

Oracle® Collaboration Suite

Quick Installation Guide

10g Release 1 (10.1.1) for Linux

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ORACLE®

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Introduction

This guide describes how to install Oracle Collaboration Suite. It contains the following topics:

- [Documentation Accessibility](#)
- [Installation Types Covered in This Guide](#)
- [Starting the Installer](#)
- [Performing Basic Installation](#)
- [Performing Infrastructure and Applications Installation](#)
- [Performing Multiple-Computer Installation](#)
- [Postinstallation Tasks](#)
- [Checking Requirements](#)
- [Accessing the Welcome Page](#)
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Installation Types Covered in This Guide

This guide is intended for users who want to install Oracle Collaboration Suite in these configurations:

- Oracle Collaboration Suite Infrastructure and Applications Installation on a Single Computer

This topology installs Oracle Collaboration Suite on one computer. Both Oracle Collaboration Suite Infrastructure and Oracle Collaboration Suite Applications are installed on the same computer.

- Multiple-Computer Installation

This topology installs Oracle Collaboration Suite Infrastructure on one computer and Oracle Collaboration Suite Applications on a separate computer.

If you want more complex topologies, then read the *Oracle Collaboration Suite Installation Guide for Linux* for complete installation instructions.

Before installing Oracle Collaboration Suite, you should read the *Oracle Collaboration Suite Release Notes for Linux* for the latest information.

Starting the Installer

To start the installer:

1. Ensure that you have checked all the minimum requirements listed in "[Checking Requirements](#)" on page 41.
2. Log in to the computer as a user who is a member of the Administrators group.
3. Insert the disk:
Insert the Oracle Collaboration Suite DVD.

4. If your computer does not mount disks automatically, see "[Mounting the DVD-ROM](#)" on page 8 for steps on mounting the DVD-ROM manually.

To check whether the disk mounted automatically on Red Hat Enterprise Linux AS/ES systems, enter the following command:

```
# ls /mnt/dvd
```

To check whether the disk mounted automatically on SUSE Linux Enterprise Server systems, enter the following command:

```
# ls /media/dvd
```

5. Start the installer where *mountpoint* is `/mnt/dvd` on Red Hat Enterprise Linux AS/ES and `/media/dvd` on SUSE Linux Enterprise Server:

Note: Do not run the installer from the mount point directory. Note the `cd` command in this step. It changes your current directory to your home directory so that you do not start the installer from the mount point.

DVD-ROM:

```
# cd  
# mountpoint/ocs/runInstaller
```

This starts Oracle Universal Installer, through which you can install Oracle Collaboration Suite.

Mounting the DVD-ROM

Follow these steps if your computer does not automatically mount the DVD-ROM:

1. Place the DVD-ROM in the disc drive.
2. Log in as the `root` user and create a mount point directory accessible by all users:

```
% su  
Password:  
# mkdir /dvd  
# chmod 777 /dvd
```

3. Mount the drive on the mount point directory.

For Red Hat Enterprise Linux AS/ES systems, enter:

```
# mount -t iso9660 /dev/dvd /mnt/dvd
```

For SUSE Linux Enterprise Server systems, enter:

```
# mount -t iso9660 /dev/dvd /media/dvd
```

4. Exit the root account.

```
# exit
```

Performing Basic Installation

To install Oracle Collaboration Suite on one computer using the Basic installation method:

1. Start the installer. See "[Starting the Installer](#)" on page 6 for details.
2. Select Installation Method screen

Basic Installation: Select this installation method to quickly install Oracle Collaboration Suite. This installation method requires minimal user input. It installs the software using the following information that you specify on this screen:

- **Installation Directory:** Specify the full path to the directory where you want to install the software (the Oracle home directory).
- **Password:** Specify a common password for the administrative accounts (schema).
- **Confirm Password:** Reenter the password you specified previously to confirm that it is correct.
- Click **Select Components** to display the Select Components to Configure screen. This screen allows you to deselect the components that you do not want to configure during the install.
- Click **Set Languages** to display the Language Selection screen. This screen allows you to select the language in which Oracle Collaboration Suite will be installed.

Note: The default language selected in the Selected Languages list is English. However if the language of the operating system of the computer on which you are installing Oracle Collaboration Suite is not English, then that language will also be automatically added to Selected Languages list. As a result, two languages, English and the locale language of your operating system, will be installed

as a part of the basic Oracle Collaboration Suite installation.

Advanced Installation: Select this installation method if you want to:

- Perform a custom software installation, or choose a different database configuration.
- Select an installation type.
- Enable an existing database.
- Select different product languages.
- Specify different passwords for administrative schemas.

Select **Basic Installation** and click **Next**.

3. If this is the first Oracle product to be installed on this computer, the installer displays these additional screens:
 - a. Specify Inventory Directory and Credentials screen

Enter the full path of the inventory directory: Enter a full path to the inventory directory. Enter a directory that is different from the Oracle home directory for the product files.

Example: */home/oracle/oraInventory*

Specify operating system group name: Select the operating system group that will have write permission for the inventory directory.

Example: `oinstall`

Click **Next**.

b. Run oraInstRoot.sh dialog box

Run the `oraInstRoot.sh` script in a different shell as the `root` user. The script is located in the inventory directory.

After running the script, click **Continue**.

4. Summary screen

Verify your selections and click **Install**.

The installer now installs the files.

5. Run root.sh dialog box

Note: Do not run the `root.sh` script until this dialog box appears.

When you see this dialog box, run the `root.sh` script in a different shell as the `root` user. The script is located in the Oracle home directory of this instance.

Note: During the `root.sh` prompt, you might get some warning messages. Ignore the messages and continue with the installation.

Click **OK**.

6. Configuration Assistants screen

This screen displays the progress of configuration assistants. Configuration assistants configure Oracle Collaboration Suite components.

7. End of Installation screen

Click **Exit** to quit the installer.

Note: The information displayed at the end of the installation is also available in the `$ORACLE_HOME/install/setupinfo.txt` file. This file contains summarized information about Oracle Collaboration Suite and links to the URLs.

Performing Infrastructure and Applications Installation

This topology installs Oracle Collaboration Suite on one computer, which provides the following components:

- Oracle Collaboration Suite Database
- Identity Management
- Oracle Collaboration Suite Applications

To install Oracle Collaboration Suite on one computer:

1. Start the installer. See "[Starting the Installer](#)" on page 6 for details.
2. Select Installation Method screen
Select Advanced Installation and click **Next**.
3. If this is the first Oracle product to be installed on this computer, the installer displays these additional screens:
 - a. Specify Inventory Directory and Credentials screen

Enter the full path of the inventory directory: Enter a full path to the inventory directory. Enter a directory that is different from the Oracle home directory for the product files.

Example: `/home/oracle/oraInventory`

Specify operating system group name: Select the operating system group that will have write permission for the inventory directory.

Example: `oinstall`

Click **Next**.

b. Run oraInstRoot.sh dialog box

Run the `oraInstRoot.sh` script in a different shell as the root user. The script is located in the inventory directory.

After running the script, click **Continue**.

4. Specify File Locations screen (Advanced installation only)

Name: Enter a name to identify this Oracle home.

Example: `infra_home_10_1_1`

Destination 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: `/home/oracle/orainfra`

Click **Next**.

5. Select a Product to Install screen (Advanced installation only)

Select **Oracle Collaboration Suite Infrastructure and Applications 10.1.1.0.2** and click **Next**.

6. Product-specific Prerequisite Checks screen (Advanced installation only)

This screen verifies that the system meets all the system requirements for installing and configuring Oracle Collaboration Suite.

Note: If the kernel parameter check fails and you click **Retry** after making the required changes, the installer does not rerun the check. After changing the kernel parameters, select **User Verified** and proceed. To validate the changes, you may want to restart the installer.

Click **Next**.

7. Language Selection screen (Advanced installation only)

This screen enables you to select the language in which Oracle Collaboration Suite components will run.

Select the required language or languages from the Available Languages list and add them to the Selected Languages list.

Click **Next**.

8. Collaboration Suite Infrastructure and Applications Methodology screen (Advanced installation only)

Read the instructions on the screen carefully.

Click **Next**.

9. Select Components to Configure screen (Advanced installation only)

Select the Oracle Collaboration Suite Applications components that you want to install.

Click **Next**.

Note: If at any time during installation (before you click the **Install** button) you need to make changes to the list of applications that you want configured, then you will have to exit out of the installation and restart it.

10. Specify Namespace in Internet Directory screen (Advanced installation only)

Select the suggested namespace and click **Next**.

11. Specify Database Configuration Options screen (Advanced installation only)

Global Database Name: Enter a name for Oracle Collaboration Suite Database, and append your domain name to the database name.

Example: `orcl.yourcompany.com`

SID: Enter the system identifier for the Oracle Collaboration Suite Database. Typically this is the global database name, but without the domain name. The SID must be unique across all databases.

Example: `orcl`

Specify 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 to 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 `/data/dbfiles` for the database file location, the installer places database files in the following directory:

`/data/dbfiles/orcl`

Click **Next**.

12. Specify Database Schema Passwords screen (Advanced installation only)

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**.

13. Specify Application Passwords screen (Advanced installation only)

Set passwords for administrative accounts that are created for the applications that you selected during installation.

Click **Next**.

14. Specify Oracle Mail Domain Information screen (Advanced installation only)

Local Domain: Specify the local (network) domain for IMAP/SMTP, or other mail protocols.

Click **Next**.

15. Specify Port Configuration Options screen (Advanced installation only)

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

Note: The Automatic option only uses ports in the range 7777-7877 for Oracle HTTP Server and 4443-4543 for Oracle HTTP Server with SSL. If you need to set the port numbers as 80 for Oracle HTTP Server and 443 for Oracle HTTP Server with SSL, then you must select the **Manually Specify Ports** option.

16. Summary screen

Verify your selections and click **Install**.

The installer now installs the files.

17. Run root.sh dialog box

Note: Do not run the `root.sh` script until this dialog box appears.

When you see this dialog box, run the `root.sh` script in a different shell as the `root` user. The script is located in the Oracle home directory of this instance.

Note: During the `root.sh` prompt, you might get some warning messages. Ignore the messages and continue with the installation.

Click **OK**.

This dialog box appears twice for the Infrastructure and Applications installation on one computer, once during infrastructure installation and next during the Applications tier installation.

18. Configuration Assistants screen

This screen displays the progress of configuration assistants. Configuration assistants configure Oracle Collaboration Suite components.

19. End of Installation screen

Click **Exit** to quit the installer.

Note: The information displayed at the end of the installation is also available in the `$ORACLE_HOME/install/setupinfo.txt` file. This file contains summarized information about Oracle Collaboration Suite and links to the URLs.

Performing Multiple-Computer Installation

This topology installs Oracle Collaboration Suite Infrastructure on one computer and Oracle Collaboration Suite Applications on a separate computer.

Setting up the multiple-computer topology involves:

1. [Installing Oracle Collaboration Suite Infrastructure](#)
2. [Installing Oracle Collaboration Suite Applications](#)

Because Oracle Collaboration Suite Applications use services from the Oracle Collaboration Suite Infrastructure, you must install the infrastructure first.

Installing Oracle Collaboration Suite Infrastructure

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

1. Start the installer. See "[Starting the Installer](#)" on page 6 for details.
2. Select Installation Method screen

Select Advanced Installation and click **Next**.

3. If this is the first Oracle product to be installed on this computer, the installer displays these additional screens:

- a. Specify Inventory Directory and Credentials screen
(Advanced installation only)

Enter the full path of the inventory directory: Enter a full path to the `inventory` directory. Enter a directory that is different from the Oracle home directory for the product files.

Example: `/home/oracle/oraInventory`

Specify operating system group name: Select the operating system group that will have write permission for the `inventory` directory.

Example: `oinstall`

Click **Next**.

- b. Run `oraInstRoot.sh` dialog box (Advanced installation only)

Run the `oraInstRoot.sh` script in a different shell as the `root` user. The script is located in the `inventory` directory.

After running the script, click **Continue**.

4. Specify File Locations screen (Advanced installation only)

Name: Enter a name to identify this Oracle home.

Example: `infra_home_10_1_1`

Destination 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: `/home/oracle/orainfra`

Click **Next**.

5. Select a Product to Install screen (Advanced installation only)

Select **Oracle Collaboration Suite Infrastructure 10.1.1.0.2** and click **Next**.

6. Select Installation Type screen (Advanced installation only)

Select **Identity Management and Oracle Collaboration Suite Database** and click **Next**.

7. Product-specific Prerequisite Checks screen (Advanced installation only)

This screen verifies that the system meets all the system requirements for installing and configuring Oracle Collaboration Suite.

Note: If the kernel parameter check fails and you click **Retry** after making the required changes, the installer does not rerun the check. After changing the kernel parameters, select **User Verified** and proceed. To validate the changes, you may want to restart the installer.

Click **Next**.

8. Language Selection screen (Advanced installation only)

This screen enables you to select the language in which Oracle Collaboration Suite components will run.

Select the required language or languages from the Available Languages list and add them to the Selected Languages list.

Click **Next**.

9. Select Configuration Options screen (Advanced installation only)

Select **Oracle Internet Directory**.

Select **OracleAS Single Sign-On**.

Select **Delegated Administration Service**.

Select **Oracle Directory Integration and Provisioning**.

Do not select **OracleAS Certificate Authority**.

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

Click **Next**.

10. Specify Namespace in Internet Directory screen (Advanced installation only)

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

11. Specify Port Configuration Options screen (Advanced installation only)

To use default ports for the components, select **Automatic**.

If you do not want to use the default ports, then select **Manually specify ports** and select the component for which you want to select the port.

Note: The Automatic option only uses ports in the range 7777-7877 for Oracle HTTP Server and 4443-4543 for Oracle HTTP Server with SSL. If you need to set the port numbers as 80 for Oracle HTTP Server and 443 for Oracle HTTP Server with SSL, then you must select the **Manually Specify Ports** option.

Click **Next**.

12. Guest Account Password screen (Advanced installation only)

Enter and confirm the password for the guest account and click **Next**.

13. Specify Database Configuration Options screen (Advanced installation only)

Global Database Name: Enter a name for the Oracle Collaboration Suite Database database, and append your domain name to the database name.

Example: `orcd.yourcompany.com`

SID: Enter the system identifier for the Oracle Collaboration Suite Database. Typically this is the global database name, but without the domain name. The SID must be unique across all databases.

Example: `orcl`

Specify 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 to 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 `/data/dbfiles` for the database file location, the installer

places database files in the following directory:
`/data/dbfiles/orcl.`

Click **Next**.

14. Specify Database Schema Passwords screen (Advanced installation only)

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**.

15. Specify Instance Name and ias_admin Password screen (Advanced installation only)

Instance Name: Enter a name for this instance. Instance names can contain the dollar (\$) and underscore (_) characters in addition to any alphanumeric characters. If you have more than one Oracle Collaboration Suite 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.

For example: `welcome99`

Click **Next**.

16. Summary screen

Verify your selections and click **Install**.

The installer now installs the files.

17. Run root.sh dialog box

Note: Do not run the `root.sh` script until this dialog box appears.

When you see this dialog box, run the `root.sh` script in a different shell as the `root` user. The script is located in the Oracle home directory of this instance.

Note: During the `root.sh` prompt, you might get some warning messages. Ignore the messages and continue with the installation.

Click **OK**.

18. Configuration Assistants screen

This screen displays the progress of configuration assistants. Configuration assistants configure Oracle Collaboration Suite components.

19. End of Installation screen

Click **Exit** to quit the installer.

Note: The information displayed at the end of the installation is also available in the `$ORACLE_HOME/install/setupinfo.txt` file. This file contains summarized information about Oracle Collaboration Suite and links to the URLs.

Installing Oracle Collaboration Suite Applications

Before you start installing Oracle Collaboration Suite Applications, you must perform the preinstallation task discussed in the following subsection.

Preinstallation Task

Before you install the Applications tier, check if sendmail is running by using the following command:

```
prompt> ps -elf | grep sendmail
```

If sendmail is running, shut it down as the `root` user as follows:

```
prompt> service sendmail stop
```

Disable sendmail by using the following command:

```
prompt> chkconfig sendmail off
```

On SUSE systems, if you are using PostFix instead of sendmail, then shutdown and disable PostFix as the `root` user by using the following commands:

```
prompt> /etc/init.d/postfix stop
```

```
prompt> chkconfig postfix off
```

Oracle Collaboration Suite Applications Installation Procedure

The following procedure installs Oracle Collaboration Suite Applications and configures it to use the Oracle Collaboration Suite Infrastructure installed according to the steps explained in ["Installing Oracle Collaboration Suite Infrastructure"](#) on page 22.

1. Start the installer. See "[Starting the Installer](#)" on page 6 for details.

2. Select Installation Method screen

Select Advanced Installation and click **Next**.

3. If this is the first Oracle product to be installed on this computer, the installer displays these additional screens:

- a. Specify Inventory Directory and Credentials screen
(Advanced installation only)

Enter the full path of the inventory directory: Enter a full path to the `inventory` directory. Enter a directory that is different from the Oracle home directory for the product files.

Example: `/home/oracle/oraInventory`

Specify operating system group name: Select the operating system group that will have write permission for the `inventory` directory.

Example: `oinstall`

Click **Next**.

- b. Run oraInstRoot.sh dialog box (Advanced installation only)

Run the `oraInstRoot.sh` script in a different shell as the root user. The script is located in the `inventory` directory.

After running the script, click **Continue**.

4. Specify File Locations screen (Advanced installation only)

Name: Enter a name to identify this Oracle home.

Example: `apptier_home_10_1_1`

Destination 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: `/home/oracle/oraapptier`

Click **Next**.

5. Specify Hardware Cluster Installation Mode screen (Advanced installation only)

This screen appears only if the computer is part of a hardware cluster.

If you are installing Oracle Collaboration Suite Applications, select Local Installation because hardware clusters are not supported for Oracle Collaboration Suite Applications.

Click **Next**.

6. Select a Product to Install screen (Advanced installation only)

Select **Oracle Collaboration Suite Applications 10.1.1.0.2**.

To install additional languages, click **Product Languages**.

Click **Next**.

7. Product-specific Prerequisite Checks screen (Advanced installation only)

This screen verifies that the system meets all the system requirements for installing and configuring Oracle Collaboration Suite.

Note: If the kernel parameter check fails and you click **Retry** after making the required changes, the installer does not rerun the check. After changing the kernel parameters, select **User Verified** and proceed. To validate the changes, you may want to restart the installer.

Click **Next**.

8. Language Selection screen

This screen enables you to select the language in which Oracle Collaboration Suite components will run.

Select the required language or languages from the Available Languages list and add them to the Selected Languages list.

Click **Next**.

9. Select Components to Configure screen (Advanced installation only)

Select the Oracle Collaboration Suite Applications components that you would like to configure during the installation.

Click **Next**.

If at any time during installation (before you click the **Install** button) you need to make changes to the list of applications that you want configured, then you will have to exit out of the installation and restart it.

10. Register with Oracle Internet Directory (Advanced installation only)

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

Port: Enter the port number at which Oracle Internet Directory is listening. If you do not know the port number, see the `portlist.ini` file for the port of Oracle Internet Directory. This file is located in the `ORACLE_HOME/install` directory.

Use SSL to connect to Oracle Internet Directory: Select this option if you want Oracle Collaboration Suite components to use only SSL to connect to Oracle Internet Directory.

Click **Next**.

11. Specify UserName and Password for Oracle Internet Directory screen (Advanced installation only)

Username: Enter the user name to use to log in to Oracle Internet Directory. Use `cn=orcladmin` as the user name if you are the Oracle Internet Directory Superuser.

Password: Enter the user password.

Click **Next**.

12. OracleAS Metadata Repository screen (Advanced installation only)

Database Connection String: Select the OracleAS Metadata Repository that you want to use for this application tier

instance. The installer will register this instance with the selected OracleAS Metadata Repository.

Click **Next**.

13. Select Database for Components screen (Advanced installation only)

This screen shows the database to be used for each of the components that you earlier selected in the Select Components to Configure screen.

Click **Next**.

14. Specify Port Configuration Options screen (Advanced installation only)

To use default ports for the components, select **Automatic**.

If you do not want to use the default ports, then select **Manually specify ports** and select the component for which you want to specify the port.

Note: The Automatic option only uses ports in the range 7777-7877 for Oracle HTTP Server and 4443-4543 for Oracle HTTP Server with SSL. If you need to set the port numbers as 80 for Oracle HTTP Server and 443 for Oracle HTTP Server

with SSL, then you must select the **Manually Specify Ports** option.

Click **Next**.

15. Specify Administrative Password and Instance Name screen (Advanced installation only)

Instance Name: Specify the name of the OracleAS instance for the Oracle Collaboration Suite administrative accounts.

Administrative Password: Specify the initial password for the Oracle Collaboration Suite administrative accounts.

Confirm Password: Confirm the password.

Click **Next**.

16. Oracle Calendar Server Host Alias screen (Advanced installation only)

Host or Alias: Specify either the host address or the alias of the Calendar server instance.

Note: Oracle recommends that you use alias in place of host name if later you may want to move the Calendar server instance or change the host name. Specify the host name if an alias is not configured.

Click **Next**.

17. Specify Oracle Mail Domain Information screen (Advanced installation only)

Local Domain: Specify the local (network) domain for IMAP/SMTP, or other mail protocols.

Click **Next**.

18. Summary screen

Verify your selections and click **Install**.

The installer now installs the files.

19. Run root.sh dialog box

Note: Do not run the `root.sh` script until this dialog box appears.

When you see this dialog box, run the `root.sh` script in a different shell as the `root` user. The script is located in the Oracle home directory of this instance.

Click **OK**.

20. Configuration Assistants screen

This screen displays the progress of configuration assistants. Configuration assistants configure Oracle Collaboration Suite components.

21. End of Installation screen

Click **Exit** to quit the installer.

Note: The information displayed at the end of the installation is also available in the `$ORACLE_HOME/install/setupinfo.txt` file. This file contains summarized information about Oracle Collaboration Suite and links to the URLs.

Postinstallation Tasks

After you have installed Oracle Collaboration Suite Applications, perform the following steps:

1. Set `ORACLE_HOME`.
2. If you have installed Oracle Mail, perform the following steps:

Log in as `root` and start the TNS listener:

```
tnslsnr listener_es -user user_id -group group_id
```

Checking Requirements

Check that your computer meets the minimum requirements:

- [Checking Hardware Requirements](#)
- [Checking Software Requirements](#)
- [Checking Kernel Parameters](#)
- [Creating an Operating System Group for the Inventory Directory](#)
- [Creating an Operating System Group for Database Administration](#)
- [Creating an Operating System User](#)
- [Checking Environment Variables](#)
- [Checking If Port 1521 Is in Use](#)

Checking Hardware Requirements

Your computer must meet the hardware requirements mentioned in the following sections.

Processor and Network Requirements

- 450 MHz or greater processor speed is recommended.

- You can install Oracle Collaboration Suite on a standalone computer that is not connected to a network. If you later change the network configuration, then see the *Oracle Collaboration Suite Administrator's Guide* for information about reconfiguring Oracle Collaboration Suite.
- Static Internet Protocol (IP) address or the IP address allocated using dynamic host configuration protocol (DHCP). If you later change the IP configuration, then see the *Oracle Collaboration Suite Administrator's Guide* for information about reconfiguring Oracle Collaboration Suite.

Other System Requirements

[Table 1](#) shows other system requirements.

Table 1 Minimum System Requirements

Item	Minimum Requirement	Command
Memory	Oracle Collaboration Suite Infrastructure: 1 Gigabyte (GB) Oracle Collaboration Suite Applications: 1 GB Oracle Collaboration Suite Database: 1 GB Note: For Oracle Collaboration Suite Infrastructure and Applications installation on a single computer, 2 GB or more is recommended.	<code>grep MemTotal /proc/meminfo</code>
Disk space	Oracle Collaboration Suite Infrastructure: 8 GB Oracle Collaboration Suite Applications: 5 GB Oracle Collaboration Suite Database: 5.4 GB	<code>df -k dir</code> Replace <i>dir</i> with the Oracle home directory or with the parent directory if the Oracle home directory does not exist yet.

Table 1 (Cont.) Minimum System Requirements

Item	Minimum Requirement	Command
Space in /tmp directory	250 Megabytes (MB)	<code>df -k /tmp</code> If the /tmp directory does not have enough free space, then you can specify a different directory by setting the TMP environment variable.
Swap Space	1.5 GB	<code>grep SwapTotal /proc/meminfo</code> See your operating system documentation for information about configuring additional swap space.
Monitor	256-color display	<code>/usr/X11R6/bin/xdpinfo</code> Look for the "Depth" line. You need a depth of at least 8 (bits for each pixel).

Checking Software Requirements

Oracle Collaboration Suite is supported on Red Hat Enterprise Linux AS/ES version 3.0 and on SUSE Linux Enterprise Server 8 and 9 systems.

Note: For the most current list of supported operating system-specific software (for example JDK version, operating system version), check *OracleMetaLink* at

<http://metalink.oracle.com>

Oracle does not support customized kernels or modules not supported by the Linux vendor.

Depending on your distribution of Linux, see one of the following sections for information about checking the software requirements:

- [Software Requirements for Red Hat Enterprise Linux AS/ES 3.0 Systems](#)
- [Software Requirements for Red Hat Enterprise Linux AS/ES 4.0 Systems](#)

- [Software Requirements for SUSE Linux Enterprise Server 8 Systems](#)
- [Software Requirements for SUSE Linux Enterprise Server 9 Systems](#)

Software Requirements for Red Hat Enterprise Linux AS/ES 3.0 Systems

Complete the following steps before installing Oracle Collaboration Suite on Red Hat Enterprise Linux AS/ES 3.0 systems:

1. Log in as the `root` user.
2. Check that Red Hat Enterprise Linux AS/ES 3.0 is installed:

```
# cat /etc/issue
```

```
Red Hat Enterprise Linux AS release 3 (Taroon Update  
4)
```

The minimum supported kernel versions are:

- `kernel-2.4.21-27.EL`
- `kernel-smp-2.4.21-27.EL`
- `kernel-hugemem-2.4.21-27.EL`

The command for determining the supported kernel versions is:

```
# rpm -qa | grep kernel
```

3. Check that the following software packages, or later versions, are installed:

```
glibc-2.3.2-95.30  
glibc-common-2.3.2-95.30  
binutils-2.14.90.0.4-35  
compat-glibc-7.x-2.2.4.32.6  
compat-libstdc++-7.3-2.96.128  
compat-libstdc++-devel-7.3-2.96.128  
gcc-3.2.3-47  
gcc-c++-3.2.3-47  
libstdc++-3.2.3-47  
libstdc++-devel-3.2.3-47  
openmotif21-2.1.30-8  
pdksh-5.2.14-21  
setarch-1.3-1  
make-3.79.1-17  
gnome-libs-1.4.1.2.90-34.2  
sysstat-5.0.5-5.rhel3  
compat-db-4.0.14-5.1
```

Note: For Red Hat Enterprise Linux AS/ES 3.0, the equivalent version of `openmotif 2.1.30-8` is `openmotif21-2.1.30-8`. The `openmotif21-2.1.30-8` package can be installed from Disk 3 of the Red Hat Enterprise Linux AS/ES 3.0 distribution by entering:

```
# rpm -ivh openmotif21-2.1.30-8
```

To determine whether a package is installed, enter a command similar to the following:

```
# rpm -q package_name
```

If a package is missing, download it and install it using the following command:

```
# rpm -i package_name
```

When you install a package, ensure that you are using the correct architecture and optimization rpm file. To check the architecture of an rpm file, use the following command:

```
# rpm -q package_name --queryformat "%{arch}\n"
```

In the following example, the `glibc` rpm file is suitable for an Intel architecture:

```
# rpm -q glibc --queryformat "%{arch}\n"  
i686
```

4. If the hugemem kernel is used, set the architecture using following command:

```
# setarch i386
```

The hugemem kernel is used in case if you are installing the software on a multiprocessor computer. Using this kernel allows Red Hat Enterprise Linux AS/ES 3.0 to run on systems with up to 64 GB of main memory. The hugemem kernel also benefits configurations running with less memory. For example, if running an application that could benefit from the larger per-process user space the hugemem kernel can be very useful.

Software Requirements for Red Hat Enterprise Linux AS/ES 4.0 Systems

Complete the following steps before installing Oracle Collaboration Suite on Red Hat Enterprise Linux AS/ES 4.0 systems:

1. Log in as the root user.
2. Check that Red Hat Enterprise Linux AS/ES 4.0 is installed:

```
# cat /etc/issue
```

```
Red Hat Enterprise Linux AS release 4 (Nahant Update
```

1)

The minimum supported kernel versions are:

- kernel-2.6.9-11.EL
- kernel-smp-2.6.9-11.EL
- kernel-hugemem-2.6.9-11.EL

The command for determining the supported kernel versions is:

```
# rpm -qa | grep kernel
```

3. Check that the following software packages, or later versions, are installed:

```
glibc-2.3.4-2.9  
glibc-common-2.3.4-2.9  
binutils-2.15.92.0.2-13  
compat-glibc-2.3.2-95.30  
compat-libstdc++-296-2.96-132.7.2  
compat-libstdc++-devel-296-2.96-132.7.2  
gcc-3.4.3-22.1  
gcc-c++-3.4.3-22.1  
libstdc++-3.4.3-22.1
```

```
libstdc++-devel-3.4.3-22.1  
openmotif21-2.1.30-11.RHEL4.4  
pdksh-5.2.14-30  
setarch-1.6-1  
make-3.80-5  
gnome-libs-1.4.1.2.90-44.1  
sysstat-5.0.5-1  
compat-db-4.1.25-9
```

Note: The `openmotif21-2.1.30-11.RHEL4.4` package can be installed from Disk 3 of the Red Hat Enterprise Linux AS/ES 4.0 distribution by entering:

```
# rpm -ivh openmotif21-2.1.30-11.RHEL4.4
```

To determine whether a package is installed, enter a command similar to the following:

```
# rpm -q package_name
```

If a package is missing, download it and install it using the following command:

```
# rpm -i package_name
```

When you install a package, ensure that you are using the correct architecture and optimization rpm file. To check the architecture of an rpm file, use the following command:

```
# rpm -q package_name --queryformat "%{arch}\n"
```

In the following example, the `glibc` rpm file is suitable for an Intel architecture:

```
# rpm -q glibc --queryformat "%{arch}\n"
i686
```

4. If the `hugemem` kernel is used, set the architecture using following command:

```
# setarch i386
```

The `hugemem` kernel is used in case if you are installing the software on a multiprocessor computer. Using this kernel allows Red Hat Enterprise Linux AS/ES 3.0 to run on systems with up to 64 GB of main memory. The `hugemem` kernel also benefits configurations running with less memory. For example, if running an application that could benefit from the larger per-process user space the `hugemem` kernel can be very useful.

Software Requirements for SUSE Linux Enterprise Server 8 Systems

Complete the following steps before installing Oracle Collaboration Suite on SUSE Linux Enterprise Server 8 systems:

1. Log in as the `root` user.
2. Check that SUSE Linux Enterprise Server 8 is installed:

```
# cat /etc/issue
```

```
Welcome to SuSE Linux 8.0 (i686) - Kernel \r (\l).
```

3. Check that SP3 is installed. To determine the service pack version, enter the following command:

```
# uname -r
```

```
k_smp-2.4.21-138
```

If the kernel version contains the string 2.4.21, SP3 is installed. SP3 is certified for Oracle Collaboration Suite 10g Release 1 (10.1.1).

For SP3, the minimum supported kernel versions are:

- `k_smp-2.4.21-138`
- `k_deflt-2.4.21-138`
- `k_psm-2.4.21-138`

4. Check that the following software packages, or later versions, are installed:

```
glibc-2.2.2-124  
gcc-3.2.2-38  
gcc-c++-3.2.2-38  
pdksh-5.2.14  
openmotif-2.1.30MLI4  
sysstat-4.0.3  
libstdc++-3.2.2  
make-3.79.1-407  
binutils-2.12.90.0.15-50  
compat-2003.1.10-0
```

To determine whether a package is installed, enter a command similar to the following:

```
# rpm -q package_name
```

If a package is missing, download it and install it using the following command:

```
# rpm -i package_name
```

When you install a package, ensure that you are using the correct architecture and optimization rpm file. To check the architecture of an rpm file, use the following command:

```
# rpm -q package_name --queryformat "%{arch}\n"
```

In the following example, the `glibc` rpm file is suitable for an Intel architecture:

```
# rpm -q glibc --queryformat "%{arch}\n"  
i686
```

5. Create the following symbolic link for the `perl` executable if it does not already exist:

```
# ln -sf /usr/bin/perl /usr/local/bin/perl
```
6. Create the following symbolic link for the `fuser` executable if it does not already exist:

```
# ln -sf /bin/fuser /sbin/fuser
```
7. If the `oracrun` package was installed, complete the following steps to reset the environment:
 - a. Enter the following commands as the `root` user:

```
# cd /etc/profile.d
# mv oracle.csh oracle.csh.bak
# mv oracle.sh oracle.sh.bak
# mv alljava.sh alljava.sh.bak
# mv alljava.csh alljava.csh.bak
```

- b. Log in to the `oracle` user account.
 - c. Use any text editor to convert the following line from the `$HOME/.profile` file in to a comment, if the file exists:

```
. ./oracle
```
 - d. Log out of the `oracle` user account.
 - e. Log in to the `oracle` user account for the changes to take effect.
8. If any Java packages are installed on the system, unset the Java environment variables, for example, `JAVA_HOME`.

Note: Oracle recommends that you do not install any of the Java packages supplied with the SLES 8 distribution.

9. Check the `/etc/services` file to ensure that the following port ranges are available:
 - Ports 3060-3129 required for Oracle Internet Directory
 - Ports 3130-3199 required for Oracle Internet Directory (SSL)
 - Ports 1812-1829 required for Oracle Enterprise Manager (console)
 - Ports 1830-1849 required for Oracle Enterprise Manager (agent)
 - Ports 1850-1869 required for Oracle Enterprise Manager (RMI)

If necessary, remove entries from the `/etc/services` file and restart the system. To remove the entries, you can use the Perl script included in the `utils/3167528/` directory of Oracle Collaboration Suite Disk1 and the DVD-ROM. Run the script as the `root` user. This script is also available as patch 3167528. This patch is available from

<http://metalink.oracle.com>

If these ports are not available, the associated configuration assistants will fail during the installation.

10. If you use Network Information Service (NIS):

- a.** Ensure that the following line exists in the `/etc/yp.conf` file:

```
hostname.domainname broadcast
```

- b.** Ensure that the following line exists in the `/etc/nsswitch.conf` file:

```
hosts: files nis dns
```

11. Ensure that the `localhost` entry in the `/etc/hosts` file is an IPv4 entry. If the IP entry for `localhost` is IPv6 format, installation cannot succeed. The following example shows an IPv6 entry:

```
# special IPv6 addresses
::1          localhost ipv6-localhost
ipv6-loopback
::1          ipv6-localhost ipv6-loopback
```

To correct this example `/etc/hosts` file, put the `localhost` entry in a comment as follows:

```
# special IPv6 addresses
```

```
# ::1          localhost ipv6-localhost
ipv6-loopback
::1          ipv6-localhost ipv6-loopback
```

To put the entries in a comment, you can use the Perl script included in the `utils/4015045/` directory of Oracle Collaboration Suite Disk1 and in the `ocs/utils/4015045/` directory on the DVD-ROM. Run the script as the `root` user. This script is also available as patch 4015045. This patch is available from

<http://metalink.oracle.com>

Software Requirements for SUSE Linux Enterprise Server 9 Systems

Complete the following steps before installing Oracle Collaboration Suite on SUSE Linux Enterprise Server 9 systems:

1. Log in as the `root` user.
2. Check that SUSE Linux Enterprise Server 9 is installed:

```
# cat /etc/issue
Welcome to SuSE Linux 9.0 (i686) - Kernel \r (\l).
```

3. Check that Linux kernel version `kernel-bigsmmp-2.6.5-7.97,`

kernel-default-2.6.5-7.97, or
kernel-smp-2.6.5-7.97 is installed, by entering the
following command:

```
# uname -r  
kernel-bigsmpt-2.6.5-7.97
```

4. Check that the following software packages, or later versions, are installed:

```
glibc-2.3.3-98.28  
gcc-3.3.3-43.24  
gcc-c++-3.3.3-43.24  
glibc-2.3.3-98.28  
libstdc++-3.3.3-43.24  
libstdc++-devel-3.3.3-43.24  
openmotif21-libs-2.1.30MLI4-119.1  
pdksh-5.2.14-780.1  
make-3.80-184.1  
gnome-libs-1.4.1.7-671.1  
gnome-libs-devel-1.4.1.7-671.1  
sysstat-5.0.1-35.1  
binutils-2.15.90.0.1.1-32.5  
db1-1.85-85.1  
compat-2004.7.1-1.2
```

To determine whether a package is installed, enter a command similar to the following:

```
# rpm -q package_name
```

If a package is missing, download it and install it using the following command:

```
# rpm -i package_name
```

When you install a package, ensure that you are using the correct architecture and optimization rpm file. To check the architecture of an rpm file, use the following command:

```
# rpm -q package_name --queryformat "%{arch}\n"
```

In the following example, the `glibc` rpm file is suitable for an Intel architecture:

```
# rpm -q glibc --queryformat "%{arch}\n"  
i686
```

5. Create the following symbolic link for the `perl` executable if it does not already exist:

```
# ln -sf /usr/bin/perl /usr/local/bin/perl
```

6. Create the following symbolic link for the `fuser` executable if it does not already exist:

```
# ln -sf /bin/fuser /sbin/fuser
```

7. If the `oracrun` package was installed, complete the following steps to reset the environment:

- a. Enter the following commands as the `root` user:

```
# cd /etc/profile.d
# mv oracle.csh oracle.csh.bak
# mv oracle.sh oracle.sh.bak
# mv alljava.sh alljava.sh.bak
# mv alljava.csh alljava.csh.bak
```

- b. Log in to the `oracle` user account.

- c. Use any text editor to put the following line from the `$HOME/.profile` file in a comment, if the file exists:

```
. ~/.oracle
```

- d. Log out of the `oracle` user account.

- e. Log in to the `oracle` user account for the changes to take effect.
8. If any Java packages are installed on the system, unset the Java environment variables, for example, `JAVA_HOME`.

Note: Oracle recommends that you do not install any of the Java packages supplied with the SLES 9 distribution.

9. Check the `/etc/services` file to ensure that the following port ranges are available:
 - Ports 3060-3129 required for Oracle Internet Directory
 - Ports 3130-3199 required for Oracle Internet Directory (SSL)
 - Ports 1812-1829 required for Oracle Enterprise Manager (console)
 - Ports 1830-1849 required for Oracle Enterprise Manager (agent)
 - Ports 1850-1869 required for Oracle Enterprise Manager (RMI)

If necessary, remove entries from the `/etc/services` file and restart the system. To remove the entries, you can use the Perl script included in the `utils/3167528/` directory of the Oracle Collaboration Suite DVD-ROM. Run the script as the root user. This script is also available as patch 3167528. This patch is available from

<http://metalink.oracle.com>

If these ports are not available, the associated configuration assistants will fail during the installation.

10. If you use Network Information Service (NIS):

- a.** Ensure that the following line exists in the `/etc/yp.conf` file:

```
hostname.domainname broadcast
```

- b.** Ensure that the following line exists in the `/etc/nsswitch.conf` file:

```
hosts: files nis dns
```

11. Ensure that the `localhost` entry in the `/etc/hosts` file is an IPv4 entry. If the IP entry for `localhost` is IPv6 format,

installation cannot succeed. The following example shows an IPv6 entry:

```
# special IPv6 addresses
::1          localhost ipv6-localhost
ipv6-loopback
::1          ipv6-localhost ipv6-loopback
```

To correct this example `/etc/hosts` file, put the localhost entry in a comment as follows:

```
# special IPv6 addresses
# ::1          localhost ipv6-localhost
ipv6-loopback
::1          ipv6-localhost ipv6-loopback
```

To put the entries in comment, you can use the Perl script included in the `ocs/utlils/4015045/` directory on the DVD-ROM. Run the script as the root user. This script is also available as patch 4015045. This patch is available from

<http://metalink.oracle.com>

Checking Kernel Parameters

Verify that the kernel parameters shown in the following table are set either to the value shown, or to values greater than the recommended value shown. The procedures following the table describe how to verify and set the values:

Parameter	Value	File
semmsl	256	/proc/sys/kernel/sem
semmns	32000	
semopm	100	
semmni	142	
shmall	3279547	/proc/sys/kernel/shmall
shmmax	2147483648	/proc/sys/kernel/shmmax
shmseg	10	/proc/sys/kernel/shmseg
shmmni	4096	/proc/sys/kernel/shmmni
msgmax	8192	/proc/sys/kernel/msgmax
msgmnb	65535	/proc/sys/kernel/msgmnb
msgmni	2878	/proc/sys/kernel/msgmni

Parameter	Value	File
file-max	327679	/proc/sys/fs/file-max
ip_local_port_range	10000 65000	/proc/sys/net/ipv4/ip_local_port_range

Note: If the current value for any parameter is higher than the value listed in this table, do not change the value of that parameter.

To view the current values specified for these kernel parameters, and to change them if necessary, follow these steps:

1. Enter commands similar to the following to view the current values of the kernel parameters:

Parameter	Command
semmsl, semmns, semopm, and semmni	# /sbin/sysctl -a grep sem This command displays the value of the semaphore parameters in the order listed.

Parameter	Command
shmall, shmmax, and semmni	# /sbin/sysctl -a grep shm
msgmax, msgmnb, and msgmni	# /sbin/sysctl -a grep msg
file-max	# /sbin/sysctl -a grep file-max
ip_local_port_range	# /sbin/sysctl -a grep ip_local_port_range

This command displays a range of port numbers.

2. If the value of any kernel parameter is different from the recommended value, complete the following steps:
 - a. Using any text editor, create or edit the `/etc/sysctl.conf` file and add or edit lines similar to the following:

Note: Include lines only for the kernel parameter values that you want to change. For the semaphore parameters (`kernel.sem`), you must specify all four values. However, if any of the current values are larger than the recommended value, specify the larger value.

```
kernel.shmall = 3279547
kernel.shmmax = 2147483648
kernel.shmni = 4096
# semaphores: semmsl, semmns, semopm, semmni
kernel.sem = 256 32000 100 142
fs.file-max = 327679
net.ipv4.ip_local_port_range = 10000 65000
kernel.msgmni = 2878
kernel.msgmax = 8192
kernel.msgmnb = 65535
```

By specifying the values in the `/etc/sysctl.conf` file, you ensure that they persist when you restart the system.

- b. Enter the following command to change the current values of the kernel parameters.

```
# /sbin/sysctl -p
```

Review the output from this command to verify that the values are correct. If the values are incorrect, edit the `/etc/sysctl.conf` file, then enter this command again.

- c. On SUSE Linux Enterprise Server systems only, enter the following command to make the system read the `/etc/sysctl.conf` file when it restarts:

```
# chkconfig boot.sysctl on
```

Set Shell Limits for the oracle User

To improve the performance of the software on Linux systems, you must increase the following shell limits for the `oracle` user, depending on the default shell of the user:

Bourne or Bash Shell Limit	Korn Shell Limit	C or tcsh Shell Limit	Hard Limit
nofile	nofile	descriptors	65536
noproc	processes	maxproc	16384

To increase the shell limits:

1. Add the following lines to `/etc/security/limits.conf` file:

```
*      soft  nproc    4096
*      hard  nproc    16384
*      soft  nofile   4096
*      hard  nofile   65536
```

Note: If you are using secure shell (SSH) to login to the computer on which you are installing Oracle Collaboration Suite, then perform the following steps:

1. Edit the `/etc/ssh/sshd_config` file to reflect `UsePrivilegeSeparation no`.
2. Restart the `sshd` daemon using the following command:

```
/sbin/service sshd restart
```

-
-
2. Add the following line to the `/etc/pam.d/login` file, if it does not already exist:

```
session    required    /lib/security/pam_limits.so
```

3. Depending on the default shell of the `oracle` user, make the following changes to the default shell startup file:

For the Bourne, Bash, or Korn shell, add the following lines to the `/etc/profile` file:

```
if [ $USER = "oracle" ]; then
    if [ $SHELL = "/bin/ksh" ]; then
        ulimit -p 16384
        ulimit -n 65536
    fi
fi
```

```
        else
            ulimit -u 16384 -n 65536
        fi
    fi
```

For the C or tcsh shell, add the following lines to the `/etc/csh.login` file:

```
if ( $USER == "oracle" ) then
    limit maxproc 16384
    limit descriptors 65536
endif
```

Creating an Operating System Group for the Inventory Directory

If this is the first Oracle product to be installed on the computer, create an operating system group for the `inventory` directory. The installer creates files in the `inventory` directory to keep track of the Oracle products that are installed on the computer.

This guide uses the name `oinstall` for this group.

In "[Creating an Operating System User](#)" on page 75, you will create an operating system user, and set the `oinstall` group to be the primary group of the user.

By having a separate group for the inventory directory, you enable different users to install Oracle products on the computer. Users need write permission for the inventory directory. They can achieve this by belonging to the `oinstall` group.

The default name of the inventory directory is `oraInventory`.

To determine if an inventory directory already exists on the computer, look in the `/etc/oraInst.loc` file. This file lists the location of the inventory directory and the group who owns it. If the file does not exist, the computer does not have Oracle products installed on it.

How to Create a Group

To create the `oinstall` group, enter the following command as the root user:

```
# /usr/sbin/groupadd oinstall
```

Creating an Operating System Group for Database Administration

To create an operating system group called `dba` for database administration, enter the following command as the root user:

```
# /usr/sbin/groupadd dba
```

When you next create an operating system user, you will set this `dba` group to be the secondary group of the user.

Creating an Operating System User

Create an operating system user to install and upgrade Oracle products. This guide refers to this user as the `oracle` user.

How to Create a User

To create the `oracle` operating system user as part of the `oinstall` and `dba` groups, enter the following command as the `root` user:

```
# /usr/sbin/useradd -g oinstall -G dba oracle
```

For more information about operating system users and groups, see your operating system documentation or contact your system administrator.

Set the password for the `oracle` user by entering the following command and then following the instructions on the screen:

```
# passwd oracle
```

Checking Environment Variables

The operating system user who will be installing Oracle Collaboration Suite needs to set or unset the environment variables listed in [Table 2](#).

Table 2 *Environment Variables*

Environment Variable	Set or Unset
DISPLAY	Set it to the monitor where you want to the installer window to appear.
ORACLE_HOME	Must not be set.
ORACLE_SID	Must not be set.
TNS_ADMIN	Must not be set.
PATH, CLASSPATH, and LD_LIBRARY_PATH	Must not contain references to directories in any Oracle home directories.
TMP	Optional. If unset, defaults to /tmp.
ORA_NLS33	Must not be set.
LD_BIND_NOW	Must not be set.

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

Using the C shell:

```
% setenv variable_name value
```

Example (C shell):

```
% setenv DISPLAY test.mycompany.com:0.0
```

Using the Bourne or Korn shell:

```
$ variable_name=value; export variable_name
```

Example (Bourne or Korn shell):

```
$ DISPLAY=test.mydomain.com:0.0; export DISPLAY
```

Environment Variable Tips This section describes some things to look out for when setting environment variables:

- If you set environment variables in the `.profile` file, they might not be read. To ensure that environment variables are set to the correct values, check their values in the shell where you will be running the installer.

- To check the value of environment variables, use the `env` command. This displays all the currently defined environment variables and their values.

```
% env
```

- If you use the `su` command to switch users (for example, switching from the `root` user to the `oracle` user), check the environment variables when you are the new user, because the environment variables might not be passed to the new user. This can happen even if you use the `su` command with the `-` parameter (`su - user`).

```
# /* root user */  
# su - oracle  
% env
```

Checking If Port 1521 Is in Use

This section is applicable only if you are installing the Oracle Collaboration Suite Infrastructure.

The Oracle Collaboration Suite Infrastructure installs an Oracle database, which uses port 1521 by default.

To check if port 1521 is in use:

```
# netstat -an | grep 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 Oracle Collaboration Suite Infrastructure.

Accessing the Welcome Page

After installation, access the Oracle Collaboration Suite 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 Collaboration Suite 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:

- What is new in Oracle Collaboration Suite 10g Release 1 (10.1.1)
- Oracle Enterprise Manager Application Server Control ("Application Server Control"), which is a browser-based administrative tool
- Release Notes

Demos

Additional Resources

For more information, see these Oracle resources:

- Oracle Collaboration Suite Documentation Library CD-ROM

- Oracle Collaboration Suite platform-specific documentation on Oracle Collaboration Suite documentation 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 user name and password for OTN, then you can go directly to the documentation section of OTN at

<http://www.oracle.com/technology/documentation>

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 about 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 about 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*, the 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 *OracleMetaLink* at

<http://metalink.oracle.com>

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.

Premium Services

For information about our Premium Services, including onsite support, Oracle*GOLD*, 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.

Quick Reference

Resource	Contact Information or Web Site
Oracle <i>MetaLink</i>	http://metalink.oracle.com
Purchase additional products, full-use licenses, version updates, and documentation in the U.S.A.	http://oraclestore.oracle.com
Access technical resources for developers	http://www.oracle.com/technology/index.html

Resource	Contact Information or Web Site
Access all documentation	http://www.oracle.com/technology/documentation/collab.html
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/index.html
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
Obtain TTY access to technical support in the U.S.A.	1-800-446-2398