1 SR, new bug fixes, support on new patches (they are only being tested against this level and higher).
 - 976188.1
 - 1178133.1



11.5.10

- 11.5.10.2
 - 316365.1
- ATG Rollup Patchset 6
 - 444524.1
- 10.2.0.4 or higher
 - 10.2 362203.1
 - 11.1 452783.1
- Forms 6i Patchset 19
 - 125767.1



11.5.10

- Oracle HTTP Server MLR Patchset 4393827
 - 254618.1
- Sun Java Runtime Engine (JRE) 1.6.0_03 or higher
 - 290807.1
- Product Specific Patches
- Patch Wizard in OAM can be used for verification
 - Patch 9803629



11.5.10

- Not Trivial
- May require extended outage
- You only have two months from now



Questions

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