

Using MetaLink

My Headlines

- Preferences – Personalize My Headline settings
 - Personal Information
 - Change Password
 - List User
 - TAR Profiles
 - Show License – Request to be added to new CSI
- News & Notes
- Technical Forum
- Knowledge Base
- Certify and Availability
- TARs
- BUGS

Top Tech Docs

- Knowledge Browser – Select a category for Browsing
 - Support Categories
 - Applications
 - Documentation
 - FAQ's
 - Hot Topics
 - Troubleshooting
 - White Papers
 - All Articles
 - Archive
 - Search
 - Support Tools
 - Business Flows
 - Accounting to Financial Reports
 - Procure to Pay
 - Others to come
 - Diagnostic Tools
 - Consists of a catalog of scripts to help in the resolution of many Oracle application problems.
 - Engineered Solutions
 - Consists of many visual process flows that identify the steps to resolve issues.
 - Online Documentation
(Requires access to the Oracle Technology Network)

Applications

Select category to view available User Guides
Application Technical Reference Manuals (eTRM)

Forums – Select forums to research and exchange information with other users

Patches – Search for patches and find the readme to learn what to expect from patches. DBAs use to download patches

TARs (Technical Assistance Request)

Use TARs to submit Oracle problems and questions to Oracle Support. This is a collaborative tool allowing for the exchange of information and updates in the progress of resolutions. You can view all open and closed TARs until they become 90 days old.

TAR Number

Severity Level (1, 2, 3, or 4)

Detailed Status

(1st, 2nd Callback, Waiting on Customer, Work in Progress,
Awaiting Internal Response, Soft Close, Hard Close)

Abstract

Resolution History

Bugs – Search bug database by key words

News and Events – See announcements such as OAUG enhancement request system, OpenWorld, etc.

E-Business 11i

Latest Release Information

eTRM's

Release Content Documents (See "What's New" in 11.5.10)

Alerts

Published Bulletins

AP News – To subscribe, send your email address to APNEWS_us@oracle.com

AR News – To subscribe, send your email address to ARNEWS_us@oracle.com

GL News – To subscribe, send your email address to GLNEWS_us@oracle.com

Oracle Procurement News – To subscribe, send your email address to Oracle-PO-News_ww@oracle.com

Prepared by Don Driggs, Solution Beacon