



Software Error Correction Support Policy

Oracle Enterprise Performance Management

Version 1.0

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Applies to:

Oracle Enterprise Performance Management
(Includes Hyperion)

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1.0 About This Document

1.1 Executive Summary

This document describes how Oracle delivers error correction for Oracle Enterprise Performance Management in the form of Patch Sets, Patch Set Updates and Patch Set Exceptions for releases under Premier and Extended Support, and is intended to complement the [Lifetime Support Policy](#). The Error Correction Policy defines the policies and practices surrounding the patching methodology and the grace period for which prior Patch Sets (6 to 12 months) and Patch Set Updates (3 to 6 months) are eligible for correction.

1.2 Scope of This Document

Oracle provides bug fixes for its Enterprise Performance Management products as part of Premier and Extended Support (but not Sustaining Support). This document explains the methods that are used to deliver bug fixes and some of the rules regarding those methods.

Relationship to Lifetime Support Policy: The [Lifetime Support Policy](#) describes, for all Oracle products, the duration of support for *major releases* and the support services delivered in each phase of a product's life. All versions of a major release, including Patch Sets and Patch Set Updates, are subject to the timelines provided for the corresponding major release.

This Error Correction Policy document describes, for the products listed on the title page, details about *how* we deliver error corrections. This includes policies on how long we will create new fixes on previously released versions including Patch Sets and Patch Set Updates. Please see [Appendix A](#) for details about the grace period for specific products.

1.3 Terminology

Term	Description
Conflicting patch	Conflicting patches are two or more patches that have some files in common, but contain independent fixes.
Critical Patch Update (CPU)	A collection of high-priority fixes (usually for security issues). CPUs are cumulative with respect to prior CPU's.
Cumulative patch	See Patch Set Update.
Diagnostic patch	A patch created specifically to diagnose a problem and not to fix a bug.

Term	Description
Grace period	The period of time following the release of a Patch Set or Patch Set Update where we create new fixes for both the new and previous Patch Set or Patch Set Update, allowing customers time to plan for and install the new version. Please see Appendix A for details about the grace period for specific products.
Major Release	May contain significant new functionality and/or architectural changes. Major releases typically require a fresh, full installation and data migration process. Major releases are designated by a change in the 3 rd position of the version number.
Merged patch	A merged patch combines multiple one-off patches into one integrated patch to resolve patch conflict.
One-off patch	See Patch Set Exception.
Patch Set (PS)	A minor release that can be deployed as an upgrade over an existing installation. These typically require a full install and are generally made available annually. Minor releases include a collection of fixes issued between Patch Sets and may include new features. Oracle recommends PS as part of a routine preventive maintenance strategy.
Patch Set Exception (PSE)	A single patch created to provide a specific, critical fix between the release of Patch Set Updates, requested by Oracle Support on behalf of a customer. Patch Set Exceptions are only created for severe problems with no workaround.
Patch Set Update (PSU)	A cumulative patch that contains most of the fixes for the applicable product (including security fixes), since the most recent baseline (major release, Patch Set or Patch Set Update) allowing customers to apply one patch to avoid many problems. These are typically distributed as an Opatch for all supported platforms and may occur multiple times per year.
Pre-Release Patch Build	A pre-release (development) patch build for customer acceptance testing prior to creation of the final fix. Generally, these patches are produced when the issue(s) are manifested in the customer's system but cannot be reproduced by Oracle.
Regression	A bug introduced as part of a Patch Set, Patch Set Update, or Patch Set Exception where the software was previously working properly.

1.4 Summary

The main way Oracle provides bug fixes to customers in between major releases of our products is by means of a Patch Set (where we bundle a number of fixes, test them thoroughly together, and package for easy download and installation). Customers should plan to install Patch Sets as part of routine software maintenance.

Between Patch Sets, bug fixes are delivered in one of two forms:

1. A Patch Set Update, or
2. A Patch Set Exception

In general, these two forms are created for releases under Premier Support on the most current Patch Set. During Premier Support, these may also be created within the grace period of the previous Patch Set. *Once a product release enters the Extended Support phase, fixes are only created on the latest Patch Set for a release.*

Patch Set Exceptions are only created for **severe problems with no workaround**. A request for Patch Set Exception must meet certain criteria for customer business and operational impact before being accepted, and the fix must be technically feasible for Oracle to create in a way that will not be likely to cause further bugs.

If you need a bug fix that is already available in a Patch Set or a Patch Set Update, we will ask you to apply the Patch Set rather than create a Patch Set Exception.

Oracle will not backport features to prior Patch Sets, Patch Set Updates, or releases.

1.5 Products and Options Covered By This Policy

This document applies to all products and options in the product groupings below. Please check the README for each Patch Set to determine which products and options are included, as these may change periodically.

Products covered:

Oracle Enterprise Performance Management (including Hyperion*)

- Crystal Ball
- Essbase¹
- Essbase Analytics Link for Hyperion Financial Management
- Hyperion BI+²
- Hyperion Data Relationship Management
- Hyperion Disclosure Management
- Hyperion Financial Close Analytics Dashboard
- Hyperion Financial Close Management
- Hyperion Financial Data Quality Management
- Hyperion Financial Data Quality Management Enterprise Edition
- Hyperion Financial Management
- Hyperion Financial Reporting

- Hyperion Performance Scorecard
- Hyperion Planning³
- Hyperion Profitability and Cost Management
- Hyperion Strategic Finance
- Hyperion Tax Provision

1. Includes Essbase and the following related products when shipped with Essbase: Essbase Studio, Essbase Administration Services, Essbase Integration Services
2. Includes: Hyperion Financial Reporting, Hyperion Interactive Reporting, Hyperion Production Reporting, Hyperion Web Analysis
3. Includes: Hyperion Capital Asset Planning, Hyperion Workforce Planning, Hyperion Public Sector Planning and Budgeting, Hyperion Project Financial Planning

- * Please note that Hyperion components (including, but not limited to, components such as Hyperion Foundation Services, Hyperion Enterprise Performance Management Architect, Hyperion Calculation Manager and Hyperion Smart View for Office) are corrected in accordance with the Error Correction Policy for the release of the product with which the component(s) were shipped.

1.6 Limitations

This document is for informational purposes only and may not be incorporated into a contract. Technical Support Services are provided in accordance with Oracle's Technical Support Policies, which can be accessed at oracle.com/support/policies.html. Oracle is under no obligation to develop any future programs or functionality.

2.0 Patch Sets

2.1 Definition

Periodically during the Premier Support phase of a product release's life, Oracle gathers all the bug fixes made to that release, tests them thoroughly together, and packages them as a Patch Set (PS) for installation.

Patch Sets are the safest and most reliable way for you to get bug fixes for a supported release, and are the cornerstone of preventive maintenance strategy. By proactively applying Patch Sets as they are released, you can avoid encountering many bugs that might otherwise affect the smooth operation of your systems, and avoid having to install a Patch Set at an inconvenient time if you do encounter a bug. Also, because a Patch Set includes all previously made bug fixes for a release, a Patch Set provides a stable, well-known base on which to apply new Patch Set Exceptions, Patch Set Exceptions and Critical Patch Updates.

Patch Sets are identified by a change in the 4th position of the version number and may contain significant new functionality. Because they are cumulative, it may be possible to skip a Patch Set; however, we do recommend you plan to apply all offered Patch Sets. Please be sure to read the release Readme document for details.

2.2 Policies

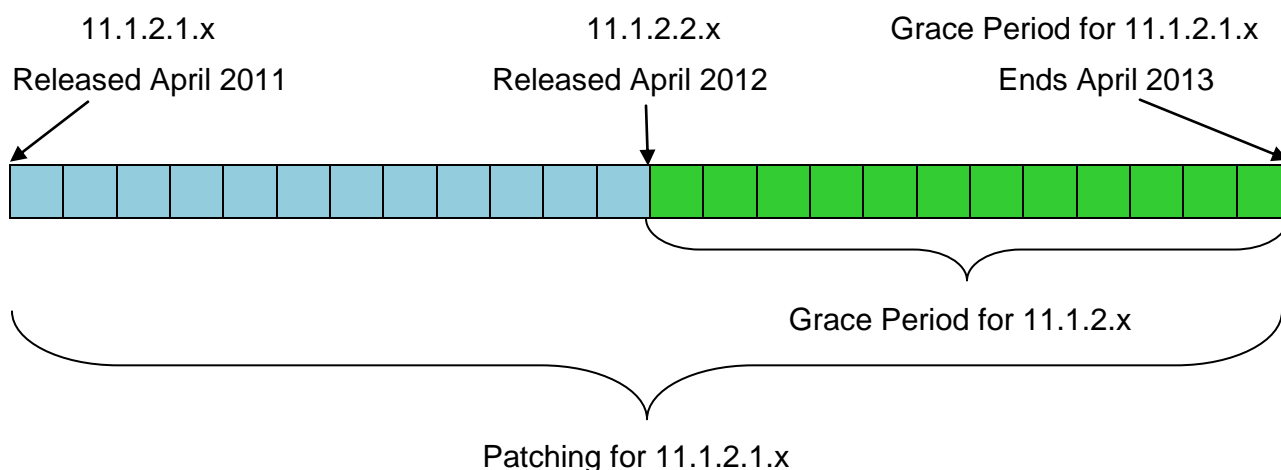
2.2.1 For Which Patch Sets Will Oracle Create New Fixes?

While all Patch Sets of a supported product release are supported (i.e. we will investigate bugs and provide assistance in accordance with the Lifetime Support Policy), it is important to note that *not all versions are eligible for error correction*. While we will investigate a potential bug in all supported Patch Sets, new bug fixes (including Patch Set Updates, Patch Set Exceptions and Critical Patch Updates) are created for the current Patch Set, and previous Patch Set, for the duration of the grace period.

The grace period is intended to provide customers adequate time to plan and execute the installation of a new Patch Set. During this time Oracle will continue to create new fixes for the previous Patch Set for issues with significant customer business and operational impact. The fix must be technically feasible for Oracle to create in a way that will not be likely to cause further bugs.

Figure 1 below is an illustration of the grace period for a Patch Set, showing Patch Set release dates and the eligibility of error correction following the availability of the subsequent Patch Set.

Figure 1 - Example of Patch Set Grace Periods



2.2.2 Patch Sets Only For Supported Releases

Patch Sets are only created for releases during the Premier Support period. Patch Sets are not typically created for releases which have entered Extended Support.

2.2.3 Regressions Due To Patch Sets

Oracle's goal is to produce Patch Sets of the highest quality because we know that customers need them to be trouble-free if they are to be a successful part of a preventive maintenance program. Because of this, if a Patch Set introduces a new bug where the software was previously working properly, Oracle will give extra priority to any Severity 1 or Severity 2 issue verified as a regression until fixed. You must identify the issue as a regression and request the higher priority. If necessary, Oracle may create a Patch Set Exception to correct the problem.

2.2.4 Not All Patch Sets Ported

Oracle may not port every Patch Set to every platform. Oracle will always port the last Patch Set for a release to all platforms that the release was originally ported to.

3.0 Critical Patch Updates

3.1 Overview

Oracle may streamline patching by providing customers with tested bundles of critical fixes. This allows you to plan for and install the fewest number of patches with the highest expectation of success.

3.1.1 Critical Patch Updates

A Critical Patch Update (CPU) is a collection of high priority and/or security fixes. Not every product will have fixes included in Critical Patch Updates. CPUs are built on top of specific Patch Sets for each version eligible for error correction for the applicable Oracle products. The number of bug fixes in Critical Patch Updates is relatively small (an order of magnitude less) compared to Patch Sets.

3.1.2 Testing

CPUs are tested extensively including installation and functional regression tests, and in some cases are tested with Oracle product stacks (such as Middleware, Database, WebLogic server). Oracle recommends as a best practice that customers install each CPU on a test system that mirrors their production system's environment before installing in a production system.

3.1.3 Scope

CPUs contain new security fixes, plus all fixes that were included in previous CPUs on the same release (including any fixes introduced to resolve customer-reported conflicts with previously installed patches, i.e. merges). Thus each new CPU on a particular Patch Set is cumulative.

CPUs have security fixes and any pre-requisite non-security fixes, but may not contain non-security fixes introduced to resolve patch conflicts.

Even though Oracle intends to include mainly security fixes in CPUs, we may decide to include high-priority non-security fixes. We will always identify them in the CPU documentation.

3.2 Policies

3.2.1 Which Patch Set Versions Are Eligible for CPU's?

CPUs follow the same rules for a Patch Set as other patches: they are created for the current Patch Set and the previous Patch Set (if any) for the duration of the grace period (see [Section 2.2.1](#) above). For example, if 11.1.2.2 was the current EPM Patch Set, a CPU created for 11.1.2.2 would also be created for 11.1.2.1 as long as the version is within the grace period.

Only customers who have contracted for Extended Support (where available) are entitled to download and use CPUs created during the Extended Support period.

3.2.2 Patch Conflict Resolution For CPUs

It is possible that you may encounter a conflict between the new CPU and patch that you had installed prior to the CPU. To resolve the conflict, a request for a merge of the CPU with the earlier patch must be made.

4.0 Patch Set Updates

4.1 Overview

Patch Set Updates (PSU) are cumulative patches that contain most of the fixes for the applicable product (including security fixes), since the last Patch Set Update, allowing customers to apply one patch to avoid many problems.

Patch Set Updates may replace several Patch Set Exceptions (PSE) and will establish a new baseline version number, thus eliminating the need to install and track multiple interim or recommended patches. For simplicity's sake all the Critical Patch Update fixes are included in the Patch Set Update so customers can choose to install either the Patch Set Update or just the Critical Patch Update based on their business need. Like the Critical Patch Update, Patch Set Updates apply to specific Patch Sets.

A Patch Set Update is designated by a change to the 5th position of the version number (e.g. 11.1.2.1.**001**). It also represents a new baseline of the code, so a Patch Set Exception may have to be for the specific PSU you have installed. There are two important implications:

- Patch Set Exceptions installed prior to applying the PSU may conflict and be rolled back (e.g. uninstalled).
- Any PSE rolled back due to the application of a PSU must be re-built for the PSU before you can reinstall that fix. See section [4.2.2 Resolving Patch Conflicts Related to PSUs](#) below.

4.1.1 Testing

Testing for Patch Set Updates includes regression, system and performance testing to ensure customers have the most successful experience using them.

4.1.2 Scope

PSUs contain limited content – usually 50 to 100 fixes. Included are:

- Fixes for critical technical issues such as incorrect results, corruptions, and hangs.
- Fixes that have been encountered by a large number of customers.
- Fixes that have successfully resolved issues for other customers.

4.2 Policies

4.2.1 Which Patch Set Updates Are Eligible for PSE's?

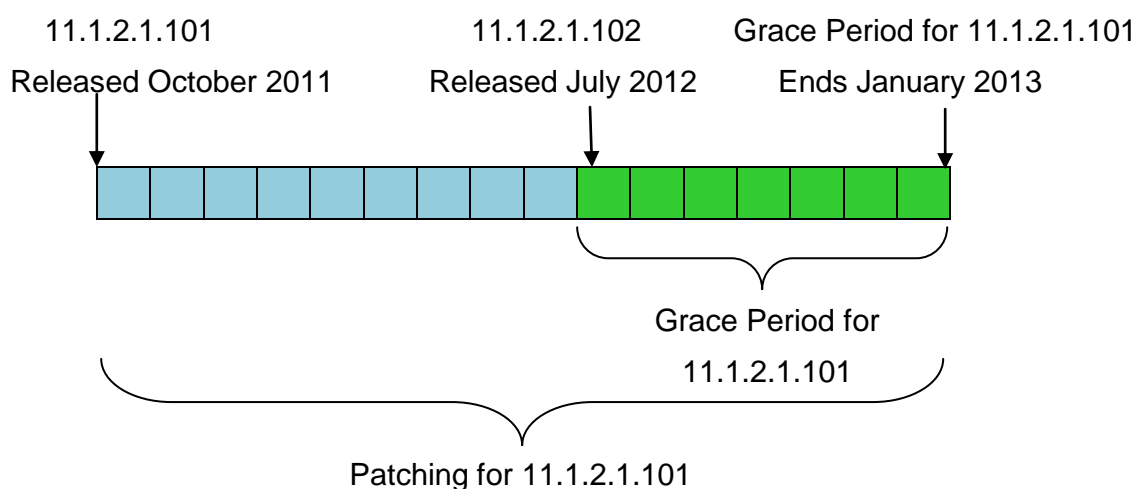
While all Patch Set Updates of a supported product release are supported (i.e. we will investigate bugs and provide assistance in accordance with the Lifetime Support Policy), it is important to note that *not all Patch Set Updates are eligible for error correction*.

While we will investigate a potential bug in all supported Patch Sets and Patch Set Updates, new bug fixes (including Patch Set Exceptions) are created for the current Patch Set Update, and previous Patch Set Update(s), for the duration of the grace period.

Please see [Section 5](#) below for PSE criteria.

Figure 2 below is an illustration of the grace period for a Patch Set Update, showing Patch Set Update release dates and the eligibility of error correction following the availability of the subsequent Patch Set Update.

Figure 2 - Example of Patch Set Update Grace Periods



4.2.2 Resolving Patch Conflicts Related to PSUs

It is very important to check for patch conflicts as part of the planning process when applying a PSU so you know which, if any, patches will be rolled back and can request a merged patch if needed. You must request that the fix be merged into the PSU you are planning to apply via a service request. Note that unless the fix is included in future PSUs, the conflict will continue to exist as new PSUs are created. You should check for conflicts with each new Patch Set Update you plan to apply.

4.2.3 Requested Patches Not Included In Future PSUs

Depending on timing, it is possible that a Patch Set Exception may not make it into the next PSU based on the same Patch Set. However, it would generally be included in the next Patch Set instead. This means that if you have requested a Patch Set Exception built on a PSU you may have to request a new patch for that fix when installing a later PSU *if the Patch Set Exception conflicts*.

5.0 Patch Set Exceptions

5.1 Overview

A **Patch Set Exception (PSE)**, also known as a "one-off patch" or Interim Patch, is a bug fix (or set of fixes) made available to customers who cannot wait until the next Patch Set Update, Patch Set or new product release for a critical fix. Patch Set Exceptions are for bug fixes only. Patch Set Exceptions will not be used to implement new features or to backport features to older versions or releases. Patch Set Exceptions are particular to a product version (base release, Patch Set or Patch Set Update). For example, a Patch Set Exception created for version 11.1.2.1.102 should NOT be installed on 11.1.2.1.101 or 1.1.2.1.103. All Patch Set Exceptions are included in a future (usually next) Patch Set Update, Patch Set and the next major release, depending on release timing.

5.1.1 Testing

A Patch Set Exception is tested by itself but no system regression testing is done until it is included in the next Patch Set Update, Patch Set or major release. Therefore, it is highly recommended that all customers needing bug fixes wait for a Patch Set, Patch Set Update or a major release that includes the fix.

5.1.2 Scope of a Patch Set Exception

By default, a Patch Set Exception does not include any other bug fixes made since the previous Patch Set. Therefore, a user installing multiple Patch Set Exceptions increases the risk of system instability with each additional Patch Set Exception installed. For long-term reliability, customers should install the next Patch Set Update, Patch Set, or major release that includes the Patch Set Exception(s) as soon as it becomes available.

5.2 Policies

5.2.1 Which Patch Sets Updates Are Eligible For Patch Set Exceptions?

Oracle will create new Patch Set Exceptions against the currently available Patch Set Update and for the previous Patch Set Update for the duration of the *grace period* (see [Section 4.2.1](#) above). Oracle considers it a "best practice" leading to greater system stability to create new fixes on the latest Patch Set Update since these are cumulative and include prior fixes created for the Patch Set. Oracle

recommends you remain current with available Patch Set Updates as part of your preventive maintenance program.

Even if a previous Patch Set Update is still within the grace period, Oracle Support will always suggest you install the latest Patch Set Update.

NOTE: You ARE NOT REQUIRED to install any Patch Set Update as a prerequisite for Oracle to investigate a potential bug. You may be required to install a Patch Set Update if:

- Diagnosis has determined that a new bug fix must be created, or
- It has been determined that the bug is fixed in an existing Patch Set Update

New fixes will only be created for Patch Sets eligible for error correction (see [Section 2.2.1](#) above).

5.2.2 Criteria For Considering Patch Set Exception Requests

A Patch Set Exception should only be requested for severe issues with significant customer business and operational impact. Patch Set Exceptions are exceptions and any request for a new Patch Set Exception must be accompanied by a business case explaining the business and operational impact of the issue. In order for a PSE to be created, Oracle must believe that it is technically feasible to create a patch that does not jeopardize the stability of your system.

Below are some of the considerations that should be included in the business case:

- Customer business impact
- Severe system unavailability
- Unable to complete critical work processes
- Significant risk to development or deployment schedule
- Patch is required to resolve a patch conflict created by applying a PSU or another Patch Set Exception

Operational/technical impact

- Data corruption (physical or logical)
- System hangs or crashes repeatedly
- Failure of critical functionality
- Severe performance regression
- Bug fix is not available in a later Patch Set or Patch Set Update of the release you are running, or applying the Patch Set or Patch Set Update is not feasible due to a strong business or technical reason
- No workaround is available or unable to use workaround because of a strong business / technical reason

If the business case for the request is strong, Oracle Support will log a Patch Set Exception (PSE) request on your behalf, which may result in the patch being created and put on My Oracle Support for you to download. If the impact of a bug is high but does *not* meet the above criteria, the issue will be reviewed for inclusion in the next Patch Set or Patch Set Update.

5.2.3 Resolving Patch Conflicts Related to Patch Set Exceptions

Patch Set Exceptions are typically not cumulative; the fix in each Patch Set Exception does not typically include other fixes made since the last Patch Set Update. Because of this, installing a new Patch Set Exception could cancel out a previously installed Patch Set Exception. It is very important to check for patch conflicts as part of the planning process when applying a PSE so you know which, if any, patches will be rolled back and can request a merged patch if needed.

If you encounter a patch conflict, you must give Oracle Support a complete list of all Patch Set Exceptions installed in your ORACLE_HOME. This allows Oracle to create, if necessary, a *Merged Patch* that includes the fixes from the new patch and the previously installed patches. Most customers will be able to use the *Opatch* utility to get the list of patches installed. Note: unless the fix is included in future PSUs, the conflict will continue to exist as new PSUs are created.

5.2.4 Regressions Due To A Patch Set Exception

If a Patch Set Exception introduces a new bug where the software was previously working properly, Oracle will work the problem at the level of priority assigned to the original bug. You must identify the issue as a regression and request the higher priority. If necessary, Oracle may create a Patch Set Exception to correct the problem.

5.2.5 Patch Set Exceptions Included In Future Patch Sets and Releases

Patch Set Exceptions are automatically included in the next Patch Set Update, Patch Set and the next major release of the product. In cases where the Patch Set Exception is created too late in the development cycle of the current release, it will be rolled into the following version. ***Be sure to review the list of bug fixes included in a new Patch Set or Patch Set Update to make certain that all the patches you currently have installed are included.*** If you find that a patch you need is missing from the new Patch Set or Patch Set Update, contact Support prior to installing so a new patch can be created for you on the new version.

5.2.6 Customer Considerations

A Patch Set Exception is unit tested but not tested with other Patch Set Exceptions, nor is the product regression tested as a whole with the Patch Set Exception included. Oracle recommends you install the Patch Set Exception on a test system and perform basic testing before installing the Patch Set Exception in a production system.

Because Patch Set Exceptions are created as a matter of urgency, we request that you install the patch promptly when it becomes available. If you will not be able to

install it promptly, please ask for the fix to be included in the next Patch Set or Patch Set Update instead of requesting a Patch Set Exception. We request that you report back to Oracle Support on the success of the patch, so that Support can update the bug accordingly.

As a best practice, install the next Patch Set or Patch Set Update that includes this fix as soon as it is available on your platform and version.

5.2.7 Patch Set Exceptions Available Via My Oracle Support

Once a Patch Set Exception has been provided to the requestor, at Oracle's discretion it is made available to other customers for download via My Oracle Support. IF YOU PLAN TO INSTALL MORE THAN ONE PATCH SET EXCEPTION to one Oracle Home directory, it is very important to run and take notice of any Opatch warnings or messages and call Support if a patch conflict exists. Oracle Support will determine, based on the patches already installed, whether a Merged Patch must be requested. **Failure to do so may result in reoccurrence of problems fixed by an earlier-installed Patch Set Exception.** See [Section 5.2.3](#) for additional information.

6.0 Diagnostic Patches

6.1 Overview

Diagnostic patches are patches created by Oracle for the purpose of attempting to diagnose a product or performance fault. These do not resolve issues but provide greater insight and detail to assist in analyzing the problem.

6.2 Policies

6.2.1 Install Only On Problem System

A diagnostic patch should only be installed on the customer system for which it was specifically produced unless directed otherwise by Oracle Support.

6.2.2 Diagnostic Patches and PSE Requests

Delivery of a diagnostic patch does not imply that a Patch Set Exception will be created. If a Patch Set Exception is required, please see [Section 5](#) of this document.

6.2.3 Remove Diagnostic Patches After Problem Resolution

Diagnostic patches should be removed from a production system once the situation it was produced for has been resolved, unless otherwise directed by Oracle Support.

7.0 Pre-Release Patch Builds

7.1 Overview

From time to time it may be necessary for Oracle to provide a customer with a pre-release (development) patch build for customer acceptance testing prior to creating the final fix. Generally, these patches are produced when the issue(s) are manifested in the customer's system but cannot be reproduced by Oracle.

7.2 Policies

7.2.1 Install Only On Problem System

A pre-release patch should only be installed on the customer system for which it was specifically produced, typically a test environment, unless directed otherwise by Oracle Support.

7.2.2 Pre-Release Patches and PSE Requests

Delivery of a pre-release patch does not imply that a Patch Set Exception will be created. If a Patch Set Exception is required, please see [Section 5](#) of this document.

7.2.3 Remove Pre-Release Patches After Problem Resolution

Oracle recommends that fixes be applied to production environments when the fix is incorporated in a release, or a patch available via My Oracle Support. Pre-release patches should not be applied to production environments unless directed otherwise by Oracle Support.

Appendix A - Product Specific Details

A.1 Enterprise Performance Management

A.1.1 Grace Period for Patch Sets (PS)

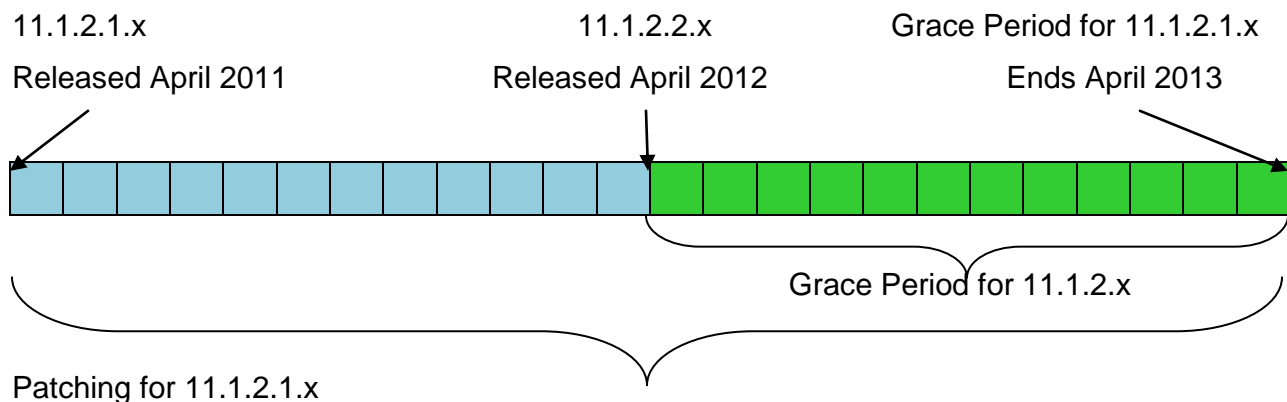
Grace Period: up to 1 year.

You have up to one year from the release of a patch set on the first platform to plan for and install the *new* patch set. During this period, Oracle will create new bug fixes for the previous patch set.

For example, 11.1.2.1.0 was released in April, 2011 and was followed by version 11.1.2.2.0 in April 2012. Until April, 2013 we will create new fixes for both 11.1.2.1.x and 11.1.2.2.x. After April 2013 new fixes for 11.1.2.1.x will cease on all platforms and we will only create new fixes for 11.1.2.2.x.

Grace periods for current patch sets can be found in Oracle Support Document [1590676.1](#): *Grace Period End Dates for Oracle Enterprise Performance Management*.

Figure 1 - Example of Patch Set Grace Periods



Exceptions

Oracle may provide less than a 1 year grace period for a Patch Set when:

- The release of a Patch Set on different platforms happens over time
- The Grace Period End Date for a Patch Set would exceed the Premier Support End Date, as published in the Lifetime Support Policy, for the release

In these instances, a grace period of at least 6 months will be provided.

Please see Oracle Support Document [1590676.1](#): *Grace Period End Dates for Oracle Enterprise Performance Management* for specific Grace Period End Dates.

Please note: CPUs will NOT be provided beyond the initial 12 month grace period.

A.1.2 Grace Period for Patch Set Updates (PSU)

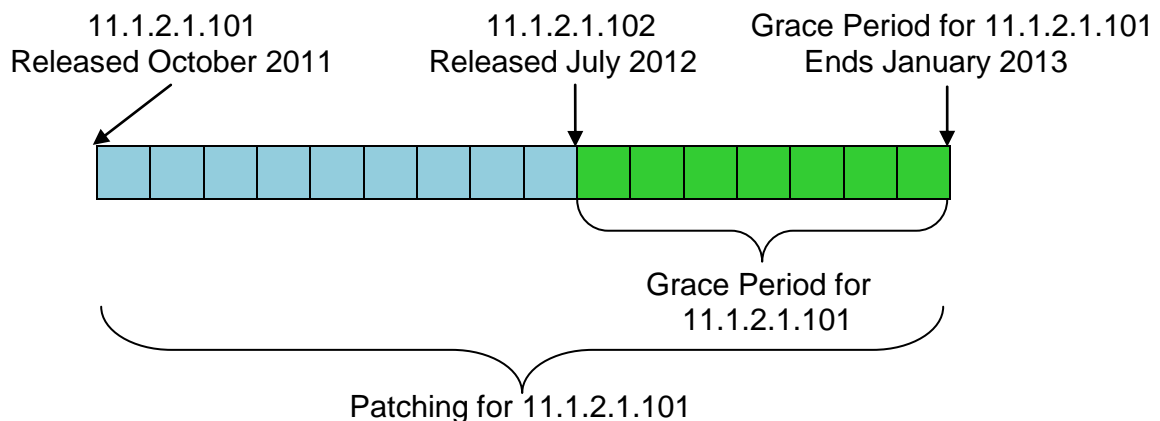
Grace Period: up to 6 months.

You have up to 6 months from the release of a Patch Set Update on the first platform to plan for and install the new Patch Set Update. During this period we will create new bug fixes for the previous patch set update.

For example, 11.1.2.1.101 was released in October 2011 followed by 11.1.2.1.102 in July 2012. We will create new fixes for both 11.1.2.1.101 and 11.1.2.1.102 through January 2013. After January 2013, new fixes for 11.1.2.1.101 will cease on all platforms and we will only create new fixes for 11.1.2.1.102.

Grace periods for current patch set updates can be found in Oracle Support Document [1590676.1](#): *Grace Period End Dates for Oracle Enterprise Performance Management*.

Figure 2 - Example of Patch Set Update Grace Periods



Exceptions

Oracle may provide fewer than 6 months grace period for a PSU when:

- The release of a Patch Set Update on different platforms happens over time
- The Grace Period End Date for a Patch Set *Update (PSU)* would exceed the Grace Period End Date for the related Patch Set (PS)

In these instances, a grace period of at least 3 months will be provided.

Please see Oracle Support Document [1590676.1](#): *Grace Period End Dates for Oracle Enterprise Performance Management* for specific Grace Period End Dates.

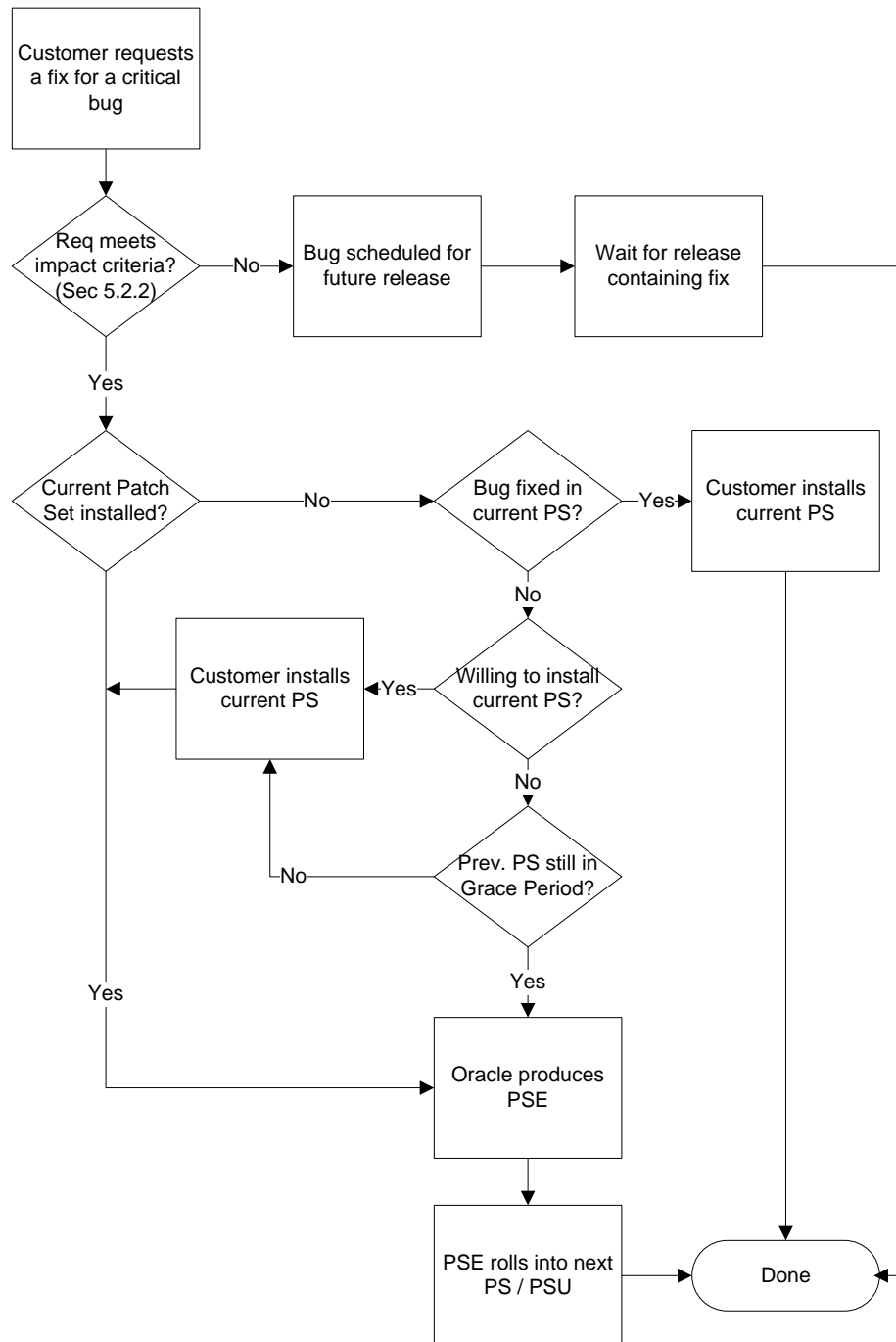
Please note: CPUs will NOT be provided beyond the initial 6 month grace period.

A.1.3 CPU Patch Conflict Resolution

It is possible that you may encounter a conflict between the new CPU and patch that you had installed prior to the CPU. Merged patches will only be provided during the grace period. Please see [Section 3.2.2](#).

Appendix B – Patch Request Process Flow

Figure 3 – Patch Request Process Flow



Appendix C – Document Change Control

Date	Author	Version	Comments
January 9, 2015	E. Hansen, S. Pentangelo	1.0	Initial Publication