Oracle® Collaboration Suite

Quick Installation Guide

10*g* Release 1 (10.1.2) for Microsoft Windows

B25467-01

June 2006

ORACLE®

Oracle Collaboration Suite Quick Installation Guide 10*g* Release 1 (10.1.2) for Microsoft Windows
B25467-01

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 on a Single Computer

- Performing Multiple-Computer Installation

- Checking Requirements

- Accessing the Welcome Page

- Additional Resources

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.

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 *Oracle Collaboration Suite Installation and Configuration Guide for Windows* for complete installation instructions.

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

Starting the Installer

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

1. Ensure that you have checked all the minimum requirements listed in Checking Requirements.

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 supports the autorun feature, the installer launches automatically.

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

Double-click the setup.bat file located in the Oracle Collaboration Suite 10g Release 1 (10.1.2.2.0) for Microsoft Windows DVD.

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

Performing Basic Installation

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

1. Start the installer. See Starting the Installer 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 enables 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 enables 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: *C:\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.**

4. Summary screen

Verify your selections and click **Install**.

The installer now installs the files.

5. Configuration Assistants screen

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

6. 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 on a Single Computer

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 a single computer:

1. Start up the installer. See Starting the Installer for details.

2. Select Installation Method screen

   Select **Advanced Installation** and click **Next.**

3. 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: `C:\oracle\orainfra`

Click **Next.**

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

Select **Oracle Collaboration Suite Infrastructure and Applications 10.1.2.2.0** and click **Next.**

5. 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 service pack check fails and you click **Retry** after making the required changes, the installer does not rerun the

check. To validate the changes, you may want to restart the installer.

6. 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.**

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

   Read the instructions on the screen carefully.

   Click **Next.**

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

   Select Oracle Collaboration Suite Applications components, which you want to install.

   Click **Next.**

   Note: If at any time during the installation (before you click **Install**) 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.

9. <u>Specify Namespace in Internet Directory screen</u> (Advanced installation only)

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

10. <u>Specify Database Configuration Options screen</u> (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`

   Note: When ever you edit the default Global Database Name field, the first part (before the domain name, for example, `orcl` in `orcl.yourcompany.com`) is automatically carried

over to the SID field as you type it in. Therefore, if required, you can change both simultaneously.

Specify Database File Location: Specify the full path to the parent directory for the data files directory. You must have write permissions to the directory that you specify.

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:\data\dbfiles` for the database file location, the installer places database files in the following directory: `C:\data\dbfiles\orcl`

Click **Next.**

11. 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.**

12. Specify Application Passwords (Advanced installation only)

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

Click **Next.**

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

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

Click **Next.**

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

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

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.

15. Summary screen

Verify your selections and click **Install**.

The installer now installs the files.

16. Configuration Assistants screen

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

17. 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

Oracle Collaboration Suite Applications use services from the Oracle Collaboration Suite Infrastructure, so 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 up the installer. See Starting the Installer for details.

2. Select Installation Method screen

   Select **Advanced Installation** and click **Next.**

3. 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: `C:\oracle\orainfra`

Click **Next.**

4. <u>Select a Product to Install screen</u> (Advanced installation only)

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

5. <u>Select Installation Type screen</u> (Advanced installation only)

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

6. <u>Product-specific Prerequisite Checks screen</u> (Advanced installation only)

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

   Note: If the service pack check fails and you click **Retry** after making the required changes, the installer does not rerun the check. To validate the changes, you may want to restart the installer.

   Click **Next.**

7. <u>Language Selection screen</u> (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. <u>Select Configuration Options screen</u> (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.**

9. <u>Specify Namespace in Internet Directory screen</u> (Advanced installation only)

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

10. 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.**

11. Guest Account Password screen (Advanced installation only)

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

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

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

Example: `orcldb.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`

Note: When ever you edit the default Global Database Name field, the first part (before the domain name, for example, `orcl` in `orcl.yourcompany.com`) is automatically carried over to the SID field as you type it in. Therefore, if required, you can change both simultaneously.

Specify Database File Location: Specify the full path to the parent directory for the data files directory. You must have write permissions to the directory that you specify.

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 `orcldb.yourcompany.com` for the global database name

and `C:\data\dbfiles` for the database file location, the installer places database files in the following directory: `C:\data\dbfiles\orcl`

Click **Next.**

13. <u>Specify Database Schema Passwords screen</u> (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.**

14. <u>Specify Instance Name and ias_admin Password screen</u> (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.

Example: welcome99

Click **Next.**

15. Summary screen

Verify your selections and click **Install.**

The installer now installs the files.

16. Configuration Assistants screen

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

17. 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

The following procedure installs a 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.

1. Start the installer. See Starting the Installer for details.

2. Select Installation Method screen

   Select **Advanced Installation** and click **Next.**

3. 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: `c:\oracle\oraapptier`

Click **Next.**

4. 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.**

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

   Select **Oracle Collaboration Suite Applications**.

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

   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 service pack check fails and you click **Retry** after making the required changes, the installer does not rerun the check. 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. 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.**

Note: If at any time during the 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.

9. 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.**

10. Specify OID Login 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.**

11. <u>OracleAS Metadata Repository screen</u> (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.**

12. <u>Select Database for Components screen</u> (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.**

13. <u>Specify Port Configuration Options screen</u> (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.**

14. 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**.

15. Specify Oracle Voicemail & Fax Group Target Creation screen (Advanced installation only)

This screen appears only if this is the first Voicemail & Fax Application that you are installing.

The Oracle Voicemail & Fax group is the name of your Oracle Voicemail & Fax installation.

Click **Next**.

16. Specify PBX-Application Cluster screen (Advanced installation only)

A PBX-Application Cluster defines the relationship between a Private Branch Exchange (PBX) and one or more Voicemail & Fax Applications that are referred to as an *application cluster*.

You must associate the Voicemail & Fax Application with a PBX-Application Cluster.

Select **Create a new PBX-Application Cluster** to create a new PBX-Application Cluster or select **Use an existing PBX-Application Cluster** to associate the current application with an existing PBX-Application Cluster.

Click **Next.**

Note: The next screen that appears depends on the choice you made on this screen. If you selected **Use an existing PBX-Application Cluster**, then ignore the next step.

17. PBX-Application Cluster Creation screen (Advanced installation only)

This screen appears if you selected **Create a new PBX-Application Cluster** on the PBX-Application Cluster screen.

PBX-Cluster Application Name: Enter the name of the new PBX-Application cluster.

Note: Although you may assign any name to the PBX-Application Cluster, you may want to include the location of the PBX and the type of PBX in the name. For example,

`SF_Nortel`, `Burlington_Avaya`, and `UK_VOIP`

Note: After you have completed installing Oracle Voicemail & Fax, use Oracle Enterprise Manager Grid Control to configure the PBX-Application Cluster.

Click **Next.**

18. PBX-Application Cluster Selection screen (Advanced installation only)

This screen appears if you selected **Use an existing PBX-Application Cluster** on the PBX-Application Cluster screen.

This screen shows a list of PBX-Application Clusters in your Oracle Voicemail & Fax installation. You may assign the current Voicemail & Fax Application to any of the listed PBX-Application Clusters.

Note: After you have completed installing Oracle Voicemail & Fax, you can use Oracle Enterprise Manager Grid Control to change this configuration and associate the Voicemail & Fax Application with a different PBX-Application Cluster.

Click **Next.**

19. 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.**

20. 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.**

21. Summary screen

Verify your selections and click **Install.**

The installer now installs the files.

22. Configuration Assistants screen

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

23. 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 Postinstallation Tasks

If you selected Oracle Real-Time Collaboration components (Document Conversion Server and Voice Conversion Server) and Oracle Voicemail & Fax during installation, then you must perform a few postinstallation tasks to ensure that the installed components function properly.

These postinstallation tasks include:

- Setting Up User Privileges to Allow Remote Operation of Batch Jobs
- Changing the NetMerge User Name and Password
- Verifying the Installation of Oracle Voicemail & Fax
- Configuring a PBX-Application Cluster

Setting Up User Privileges to Allow Remote Operation of Batch Jobs

To set up user privileges to allow remote operation of batch jobs, perform the following steps:

1. On the desktop, click **Start, Settings,** and then **Control Panel.**

2. In the Control Panel window, double-click **Administrative Tools** and then **Local Security Policy.**

3. In the Local Security Settings window, double-click **Local Policies** and then **User Rights Assignments**.

4. In the right pane, double-click the **Log on as a batch job** policy.

5. In the Local Security Policy Setting dialog box that appears, add the user who installed the Oracle software.

The added user now has the necessary privileges to perform remote batch jobs.

Changing the NetMerge User Name and Password

For security reasons, the NetMerge services and the Oracle Voicemail & Fax application are both started under the same user ID. By default, they are started under the user ID of the individual who installed NetMerge, with the expectation that the same individual installed Oracle Voicemail & Fax as well.

If NetMerge and Oracle Voicemail & Fax were not installed by the same individual, the name of the NetMerge user must be changed to match the user who installed Oracle Voicemail & Fax. To do so, perform the following tasks:

1. Go to the Windows Services Panel and double-click **Intel Netmerge Converged Communications Server**.

2. In the Properties window, click the **LogOn** tab.

3. In the LogOn pane, select **This account.**

4. You can now either change the existing user name and password or you can add a new user name and password that matches the user name and password used to install Oracle Voicemail & Fax.

5. Click **OK**.

Verifying the Installation of Oracle Voicemail & Fax

When the installation completes, verify that you can access the Oracle Voicemail & Fax custom Oracle Enterprise Manager Grid Control pages.

Log in to Grid Control and select the Oracle Voicemail & Fax Group target whose name matches the one you entered during the interview phase of the install. If this is your first time accessing this target, then you will be prompted for Oracle Internet Directory login credentials to view these pages. Enter the Oracle Internet Directory user name and password. Leave the Save as Preferred Credential box selected. The Oracle Internet Directory user name can be `cn=orcladmin`, the Oracle Internet Directory superuser.

Configuring a PBX-Application Cluster

After installing Oracle Voicemail & Fax 10*g* Release 1 (10.1.2) in a new Oracle home, configure the PBX-Application Cluster that you created during the installation process.

For more information on configuring the PBX-Application Cluster, see "Configuring the PBX-Application Cluster" in Chapter 2 and "Configuring PBX-Application Clusters" in Chapter 3 of *Oracle Voicemail & Fax Administrator's Guide*.

Checking Requirements

Check that your computer meets the minimum requirements:

- Checking Hardware Requirements
- Checking Software Requirements
- Setting the User to Belong to the Administrators Group
- Checking Environment Variables
- Installing Windows System Files (wsf)
- Checking If Port 1521 Is in Use

Checking Hardware Requirements

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

Operating Systems Supported

- Windows 2000 with Service Pack 3 or higher

Other System Requirements

Table 1 shows other system requirements.

Table 1   Minimum System Requirements

Item	Minimum Requirement
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.
Disk space	Oracle Collaboration Suite Infrastructure: 8 GB
	Oracle Collaboration Suite Applications: 5 GB
	Oracle Collaboration Suite Database: 5.4 GB
Space in tmp directory	250 Megabytes (MB)
Swap space	1.5 GB
Monitor	256 color display

Hardware Requirements for Components of Oracle Real-Time Collaboration

You must keep the following hardware requirements in mind while installing Oracle Real-Time Collaboration:

- Hardware Requirements for Voice Conversion Server
- Hardware Requirements for Telephony
- Network Requirements

Hardware Requirements for Voice Conversion Server

To support streaming voice data during conferences or playback of recorded conferences with voice data.

The Voice Conversion Server must be installed on a computer with Microsoft Windows 2000 Server Service Pack 4 (SP4) or later, with the following basic configuration:

- 2.4 Gigahertz (GHz) Intel Processor
- 512 Megabyte (MB) Synchronous Dynamic Random Access Memory (SDRAM)
- 20 Gigabyte (GB) disk

Hardware Requirements for Telephony

You also need specialized telephony hardware to install Oracle Real-Time Collaboration. You need a T1 or E1 trunk, and a media

processing board from Intel or Dialogic to support the trunk. The T1/E1 protocol supported by Oracle Real-Time Collaboration is robbed-bit /CAS (Channel Associated Signaling).

Table 2 and Table 3 list the hardware and sizing recommendations depending on the number of concurrent voice conferences, the type of and number of trunk lines, and the number of Voice Conversion Servers.

Table 2   Sizing Recommendations for Voice Conversion Using T1

Concurrent Voice Conferences	T1 Lines	Voice Servers	Dialogic Hardware Needed for each Voice Server
12	1	1	D/240JCT-T1
24	1	1	D/480JCT-T1
48	2	1	2 x D/480JCT-T1
96	4	2	2 x D/480JCT-T1
192	8	4	2 x D/480JCT-T1

Table 3   Sizing Recommendations for Voice Conversion Using E1

Concurrent Voice Conferences	E1 Lines	Voice Servers	Dialogic Hardware Needed for each Voice Server
15	1	1	D/300JCT-E1
30	1	1	D/300JCT-E1
60	2	1	2 x D/600JCT-E1
120	4	2	2 x D/600JCT-E1
240	8	4	2 x D/600JCT-E1

See Also: *Oracle Collaboration Suite Concepts and Deployment Guide* for specific information on sizing requirements for your system

Network Requirements

The Oracle Real-Time Collaboration components perform load balancing as they handle communications between clients and servers. The Redirector determines which multiplexer or communication manager processes are available as it routes requests from

clients. On the other hand, the multiplexer determines which Web Conferencing Server processes are available as it routes communications from and to the Web Conferencing clients.

You might also use a Load Balancer to manage processes handled by your Oracle Applications tier servers. If so, then keep the following considerations in mind:

- All systems behind the load balancer should have intranet-routable Internet protocol (IP) addresses and must be directly accessible from the Internet at least on the standard HTTP and HTTPS ports (80 and 443).

- If you use geographic load balancers, the load balancers for separating loads between geographic locations, then you must create Oracle Real-Time Collaboration clusters to partition the system based on geographical distribution.

Note: Oracle Messenger also uses ports 5222 and 5223, which in some cases must be open to the Internet.

Hardware Requirements for Components of Oracle Voicemail & Fax

The typical hardware required for installing Oracle Voicemail & Fax is as follows:

- Dell PowerEdge 2850 or similar with the following:

    - Dual Central Processing Unit (CPU)

    - 4 GB or more of RAM

    - Microsoft Windows 2000 Server with Service Pack 4 (SP4)

    > **Note:** Except for Microsoft Windows 2000 Server, no other operating system version is supported for Oracle Voicemail & Fax.

- Telephony card that works with NetMerge CCS software from Intel

> **Note:** In place of a telephony card, you can also use the Intel NetStructure HMP software with NetMerge CCS.
>
> For more information about Intel NetStructure HMP and NetMerge CCS, refer to
>
> http://www.intel.com

Checking Software Requirements

You must keep the following software requirements in mind while installing Oracle Collaboration Suite on Microsoft Windows:

- Generic Software Requirements
- Software Requirements for Components of Oracle Real-Time Collaboration
- Software Requirements for Oracle Voicemail & Fax

Generic Software Requirements

The installer also checks that your computer contains the required operating system patches. If it determines that some required patches are missing, it displays an error.

- Microsoft Windows 2000 requires Service Pack 3 or later
- Microsoft Windows Server 2003 (32-bit) with Service Pack

Note: The 32-bit version of Oracle Collaboration Suite for Windows runs on Intel x86, AMD64, and Intel EM64T processors. For additional information, visit *OracleMetaLink* at:

<http://metalink.oracle.com>

The following 64-bit operating systems are supported:

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

All products and components except Oracle Collaboration Suite Infrastructure are certified on AMD64 and Intel EM64T processors.

In addition to the software requirements for the computer, you must have a compatible browser. The following browsers are supported:

- Microsoft Internet Explorer 5.5, 6.0 and later

- Netscape 7.1, 7.2 and later

- Mozilla 1.5 and later.

  Note: Firefox, the standalone Mozilla browser, is not certified at the time of publication.

- Safari 1.2 on Apple Macintosh computers

Note: Oracle Collaboration Suite Infrastructure is not supported on Windows operating systems that include Terminal Services (for example, Windows 2000 with Terminal Services is not supported).

> **Note:** For the most current list of supported operating system-specific software, operating system version, and certified browsers, check Oracle*MetaLink* at
>
> http://metalink.oracle.com

Software Requirements for Components of Oracle Real-Time Collaboration

Oracle Real-Time Collaboration uses a Document Conversion Server to convert Microsoft Office documents into HTML or other compatible formats for sharing during conferences. The server must either have Microsoft Windows NT, or Microsoft Office 2000, installed on it.

Oracle Real-Time Collaboration also uses a Voice Conversion Server to support streaming of voice data during conferences or playback of recorded conferences with voice data. The server requires Microsoft Windows 2000 Server SP4 or later, and Intel Dialogic System Software 5.1.1 SP1 or later.

Software Requirements for Oracle Voicemail & Fax

Table 4 describes the software requirements for installing Oracle Voicemail & Fax.

Table 4   Software Requirements for Oracle Voicemail & Fax

Requirement	Description
Oracle Management Agent	Ensure that the Oracle Management Agent is properly configured and running before you start the installation.
	Refer to *Oracle Enterprise Manager Advanced Configuration Guide* for more information.
NetMerge CSS	NetMerge CCS is third-party software from Intel.
	You might want to refer to *Administrator's Guide for Intel NetMerge CCS 3.0.* installed in the `c:\Program Files\Dialogic\CT Media\Client\docs` directory.
	For more information, contact the reseller from whom you purchased the software.
	Note: When you install NetMerge CCS, you must set the locale to English because NetMerge is only supported in English.
	After NetMerge CCS is installed, the system administrator can change the locale setting on the computer, if you want the text on the Oracle Voicemail & Fax installation screens to appear in a different language.

Table 4   (Cont.) Software Requirements for Oracle Voicemail & Fax

Requirement	Description
Oracle Mail	An instance of Oracle Mail must be configured and registered against the instance of Oracle Internet Directory that you want to associate with the current installation. This instance of Oracle Mail may or may not be configured on the same computer.

Note: In addition to the requirements mentioned, both Oracle Real-Time Collaboration and Oracle Voicemail & Fax require that an instance of Oracle Collaboration Suite Infrastructure be installed before starting the installation. The Infrastructure must have an associated Oracle Internet Directory.

Setting the User to Belong to the Administrators Group

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

To check if you belong to the Administrators group:

1. Display the Computer Management dialog:

- ■ Right-click **My Computer** 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.

Checking Environment Variables

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

Table 5   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.
TEMP	Optional. If unset, defaults to `C:\temp`.

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. Select Settings. Select Control Panel. Select System**.

2. Select the **Advanced** tab.

3. Click **Environment Variables**.

4. To change the value of a variable, select the variable and click **Edit**.

Installing Windows System Files (wsf)

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

When you run the installer to install Oracle Collaboration Suite, the installer checks the Windows system files on your computer. If it finds that these files that are not up-to-date, it prompts you to exit the installer and run wsf.exe to install the latest Windows system files. You can find wsf.exe in the same directory as the installer.

To run wsf.exe:

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

   Assumes E: is the DVD-ROM drive):

   `E:\> cd ocs`

   `E:\ocs> wsf.exe`

2. <u>Welcome screen</u>

   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, you need to restart your computer after installing Windows system files. If you do not see this screen, you do not have to restart 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, restart your computer.

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:

```
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 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 10*g* Release 1 (10.1.2)

- 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 username 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 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 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 Oracle*MetaLink*, Oracle Support Services premier Web support offering. Oracle*MetaLink* 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.

Oracle*MetaLink* 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

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 on 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*MetaLink*	`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`
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

Resource	Contact Information or Web Site
TTY Access to technical support in the U.S.A.	1-800-446-2398