

Instructions for obtaining Oracle licensed software.

1. Contact services@itec.suny.edu to begin the process - in the email let them know who you are, who you are affiliated with and that you will be requesting Oracle software.
2. Do you already have an Oracle support account? If not you can create one here at "<https://support.oracle.com/>", and then follow the steps below for support access (if you already have an account, skip to step d):
 - a. After creating your account, activate it per the confirmation email you will receive.
 - b. Update your account information. We strongly recommend that you join OTN (Oracle Technology Network), as it provides a substantial amount of technical content regarding Oracle's complete product line. Please be sure to specify your SUNY employer where indicated. Be sure to fill out all mandatory fields, and click the Confirm button.
 - c. You will be directed back to the main support.oracle.com website page. Login in to the page with your credentials, and you should be directed to a page that asks you to specify the Support Identifier ("CSI") to which you are requesting access. You will enter the support identifier and click the Request Access button:
 - i. Use CSI #14053756 for access to database technologies
 - ii. Use CSI #15993512 for access to OEL and OVM
 - d. After submitting your request, the CSI number will be confirmed and you will verify the CSI is valid, then click the next button,
 - e. Provide and submit your contact information, if prompted, and agree to the terms of use policy.
 - f. Once you submit your request, we will receive an email and approve your access to Oracle support.

Then login to "<https://edelivery.oracle.com/>" to download the software you want.

Other SUNY-licensed software available under contract:

CSI	Purpose	Organization
14053756	core oracle products (RDBMS, WebLogic, Portal, ...)	STATE UNIV OF NEW YORK
15993512	OVM and OEL	STATE UNIVERSITY OF NEW YORK
15683893	OBIEE (includes hyperion and SQR)	STATE UNIVERSITY OF NEW YORK
18575932	Oracle Data Integrator	STATE UNIVERSITY OF NEW YORK
17737451	Sun Directory Products	STATE UNIVERSITY OF NEW YORK
16400835	RAT, RUEI, OAT	STATE UNIVERSITY OF NEW YORK