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Oracle B2C Service Auto Update Program

Overview and Process

Running the newest version of Oracle B2C Service means that you have access to the latest product capabilities to deliver maximum value to your customers, call center agents and administrators. The Auto Update Program ('AUP') is designed to keep your B2C Service site on the newest version through systematic updates available after each quarterly product release. Automated updates streamline the update experience so your time can be spent delivering value to your customers instead of engaging in lengthy update projects.

Overview of the Auto Update Program (AUP)

An update will be initiated for your site after the general availability of each version that your site is opted into (see 'preferences'). An upgrade site and cutover date will be automatically generated and notifications sent to your organization through a service request from Oracle's Technical Support site. Your upgrade site will be available for you to test prior to the cutover and you will have the flexibility to change the cutover date if needed. Finally, any questions or problems during your testing can be reported to Oracle Technical Support, who will be available to assist you during before, during and after each update.

AUP Process

All notifications are sent to your organization's support contacts who have opted into AUP messaging via https://cx.rightnow.com/app/account/profile. The update process is described below.

1. An email is sent after general availability to remind your business about the scheduled update. The email will include the 'upgrade site creation date'.
   - **If you have any conflicting production development, please skip the update or change the start date in Configuration Assistant.**
2. A second email is sent seven days before the update is scheduled to begin.
3. The upgrade site is automatically created on the scheduled date. A notification is sent when the upgrade site creation process starts.
   - At this point your site is locked to the targeted release.
   - Cutover is scheduled to align with the site's Update Preferences (Two weeks later by default).
   - The exact clone start time is not applicable because the upgrade site database is built from data backups. Backups are created at different times in different data centers but are generally reflective of the production data within a 24 hours window.

Benefits of AUP

- Stay on the latest release without engaging in lengthy update projects
- Ensure access to the latest product features and fixes
- Run your B2C Service site on the most reliable and secure version

Key Features of AUP

- Your Service B2C site updates quarterly to the latest version
- You control the update schedule
- You can customize and integrate your site using supported frameworks

AUP Preferences

These can be modified in Cloud Configuration Assistant

- Choose your update frequency (1-4 times per year)
- Choose when the update starts for each release
- Choose how long the upgrade site is available for testing
- Skip, reschedule, or start an update as needed

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4. A notification is sent when the upgrade site creation process finishes.

5. Your business conducts acceptance testing. (**recommended**)

   - [Report questions or problems](#)

6. Cutover to the new version in production.
   - You can reschedule the cutover in [Configuration Assistant](#)
   - Notifications are sent to confirm the start and end of the update downtime (Generally 5 minutes of downtime).

7. Your business conducts post cutover testing. (suggested)

   - [Report questions or problems](#)

Important Notes about AUP

Support for service requests submitted during the update cycle will be subject to the normal service level targets specified for your organization and service request severity. Oracle B2C Service support agreements can be found at http://www.oracle.com/us/corporate/contracts/cloud-services/index.html.

Oracle customers are responsible for addressing deprecations within their site before the deprecated capability is removed and the site's readiness to update is lost. Deprecations are described at https://cx.rightnow.com/app/answers/detail/a_id/5974/.

The Auto Update Program does not override any other existing contractual agreements between your organization and Oracle.

Update Tip

Oracle recommends that you review all update-related Oracle B2C Service documentation prior to update including:

- Update Guide
- Release Notes
- Infrastructure Requirements

Questions

If you have any questions or concerns about the Auto Update Program, please contact Oracle's Update Team at https://cx.rightnow.com/app/mysupport/ask/group/techsupport

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