

Oracle® Application Server

Quick Installation Guide

10g Release 2 (10.1.2) for Microsoft Windows

B15908-01

August 2005

ORACLE®

Copyright © 2005 Oracle. All rights reserved.

The Programs (which include both the software and documentation) contain proprietary information; they are provided under a license agreement containing restrictions on use and disclosure and are also protected by copyright, patent, and other intellectual and industrial property laws. Reverse engineering, disassembly, or decompilation of the Programs, except to the extent required to obtain interoperability with other independently created software or as specified by law, is prohibited.

The information contained in this document is subject to change without notice. If you find any problems in the documentation, please report them to us in writing. This document is not warranted to be error-free. Except as may be expressly permitted in your license agreement for these Programs, no part of these Programs may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose.

If the Programs are delivered to the United States Government or anyone licensing or using the Programs on behalf of the United States Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the Programs, including documentation and technical data, shall be subject to the licensing restrictions set forth in the applicable Oracle license agreement, and, to the extent applicable, the additional rights set forth in FAR 52.227-19, Commercial Computer Software—Restricted Rights (June 1987). Oracle Corporation, 500 Oracle Parkway, Redwood City, CA 94065.

The Programs are not intended for use in any nuclear, aviation, mass transit, medical, or other inherently dangerous applications. It shall be the licensee's responsibility to take all appropriate fail-safe, backup, redundancy and other measures to ensure the safe use of such applications if the Programs are used for such purposes, and we disclaim liability for any damages caused by such use of the Programs.

Oracle, JD Edwards, PeopleSoft, and Retek are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

The Programs may provide links to Web sites and access to content, products, and services from third parties. Oracle is not responsible for the availability of, or any content provided on, third-party Web sites. You bear all risks associated with the use of such content. If you choose to purchase any products or services from a third party, the relationship is directly between you and the third party. Oracle is not responsible for: (a) the quality of third-party products or services; or (b) fulfilling any of the terms of the agreement with the third party, including delivery of products or services and warranty obligations related to purchased products or services. Oracle is not responsible for any loss or damage of any sort that you may incur from dealing with any third party.

1 Introduction

This guide describes how to install the following Oracle Application Server installation types:

- J2EE and Web Cache middle tier
- OracleAS Infrastructure
- Portal and Wireless middle tier
- Business Intelligence and Forms middle tier

Contents of this Guide

- [Section 2, "Documentation Accessibility"](#) on page 4
- [Section 3, "Installation Types Covered in this Guide"](#) on page 5
- [Section 4, "Requirements"](#) on page 7
- [Section 5, "Starting up the Installer"](#) on page 16
- [Section 6, "Installing J2EE and Web Cache \(Java Developer Topology\)"](#) on page 17

- Section 7, "Installing Portal and Wireless or Business Intelligence and Forms Developer Topology (includes OracleAS Infrastructure)" on page 21
- Section 8, "Accessing the Welcome Page" on page 33
- Section 9, "Installing OracleAS Metadata Repository in an Existing Oracle Database" on page 34
- Section 10, "Additional Resources" on page 35

2 Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Accessibility standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For more information, visit the Oracle Accessibility Program Web site at <http://www.oracle.com/accessibility/>.

Accessibility of Code Examples in Documentation

Screen readers may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, some screen readers may not always read a line of text that consists solely of a bracket or brace.

Accessibility of Links to External Web Sites in Documentation

This documentation may contain links to Web sites of other companies or organizations that Oracle does not own or control. Oracle neither evaluates nor makes any representations regarding the accessibility of these Web sites.

TTY Access to Oracle Support Services

Oracle provides dedicated Text Telephone (TTY) access to Oracle Support Services within the United States of America 24 hours a day, seven days a week. For TTY support, call 800.446.2398.

3 Installation Types Covered in this Guide

This guide is intended for users who want to install Oracle Application Server in these configurations:

- Java Developer topology: Intended for Java developers. This topology installs a **J2EE and Web Cache** middle tier, on which you can deploy your applications.
- Portal and Wireless Developer topology: Intended for Java developers who want to use OracleAS Portal, Oracle Application Server Wireless, Oracle Internet Directory, or Oracle Application Server Single Sign-On features, in addition to J2EE and Web Cache features. This topology installs a **Portal and Wireless** middle tier and the **OracleAS Infrastructure**.
- Business Intelligence and Forms Developer topology: Intended for developers who want to use OracleAS Personalization, OracleBI Discoverer, OracleAS Reports Services, or OracleAS Forms Services features, in addition to J2EE and Web Cache and Portal and Wireless features. This topology installs a **Business Intelligence and Forms** middle tier and the **OracleAS Infrastructure**.

If you want more complex topologies, read the Oracle Application Server Installation Guide for complete installation instructions.

Before installing Oracle Application Server, you should read the Oracle Application Server Release Notes for the latest information.

4 Requirements

Check that your computer meets the minimum requirements:

- [Section 4.1, "Check System Requirements"](#)
- [Section 4.2, "Set the User to Belong to the Administrators Group"](#)
- [Section 4.3, "Check Environment Variables"](#)
- [Section 4.4, "Check and Update Windows System Files \(wsf\)"](#)
- [Section 4.5, "Check If Port 1521 Is in Use"](#)

4.1 Check System Requirements

Your computer must meet the following requirements.

Operating Systems Supported

- Windows 2000 with Service Pack 3 or above
- Windows Server 2003 (32-bit)
- Windows XP is supported only for the following scenarios:
 - J2EE and Web Cache without OracleAS Infrastructure
 - OracleAS Developer Kits

You can install other Oracle Application Server installation types on Windows XP, but they are not supported on Windows XP. The installer displays a warning, but allows you to continue with the installation.

If you are running Windows XP with Service Pack 2, please see Document ID 280874.1 on the *OracleMetaLink* site (<http://metalink.oracle.com>).

- Microsoft Windows XP Professional x64 Edition
- Microsoft Windows Server 2003, Standard x64 Edition
- Microsoft Windows Server 2003, Enterprise x64 Edition
- Microsoft Windows Server 2003, Datacenter x64 Edition

Note that Oracle Application Server is not supported on Windows operating systems that include Terminal Services. For example, Windows 2000 with Terminal Services is not supported.

Oracle provides 32-bit and 64-bit versions of Oracle Application Server for Windows. The 32-bit version runs on Intel x86, AMD64, and Intel EM64T processors. For additional information, visit *OracleMetaLink* at <http://metalink.oracle.com>.

Note: All products and components except OracleAS Infrastructure are certified on AMD64 and Intel EM64T processors.

Other System Requirements

The following table shows other system requirements.

Table 1 *Minimum System Requirements*

	J2EE and Web Cache	Portal and Wireless	Business Intelligence and Forms	OracleAS Infrastructure
Memory (see (1) below)	512 MB	1 GB	1 GB	1 GB
Disk space	400 MB	760 MB	1.5 GB	3.2 GB (see (2) below)
Space in TEMP directory	256 MB (see (3) below)	256 MB (see (3) below)	256 MB (see (3) below)	256 MB (see (3) below)
Total pagefile size (virtual memory)	1.54 GB	1.54 GB	1.54 GB	1.54 GB

Notes:

(1) If you plan to install OracleAS Infrastructure plus either Business Intelligence and Forms or Portal and Wireless on the

same computer, you need to have at least 1.5 GB of memory and 2.0 GB total pagefile size.

(2) Includes OracleAS Identity Management and OracleAS Metadata Repository. You can install the data files for the OracleAS Metadata Repository database on a disk that is different from the disk where you are installing OracleAS Infrastructure. If you do this, make sure the disk for the data files has at least 1.6 GB of free space.

(3) 55 MB of free space in the TEMP directory are required to run the installer in addition to the 256 MB of space required for the installation.

4.2 Set the User to Belong to the Administrators Group

The operating system user performing the installation must belong to the Administrators group.

Note: The user must be listed **directly** in the Administrators group. The user cannot belong to the group indirectly (for example, by being a member of a group that is part of the Administrators group).

To check if you belong to the Administrators group:

Windows 2000, Windows 2003, or Windows XP

1. Display the Computer Management dialog:
 - Windows 2000 or Windows XP: Right-click **My Computer** on the desktop and select **Manage**.
 - Windows 2003: Right-click the local computer icon on the desktop and select **Manage**.
2. On the left side, expand **Local Users and Groups**, and click **Users**.
3. On the right side, right click the user and select **Properties**. This displays the Properties dialog.
4. In the Properties dialog, select the **Member Of** tab.

If you are not a member of the Administrators group, get an administrator to add you to the group or log in as a user who is a member of the Administrators group.

4.3 Check Environment Variables

The operating system user who will be installing Oracle Application Server needs to set (or unset) the following environment variables.

Table 2 *Environment Variables*

Environment Variable	Set or Unset
ORACLE_HOME	Must not be set.
ORACLE_SID	Must not be set.
TNS_ADMIN	Must not be set.
PATH	Must not be longer than 1023 characters.
TEMP	Optional. If unset, defaults to C:\temp.

4.3.1 How to Set Environment Variables This section describes how to set environment variables in Windows:

1. Display the System Control Panel.

Windows 2000: Select **Start > Settings > Control Panel > System**.

Windows 2003: Select **Start > Control Panel > System**.

Windows XP: Select **Start > Control Panel** then double-click **System**.

2. Select the **Advanced** tab.
3. Click **Environment Variables**.
4. To change the value of a variable, select the variable and click **Edit**.

4.4 Check and Update Windows System Files (wsf)

Note: Perform this step only if prompted by the installer.

Oracle Application Server requires minimum versions of some system files in the Windows system directory (typically `C:\Windows\system32` or `C:\Winnt\system32`). When you run the installer for Oracle Application Server, the installer checks the Windows system files on your computer. If it finds old versions of these files, and the files are in use by other processes, then it prompts you to exit the installer and run `wsf.exe` to install the latest Windows system files. (If it finds old versions of

the files, but the files are not in use by other processes, then it just replaces the files and you do not have to run `wsf.exe`.)

You can find `wsf.exe` in the same directory as the installer.

To run `wsf.exe`, which you need to do only if prompted by the installer, perform these steps:

1. Start `wsf.exe`, which starts up Oracle Universal Installer to install the Windows system files.

CD-ROM (assumes E: is the CD-ROM drive):

```
E:\> wsf.exe
```

DVD-ROM (assumes E: is the DVD-ROM drive):

```
E:\> cd application_server  
E:\application_server> wsf.exe
```

2. Welcome screen

Click **Next**.

3. Specify File Locations screen

Destination Name: Enter a name for the Oracle home for `wsf`.

Destination Path: Enter any full path. The installer installs the files in the proper system directories, regardless of the value you enter in this field.

Click **Next**.

4. Warning: System Reboot Required screen

If you see this screen, the installer will reboot your computer automatically at the end of this installation to complete the Windows system files installation. Save and close applications (other than this installer) that you have running on your computer.

Click **Next**.

5. Summary screen

Click **Next** to start installing the Windows system files.

6. End of Installation screen

Click **Exit** to exit the installer.

7. If the installer displayed the "Warning: System Reboot Required" screen during installation, the installer now reboots your computer. If not, please reboot your computer before continuing.

4.5 Check If Port 1521 Is in Use

This section is applicable only if you are installing the OracleAS Infrastructure.

The OracleAS Infrastructure installs an Oracle database, which uses port 1521 by default. To check if port 1521 is in use:

```
C:\> netstat -an | find "1521"
```

If port 1521 is in use by a third-party application, you need to configure the application to use a different port.

If port 1521 is in use by an existing Oracle database listener, you need to stop the listener before installing the OracleAS Infrastructure.

See the Oracle Application Server Installation Guide for details.

5 Starting up the Installer

To start the installer:

1. Log in to the computer as a user who is a member of the Administrators group.
2. Insert the disk:

CD-ROM: Insert Oracle Application Server Disk 1.

DVD-ROM: Insert the Oracle Application Server DVD-ROM.

3. If your computer supports the auto run feature, the installer launches automatically.

If your computer does not support the auto run feature, you have to start up the installer manually:

CD-ROM: Double-click the `setup.exe` file.

DVD-ROM: Double-click the `setup.exe` file located in the `application_server` directory.

This launches Oracle Universal Installer, through which you can install Oracle Application Server.

6 Installing J2EE and Web Cache (Java Developer Topology)

This topology installs the J2EE and Web Cache middle tier, which provides the following components:

- Oracle HTTP Server - this is the Web server.
- Oracle Application Server Containers for J2EE ("OC4J") - this is a J2EE container that you can use for deploying and testing your J2EE applications.

- OracleAS Web Cache - this component caches objects to reduce the load on Oracle HTTP Server and improve performance.

To install a J2EE and Web Cache middle tier:

1. Start up the installer. See [Section 5, "Starting up the Installer"](#) for details.

2. Welcome screen

Click **Next**.

3. Specify File Locations screen

Name: Enter a name to identify this Oracle home.

Example: OH_J2EE

Path: Enter the full path to the destination directory. This is the Oracle home. If the destination directory does not exist, the installer creates it.

Example: C:\oracle\OraJ2EE

Click **Next**.

4. Select a Product to Install screen

Select **Oracle Application Server 10g** and click **Next**.

5. Select Installation Type screen

Select **J2EE and Web Cache** and click **Next**.

6. Confirm Pre-Installation Requirements screen

Check that you meet the requirements listed on this screen, select all the checkboxes, and click **Next**.

7. Select Configuration Options screen

Select **Oracle Application Server 10g Web Cache** if you want to use caching capabilities with this Oracle Application Server instance.

Do not select **Oracle Application Server 10g Farm Repository**.

Do not select **Identity Management Access**.

Click **Next**.

8. Specify Port Configuration Options screen

Select **Automatic** and click **Next**.

9. Specify Instance Name and ias admin Password screen

Instance Name: Enter a name for this instance. Instance names can contain alphanumeric and _ (underscore) characters. If you have more than one Oracle Application

Server instance on a computer, the instance names must be unique.

Example: J2EE

ias_admin Password and Confirm Password: Enter and confirm the password for the ias_admin user. This is the administrative user for this instance.

Passwords must consist of at least five characters, and one of the characters must be a number.

Click **Next**.

10. Summary screen

Verify your selections and click **Install**. The installer now installs the files.

11. Configuration Assistants screen

This screen displays the progress of configuration assistants, which configure Oracle Application Server components.

12. End of Installation screen

Click **Exit** to quit the installer.

7 Installing Portal and Wireless or Business Intelligence and Forms Developer Topology (includes OracleAS Infrastructure)

These topologies enable you to deploy applications that use components such as OracleAS Portal, Oracle Application Server Wireless, and OracleBI Discoverer.

To set up the Portal and Wireless Developer Topology, you need to install:

1. OracleAS Infrastructure
2. Portal and Wireless middle tier

To set up the Business Intelligence and Forms Developer Topology, you need to install:

1. OracleAS Infrastructure
2. Business Intelligence and Forms middle tier

The Portal and Wireless and Business Intelligence and Forms middle tiers use services from the OracleAS Infrastructure, so you have to install the OracleAS Infrastructure first.

Tip: You can install the OracleAS Infrastructure and the Portal and Wireless or Business Intelligence and Forms middle tier on different computers.

7.1 Install OracleAS Infrastructure

To install OracleAS Infrastructure with a new database and a new Oracle Internet Directory:

1. Start up the installer. See [Section 5, "Starting up the Installer"](#) for details.
2. Welcome screen

Click **Next**.

3. Specify File Locations screen

Name: Enter a name to identify this Oracle home.

Example: OH_INFRA

Path: Enter the full path to the destination directory. This is the Oracle home. If the destination directory does not exist, Oracle Universal Installer creates it.

Example: C:\oracle\appserver\OraInfra

Click **Next**.

4. Select a Product to Install screen

Select **OracleAS Infrastructure** and click **Next**.

5. Select Installation Type screen

Select **Identity Management and OracleAS Metadata Repository** and click **Next**.

6. Confirm Pre-Installation Requirements screen

Check that you meet the requirements listed on this screen, select all the checkboxes, and click **Next**.

7. Select Configuration Options screen

Select **Oracle Internet Directory**.

Select **OracleAS Single Sign-On**.

Select **OracleAS Delegated Administration Service**.

Select **OracleAS Directory Integration and Provisioning**.

Do not select **OracleAS Certificate Authority**.

Do not select **High Availability and Replication**.

Click **Next**.

8. Specify Port Configuration Options screen

Select **Automatic** and click **Next**.

9. Specify Namespace in Internet Directory screen

Select **Suggested Namespace** and click **Next**.

10. Specify Database Configuration Options screen

Global Database Name: Enter a name for the OracleAS Metadata Repository database, and append your domain name to the database name.

The database name portion of the global database name:

- can contain only alphanumeric characters
- must not be longer than eight characters
- must not contain the word "PORT" or "HOST" in uppercase characters. If you need to use these words, use lowercase characters.

The domain name portion of the global database name:

- can contain alphanumeric, underscore (_), minus (-), and pound (#) characters
- must not be longer than 128 characters

Example: `orcl.yourcompany.com`

SID: Enter the system identifier for the OracleAS Metadata Repository database. Typically this is the global database name, but without the domain name. The SID must be unique across all databases.

The SID name has the same naming restrictions as the database name portion of the global database name (listed above).

Example: `orcl`

Select Database Character Set: Select the character set that you want to use for the database.

Database File Location: Specify the full path to the parent directory for the data files directory. The directory you specify must exist, and you must have write permissions in it.

The installer installs the data files in a subdirectory of the path you specify. The installer uses the database name for the name of the subdirectory. For example, if you specify `orcl.yourcompany.com` for the global database name and `C:\oradata` for the database file location, the installer places database files in the following directory: `C:\oradata\orcl`.

The file system that contains the directory must have at least 1.3 GB of free disk space. Additional disk space is required for

production databases, depending on the amount of data that you plan to store.

Click **Next**.

11. Specify Database Schema Passwords screen

Set the passwords for the administrative database users, which are privileged accounts used for database administration. You can use the same password for all users, or specify different passwords for each user.

Click **Next**.

12. Specify Instance Name and ias_admin Password screen

Instance Name: Enter a name for this instance. Instance names can contain alphanumeric and _ (underscore) characters. If you have more than one Oracle Application Server instance on a computer, the instance names must be unique.

Example: `infra`

ias_admin Password and Confirm Password: Enter and confirm the password for the ias_admin user. This is the administrative user for this instance.

Passwords must consist of at least five characters, and one of the characters must be a number.

Example: welcome99

Click **Next**.

13. Summary screen

Verify your selections and click **Install**. The installer now installs the files.

14. Configuration Assistants screen

This screen displays the progress of configuration assistants, which configure Oracle Application Server components.

15. End of Installation screen

Click **Exit** to quit the installer.

7.2 Install Portal and Wireless or Business Intelligence and Forms Middle tier

The following procedure installs a Portal and Wireless or Business Intelligence and Forms middle tier and configures it to use the OracleAS Infrastructure installed in [Section 7.1, "Install OracleAS Infrastructure"](#).

1. Start up the installer. See [Section 5, "Starting up the Installer"](#) for details.
2. Welcome screen
Click **Next**.
3. Specify File Locations screen
Name: Enter a name to identify this Oracle home.
Example: OH_PORTAL
Path: Enter the full path to the destination directory. This is the Oracle home. If the destination directory does not exist, Oracle Universal Installer creates it.
Example: C:\oracle\OraPortal
Click **Next**.
4. Select a Product to Install screen
Select **Oracle Application Server 10g** and click **Next**.
5. Select Installation Type screen
Select **Portal and Wireless** or **Business Intelligence and Forms** and click **Next**.
6. Confirm Pre-Installation Requirements screen

Check that you meet the requirements listed on this screen, select all the checkboxes, and click **Next**.

7. Select Configuration Options screen

For Portal and Wireless, select:

- **Oracle Application Server Portal**
- **Oracle Application Server Wireless**

For Business Intelligence and Forms, select:

- **Oracle Application Server Portal**
- **Oracle Application Server Wireless**
- **Oracle Business Intelligence Discoverer**
- **Oracle Application Server Personalization**
- **Oracle Application Server Reports Services**
- **Oracle Application Server Forms Services**

Click **Next**.

8. Specify Port Configuration Options screen

Select **Automatic** and click **Next**.

9. Enter connect information for Oracle Internet Directory, which you installed when you installed the OracleAS Infrastructure:

- a. Register with Oracle Internet Directory screen

Hostname: Enter the name of the computer where Oracle Internet Directory is running.

Port: Enter the port number at which Oracle Internet Directory is listening. To determine Oracle Internet Directory's port number, look in the ORACLE_HOME\install\portlist.ini file, where ORACLE_HOME is where you installed the OracleAS Infrastructure.

If you select **Use only SSL connections with this Oracle Internet Directory**, then you must obtain the port number from "Oracle Internet Directory (SSL)" parameter in the portlist.ini file.

Click **Next**.

- b. Specify OID Login

Username: Enter orcladmin. This is the name of the Oracle Internet Directory administrator.

Password: The password for the orcladmin user is the same as the password for the ias_admin user in the infra-

structure. You entered this password when you installed the infrastructure (see step 12 in [Section 7.1, "Install OracleAS Infrastructure"](#)).

Click **Next**.

10. Select Oracle Application Server 10g Metadata Repository screen

Repository: Select the OracleAS Metadata Repository that you want to use for this middle-tier instance and click **Next**.

11. Provide Outgoing Mail Server Information

This screen appears only if you selected a Business Intelligence and Forms installation.

Enter the name of the outgoing mail (SMTP) server for use by OracleAS Reports Services. You can leave it blank and configure it later. Click **Next**.

12. Specify Instance Name and ias_admin Password screen

Instance Name: Enter a name for this instance. Instance names can contain alphanumeric and _ (underscore) characters. If you have more than one Oracle Application Server instance on a computer, the instance names must be unique.

Example: PORTAL

ias_admin Password and Confirm Password: Enter and confirm the password for the ias_admin user. This is the administrative user for this instance.

Passwords must consist of at least five characters, and one of the characters must be a number.

Example: welcome99

Click **Next**.

13. Summary screen

Verify your selections and click **Install**. The installer now installs the files.

14. Configuration Assistants screen

This screen displays the progress of configuration assistants, which configure Oracle Application Server components.

15. End of Installation screen

Click **Exit** to quit the installer.

8 Accessing the Welcome Page

After installation, access the Oracle Application Server Welcome page to verify that the installation was successful. The URL for the Welcome page is:

`http://hostname.domainname:http_port`

Determine the `http_port` by looking in the `ORACLE_HOME\install\portlist.ini` file. The port is listed on the "Oracle HTTP Server listen port" line.

Note: If you have multiple instances of Oracle Application Server installed on a computer, each instance has its own set of port numbers. Check the `portlist.ini` file in the correct Oracle home directory to be sure you are using the correct port numbers.

The Welcome page provides links to these useful pages:

- New features in Oracle Application Server 10g Release 2 (10.1.2)

- Oracle Enterprise Manager Application Server Control ("Application Server Control"), which is a browser-based administrative tool
- Release Notes
- What's Next
- Demos

9 Installing OracleAS Metadata Repository in an Existing Oracle Database

If you want to install OracleAS Metadata Repository in an existing Oracle database, you run a tool called the Oracle Application Server Metadata Repository Creation Assistant.

You can find Oracle Application Server Metadata Repository Creation Assistant on the "OracleAS Metadata Repository Creation Assistant" CD-ROM.

See the Oracle Application Server Metadata Repository Creation Assistant User's Guide for details on how to use this tool.

10 Additional Resources

For more information, see these Oracle resources:

- Oracle Application Server Documentation Library CD-ROM
- Oracle Application Server platform-specific documentation on Oracle Application Server Disk 1 CD-ROM

Printed documentation is available for sale in the Oracle Store at <http://oraclestore.oracle.com>.

You can also contact your Oracle representative to purchase printed documentation.

To download free release notes, installation documentation, white papers, or other collateral, visit Oracle Technology Network (OTN). You must register online before using OTN; registration is free and can be done at <http://www.oracle.com/technology/membership/>.

If you already have a username and password for OTN, then you can go directly to the documentation section of OTN at <http://www.oracle.com/technology/documentation>.

10.1 Oracle Support Services

If you purchased Oracle Product Support, you can call Oracle Support Services for assistance. Oracle Support Services include phone assistance, version updates and access to our service offerings. You have access to phone support 24 hours a day, 7 days a week. In the U.S.A., you can call Product Support at **1-800-223-1711**.

Make sure you have your CSI (CPU Support Identifier) number ready when you call. Keep the CSI number for your records, because it is your key to Oracle Support Services. The Oracle Store sends the CSI number to you in an e-mail alert when it processes your order. If you do not have your CSI number and you are in the U.S.A., you can look up your CSI number by accessing our online Order Tracker which provides detailed order information. Go to the Oracle Store and click on Order Tracker located above the top navigation bar.

For Oracle Support Services locations outside the U.S.A., call your local support center for information on how to access support. To find the local support center in your country, visit the Support Web Center at <http://www.oracle.com/support>.

At the Support Web Center you will find information on Oracle Support Services, such as:

- contact information
- instructions on how to access electronic services
- helpful Web sites
- Support Resources
- Oracle Support Portfolio
- Oracle Support Services news

With Oracle Product Support, you have round-the-clock access to *OracleMetaLink*, Oracle Support Services premier Web support offering. *OracleMetaLink* offers you access to installation assistance, product documentation, and a technical solution knowledge base.

It has technical forums, where you can post questions about your Oracle products and receive answers from Oracle Technical Support Analysts and other Oracle users. The questions and answers remain posted for the benefit of all users.

OracleMetaLink options include:

- Technical Assistance Request (TAR) access
- patch downloads
- bug database query access

- product life-cycle information

You can access Oracle*MetaLink* at
<http://metalink.oracle.com>.

10.2 Version Updates

If you do not have a currently supported license, you can purchase the most recent version of an Oracle product from the Oracle Store at:

<http://oraclestore.oracle.com>

If you do have a currently supported license, you can place non-urgent requests for version update shipments through the iTAR feature on Oracle*MetaLink*. You will need to log the iTAR type as a U.S. Client Relations/Non-Technical Request.

You can also request Version Update shipments in the U.S.A. by calling Client Relations. When requesting a Version Update, provide the following information to the Client Relations Analyst:

- CSI number
- contact information
- platform

- product name
- shipping address
- version number of the product

Outside the U.S.A., call your local Oracle Support Center.

10.3 Premium Services

For information on our Premium Services, including onsite support, OracleGOLD, remote services, and upgrade packages, visit the Support Web Center at

<http://www.oracle.com/support>

or call your Support Sales Representative in the U.S.A at
1-800-833-3536.

10.4 Quick Reference

Resource	Contact Information or Web Site
Purchase additional products, full-use licenses, version updates, and documentation in the U.S.A.	http://oraclestore.oracle.com

Resource	Contact Information or Web Site
Access technical resources for developers	http://www.oracle.com/technology
Access installation documentation	http://www.oracle.com/technology/documentation
Access information about technical support	http://www.oracle.com/support
Locate local Oracle Support Centers outside the U.S.A.	http://www.oracle.com/support
Locate local Oracle offices outside the U.S.A	http://www.oracle.com/global
Call Client Relations in the U.S.A	1-800-223-1711
Speak with your sales representative in the U.S.A.	1-800-ORACLE-1
TTY Access to technical support in the U.S.A.	1-800-446-2398