

About Oracle Autonomous Data Warehouse

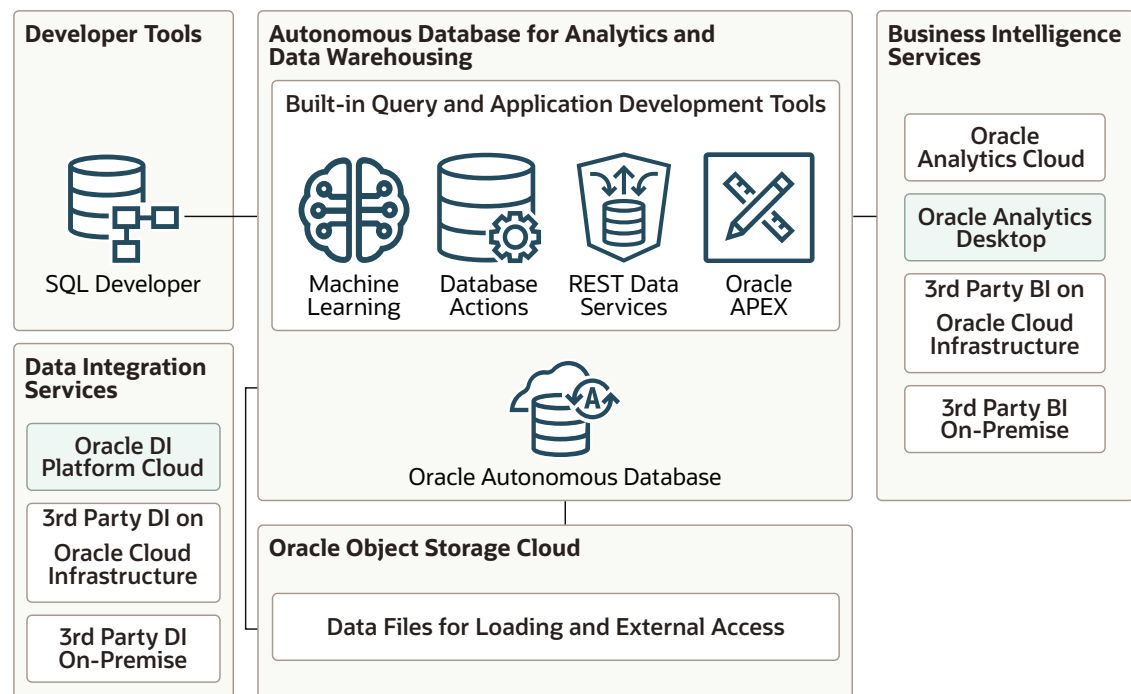
Autonomous Database is designed as a "load and go" service: you start the service, define tables, load data, and then run queries.

Autonomous Database is designed to support all standard SQL and business intelligence (BI) tools, and provides all of the performance of the market-leading Oracle Database in an environment that is tuned and optimized for data warehouse workloads.

To get started you create an Autonomous Database with workload type Data Warehouse and specify the number of ECPUs (OCPUs if your database uses OCPUs) and the storage capacity in TB's for the Autonomous Database.

You can use Autonomous Database with Oracle Analytics Cloud or Oracle Analytics Desktop to easily create visualizations and projects that reveal trends in your company's data and help you answer questions and discover important insights about your business.

The following figure shows the Autonomous Database architecture with related components for analytics and data warehousing.



About Oracle Autonomous Transaction Processing

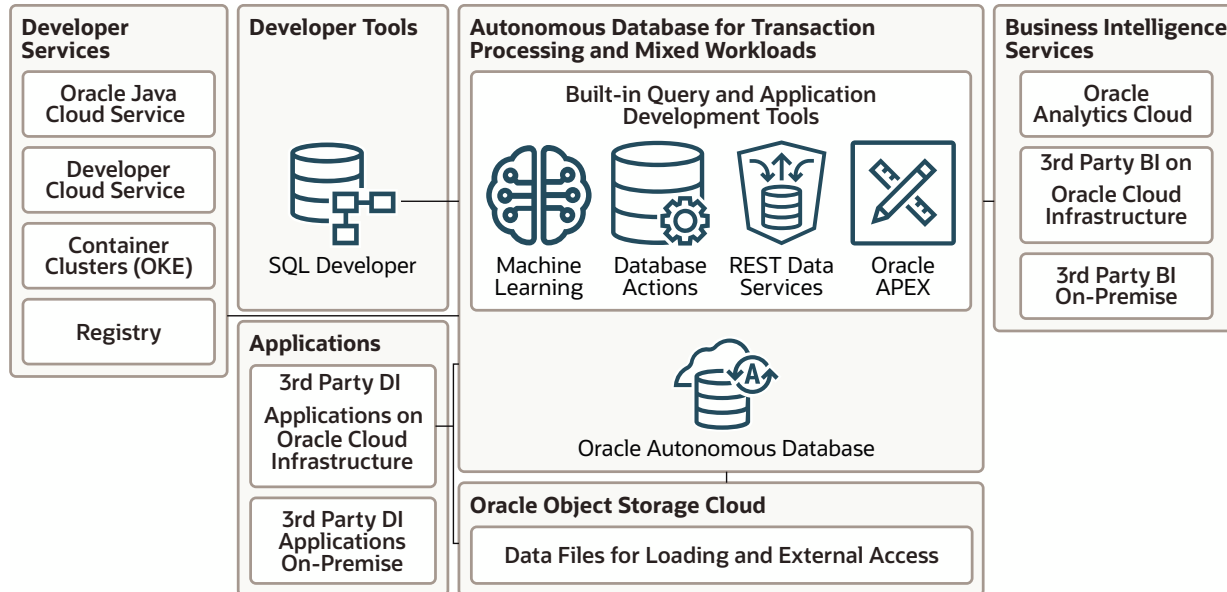
Autonomous Database is designed to support all standard business applications and deliver scalable query performance.

Autonomous Database provides all of the performance of the market-leading Oracle Database in an environment that is tuned and optimized to meet the demands of a variety of applications, including: mission-critical transaction processing, mixed transactions and analytics, IoT, and JSON document store.

To get started you create an Autonomous Database with the workload type Transaction Processing and specify the number of ECPUs (OCPUs if your database uses OCPUs) and the storage capacity in TB's for the database.

You can use Autonomous Database with Oracle Analytics Cloud or Oracle Analytics Desktop to easily create visualizations and projects that reveal trends in your company's operational data and help you answer questions and discover important insights about your business.

The following figure shows the Autonomous Database architecture with related components for transaction processing and mixed workloads.



About Autonomous JSON Database

Oracle Autonomous JSON Database is Oracle Autonomous Transaction Processing, but designed for developing NoSQL-style applications that use JavaScript Object Notation (JSON) documents. You can promote an Autonomous JSON Database service to an Autonomous Transaction Processing service.

Oracle Autonomous JSON Database provides all of the same features as Autonomous Transaction Processing, with this *important limitation*: you can store only up to 20 GB of data other than JSON document collections. There is no storage limit for JSON collections.

Development of NoSQL-style, document-centric applications is particularly flexible because the applications use *schemaless* data. This lets you quickly react to changing application requirements. There's no need to normalize the data into relational tables, and no impediment to changing data structure or organization at any time, in any way. A JSON document has internal structure, but no relation is imposed on separate JSON documents.

With Oracle Autonomous JSON Database your JSON document-centric applications typically use [Simple Oracle Document Access \(SODA\)](#), which is a set of NoSQL-style APIs for various application-development languages and for the representational state transfer (REST) architectural style. You can use any SODA API to access any SODA collection.

SODA document collections are backed by ordinary database tables and views. To use other kinds of data, subject to the 20 GB limit, you typically need some knowledge of Structured Query Language (SQL) and how that data is stored in the database.

With Oracle Autonomous JSON Database, a SODA collection *can only contain JSON data*. For example, you cannot have a collection of image documents or a collection that contains both JSON documents and image documents. This is a limitation relative to Autonomous Transaction Processing, where you can define such heterogeneous collections.

No matter what kind of data your applications use, whether JSON or something else, you can take advantage of all Oracle Database features. This is true regardless of the kind of Oracle Autonomous Database you use.

JSON data is stored natively in the database. In a SODA collection on an Autonomous Database JSON data is stored in Oracle's native binary format, OSON.

About Oracle APEX Application Development

Oracle APEX Application Development (APEX Service) is a low cost, Oracle Cloud service offering convenient access to the Oracle APEX platform for rapidly building and deploying low-code applications. APEX Service is designed to support all standard business applications and deliver scalable query performance.

See Oracle APEX Application Development for more information.

Autonomous Database Region Availability

Describes availability information for Autonomous Database in commercial regions and government cloud regions.

Commercial Regions and Availability Domains

Autonomous Database is available in all regions of the [commercial realm](#).

Government Cloud

See [Oracle Cloud Infrastructure Government Cloud](#) for information about availability in Government Cloud regions.

Get Help, Search Forums, and Contact Support

When you use Oracle Autonomous Database, sometimes you need to get help from the community or to talk to someone in Oracle support. This topic provides more information about getting help by viewing and posting questions on forums and using Oracle Cloud Support to create a support request.

- [Post Questions on Forums](#)
If you can't find an answer to a question through search, you can submit a question to one of the forums. This option is available to all customers.
- [Open a Support Ticket](#)
If forums and other search options do not resolve your issue and you need to talk to someone, you can create a support request.

Post Questions on Forums

If you can't find an answer to a question through search, you can submit a question to one of the forums. This option is available to all customers.

Cloud Customer Connect Forums

For any issue related to Autonomous Database or Oracle Cloud Infrastructure, you can post a question to Cloud Customer Connect:

- [Autonomous Data Warehouse](#)
- [Autonomous Transaction Processing](#)

- [Oracle Cloud Infrastructure and Platform](#)

Stack Overflow Knowledge Forum

If you are working with Autonomous Database and you have technical questions, you can use stackoverflow to post questions and to find answers or to help others answer their questions. When you post, tag your question with [oracle-autonomous-db](#), as follows:

[Questions tagged \[oracle-autonomous-db\]](#)

Open a Support Ticket

If forums and other search options do not resolve your issue and you need to talk to someone, you can create a support request.

If you need to file a service request use [Oracle Cloud Support](#) or contact your support representative and provide the tenancy details. In addition to support for technical issues, you can open support requests if you need to:

Use the Oracle Cloud Infrastructure Console to Create a Support Ticket

The first time you open a support ticket, you're automatically taken through a series of steps to provision your support account. If you want to make changes or if you run into problems, see [Configuring Your Oracle Support Account](#).

To create a support request from the Oracle Cloud Infrastructure Console:

1. On the Oracle Cloud Infrastructure open the **Help** menu (?) and under **Request Help**, click **Create Support Request**.
2. Enter the following:
 - **Issue Summary:** Enter a title that summarizes your issue. Avoid entering confidential information.
 - **Describe Your Issue:** Provide a brief overview of your issue.
 - Include all the information that support needs to route and respond to your request.
See Obtain Tenancy Details for details on obtaining Autonomous Database information.
 - Include troubleshooting steps taken and any available test results.
 - Select the severity level for this request.
3. Click **Create Support Request**.

Service Level Objectives (SLOs)

Describes the Service Level Objectives (SLOs) for Oracle Autonomous Database Serverless.

- [Recovery Time Objective and Recovery Point Objective](#)
Oracle Autonomous Database Serverless is engineered to return an application online following an unplanned outage or a planned maintenance activity within single-digit seconds.
- [Built-In Tool Availability](#)
Oracle will use commercially reasonable efforts to have the following tools with a Monthly Uptime Percentage (Availability) objective as defined below, during the service commitment of a calendar month.