



Oracle Support and Services Sessions at Oracle OpenWorld 2016

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Session Number	Title	Abstract
CON7229	Best Practices for Maintaining Your Oracle Real Application Clusters	You chose Oracle Real Application Clusters (Oracle RAC) to help your organization deliver superior business results. Now learn how to further enhance the availability, scalability, and performance of Oracle RAC by staying on top of the latest success factors and best practices developed by Oracle RAC experts. In this session, Oracle experts discuss proven best practices to help you work more efficiently, upgrade more easily, and avoid unforeseen incidents. Topics include how to keep Oracle RAC in check & simplify diagnostic collection.
CON7230	Oracle Database 12c Upgrade: Tools and Best Practices from Oracle Support	You've heard about Oracle Database 12c and its new capabilities. Now join this session to hear from Oracle experts about all the great tools and resources Oracle offers to help you.
CON7231	Optimizing Engineered System Support Using Oracle Platinum Services	Customer representatives from (Customer A), (Customer B) and (Customer C) will share insights and actionable recommendations on how they use Oracle Platinum Services to support higher availability, simplify support and utilize fewer resources. Oracle Platinum Services is a special entitlement for customers with qualifying Engineered Systems and Oracle Premier Support.
CON7233	Best Practices for Supporting and Maintaining Oracle Exadata	Discover best practices for maintaining and supporting Oracle Exadata. Experts from Oracle Support will address key performance and availability issues, and provide actionable recommendations and best practices to maximize system availability and drive operating efficiencies.

<u>CON7234</u>	Best Practices for Maintaining Oracle Fusion Middleware	You chose Oracle Fusion Middleware products to help your organization deliver superior business results. Now learn how to take full advantage of your software with all the great tools, resources, and product updates you're entitled to through Oracle Support. In this session, Oracle product experts provide proven best practices to help you work more efficiently, plan and prepare for upgrades and patching more effectively, and manage risk. Topics include configuration management tools, remote diagnostics, the My Oracle Support Community, Oracle Support Lifecycle Advisors and Interactive Troubleshooting. New users and Oracle Fusion Middleware experts alike are guaranteed to leave with fresh ideas and practical, easy-to-implement next steps.
<u>CON7235</u>	Troubleshooting SOA: Tips and Techniques	During this session we will explore solutions to the most common problems customers encounter when working in a SOA 12c environment. We will also share troubleshooting techniques and tools that can be utilized for faster resolution of your technical problem and better interaction with Oracle Support. We will discuss performance issues related to memory and CPU usage, in addition to exploring the different logging options provided in SOA. We will address why it is important to have the database repository optimized and purged. Finally, we will review the Remote Diagnostic Agent and why it is a useful SOA tool for your system.
<u>CON7236</u>	Maximize Your Investment in Oracle HCM Cloud Services	You chose Oracle HCM Cloud Services to help your organization deliver superior business results. Now learn how to take full advantage of your Oracle Cloud Service with all the great tools, and resources you're entitled to with your subscription. In this session, Oracle experts provide proven best practices to help you realize more value faster from your Oracle Cloud Service. New users and Cloud experts alike are guaranteed to leave with fresh ideas and practical, easy-to-implement next steps.
<u>CON7237</u>	Maximize Your Investment in Oracle ERP Cloud Services	You chose Oracle ERP Cloud Services to help your organization deliver superior business results. Now learn how to take full advantage of your Oracle Cloud Service with all the great tools, and resources you're entitled to with your subscription. In this session, Oracle experts provide proven best practices to help you realize more value faster from your Oracle Cloud Service. New users and Cloud experts alike are guaranteed to leave with fresh ideas and practical, easy-to-implement next steps.

<u>CON7238</u>	E-Business Suite Analyzer Diagnostics – Simply a MUST HAVE for All Companies	Wouldn't it be great if you had a simple report that could tell you if you had any critical issues in your EBS environment, and it also gave simple directions for fixing them?! That amazing report does exist, and it is generated from the Analyzer Diagnostics. These are the most important support tools available to you now. If you integrate them into your best practices and maintenance, you can avoid many critical month end issues, and in between. Come see how to utilize these FREE tools within your business.
<u>CON7239</u>	E-Business Suite Proactive Best Practices to Prepare Customizations for 12.2	Join this session to learn about tools and best practices around Oracle Features, Oracle Data structure changes, tools maintenance and testing to complete your E-Business Solution. Utilize the Global Standards Compliance Checker. Readiness report for your Current environment Know where to go and find features that have been introduced in R12 and if you are utilizing them or can eliminate customizations. Explore what the actual meta data changes are with the 3 File comparison reports and etrm. Then think about OATS Flow builder for testing & Patch Wizard or AMP/AMS for code promotion and maintenance.
<u>CON7240</u>	JDE: Maintaining and Supporting Your JDE Oracle Public Cloud Solution	Interested in running or already running JD Edwards EnterpriseOne on the Oracle Public Cloud? In this session, JD Edwards EnterpriseOne support will cover EnterpriseOne on the Oracle Cloud as a supported operating environment. Learn tips and tricks for getting your Cloud instance up and running and how best to engage the Support Organization to get the most from your environment.
<u>CON7241</u>	PeopleSoft Tech: Top Trending Issues and Their Resolutions	In this unique session, you will learn some of the challenges Oracle has helped its customers resolve as they execute their latest Oracle's PeopleSoft PeopleTools rollout. Of course, everyone's situation is different, but you will learn how to deal with the issues, get past them, or avoid them entirely. Oracle is constantly monitoring customers' reported issues, logging resolutions, tracking unique situations, and noticing trends. In the session, you will see that you are not alone, and you will learn how to address the most common challenges your peers have faced.

<u>CON7242</u>	Supporting and Maintaining your Siebel CRM in Oracle Public Cloud or on-Premise	Oracle's Siebel Customer Relationship Management (Siebel CRM) is at the center of your business. In this session, hear from Oracle experts about how to take full advantage of all the great Siebel support tools, product roadmap and product updates you're entitled to through Oracle Support. You will learn about migrating your Siebel CRM application to Oracle Public Cloud. Come hear about new features in IP2016 and Siebel in Cloud offering.
<u>CON7243</u>	Automating Your Service Requests: The Road to Fast and Accurate Solutions	Accurate and extremely fast solutions: that's what you get with service request (SR) automation. In this session we will discuss how we automate SRs through various channels such as the My Oracle Support (MOS) web portal and Oracle Auto Service Request (ASR), and what messaging you can expect to see in an automated SR. We will show what the benefits are to you, as a customer; we will touch on what's required to enable SR automation from your end (spoiler alert: very little!); and we will provide a few simple tips and tricks to allow you to get the most out of your automated SRs at Oracle.
<u>CON7275</u>	Best Practices for Maintaining Oracle Storage Systems	This session offers tips and tricks from Oracle Support experts on Oracle ZFS Storage Appliance. Get answers to these questions and more: Why is a hybrid storage pool faster? What pool type should I use for my environment? Why is the storage more full than the size of my data? How do I monitor my storage usage? How can I use the Oracle Intelligent Storage Protocol feature in Oracle ZFS Storage Appliance and the Hybrid Columnar Compression feature in Oracle Database to make my database faster? How can I maximize the uptime of my Oracle ZFS Storage Appliance cluster? How can I minimize the cluster takeover times? How do I configure the network(s) for best speed and redundancy? How do I upgrade and/or expand my storage system?
<u>CON7278</u>	Oracle Commerce Cloud: Tips and Tricks for Troubleshooting Production Issues	Is your commerce site live on Oracle Commerce Cloud? Are you considering leveraging Commerce Cloud in the future? Join our Oracle Commerce Cloud Support expert and explore available tools and best practices to quickly resolve issues. Topics include understanding errors, accessing online resources for Oracle Commerce Cloud, contacting Customer Support, and working effectively with Customer Support on the My Oracle Support portal. This session will equip you with the tools you need to maximize the reliability of your commerce site, powered by the Oracle Commerce Cloud.

<u>CON7325</u>	Troubleshooting Kerberos Single Sign-on Issues in Middleware Environments	Kerberos is a network authentication protocol which uses secret key cryptography. In Middleware it is used to allow authenticated users in a Windows domain to be transparently authenticated into applications running in WebLogic Server in the Middleware environment. This session outlines several troubleshooting steps and techniques to diagnose and resolve various issues that arise while configuring Kerberos in these environments.
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