

Oracle® Application Server

Quick Installation and Upgrade Guide

10g Release 2 (10.1.2) for Microsoft Windows

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ORACLE®

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1 Introduction

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

- J2EE and Web Cache middle tier
- OracleAS Infrastructure
- Portal and Wireless middle tier

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3 Installation Types Covered in this Guide

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

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

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

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

4 Requirements

Check that your computer meets the minimum requirements:

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

4.1 Check System Requirements

Your computer must meet the following requirements.

Operating Systems Supported

- Windows 2000 with Service Pack 3 or above
- Windows Server 2003 (32-bit)

- Windows XP: supported only for J2EE and Web Cache without OracleAS Infrastructure.

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

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

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

Other System Requirements

The following table shows other system requirements.

Table 1 Minimum System Requirements

	J2EE and Web Cache	Portal and Wireless	OracleAS Infrastructure
Memory (see (1) below)	512 MB	1 GB	1 GB
Disk space	400 MB	760 MB	2.5 GB (see (2) below)
Space in TEMP directory	256 MB	256 MB	256 MB
Total pagefile size (virtual memory)	512 MB	512 MB	1 GB

Notes:

(1) If you plan to install Portal and Wireless and OracleAS Infrastructure on the same computer, you need to have at least 1.5 GB of memory and 2.0 GB total pagefile size.

(2) You can install the data files for the OracleAS Metadata Repository database on a disk that is different from the disk where you are installing OracleAS Infrastructure. If you do this, make sure the disk for the data files has at least 1.3 GB of free space.

4.2 Set the User to Belong to the Administrators Group

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

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

To check if you belong to the Administrators group:

Windows 2000, Windows 2003, or Windows XP

1. Display the Computer Management dialog:
 - Windows 2000 or Windows XP: Right-click **My Computer** on the desktop and select **Manage**.
 - Windows 2003: Right-click the local computer icon on the desktop and select **Manage**.
2. On the left side, expand **Local Users and Groups**, and click **Users**.

3. On the right side, right click the user and select **Properties**. This displays the Properties dialog.
4. In the Properties dialog, select the **Member Of** tab.

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

4.3 Check Environment Variables

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

Table 2 *Environment Variables*

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

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

1. Display the System Control Panel.

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

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

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

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

4.4 Check and Update Windows System Files (wsf)

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

Oracle Application Server requires minimum versions of some system files in the Windows system directory (typically

C:\Windows\system32 or C:\Winnt\system32). When you run the installer for Oracle Application Server, the installer checks the Windows system files on your computer. If it finds old versions of these files, and the files are in use by other processes, then it prompts you to exit the installer and run `wsf.exe` to install the latest Windows system files. (If it finds old versions of the files, but the files are not in use by other processes, then it just replaces the files and you do not have to run `wsf.exe`.)

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

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

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

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

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

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

```
E:\> cd application_server
```

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

2. Welcome screen

Click **Next**.

3. Specify File Locations screen

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

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

Click **Next**.

4. Warning: System Reboot Required screen

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

Click **Next**.

5. Summary screen

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

6. End of Installation screen

Click **Exit** to exit the installer.

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

4.5 Check If Port 1521 Is in Use

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

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

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

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

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

See the *Oracle Application Server Installation Guide* for details.

5 Starting up the Installer

To start the installer:

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

2. Insert the disk:

CD-ROM: Insert Oracle Application Server Disk 1.

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

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

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

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

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

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

6 Installing J2EE and Web Cache (Java Developer Topology)

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

- Oracle HTTP Server - this is the Web server.
- Oracle Application Server Containers for J2EE ("OC4J") - this is a J2EE container that you can use for deploying and testing your J2EE applications.
- OracleAS Web Cache - this component caches objects to reduce the load on Oracle HTTP Server and improve performance.

To install a J2EE and Web Cache middle tier:

1. Start up the installer. See [Section 5, "Starting up the Installer"](#) for details.
2. Welcome screen
Click **Next**.
3. Specify File Locations screen
Name: Enter a name to identify this Oracle home.
Example: OH_J2EE

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\OraJ2EE

Click **Next**.

4. Select a Product to Install screen

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

5. Select Installation Type screen

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

6. Confirm Pre-Installation Requirements screen

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

7. Select Configuration Options screen

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

Do not select **Identity Management Access**.

Do not select **OracleAS Farm Repository**.

Click **Next**.

8. Specify Port Configuration Options screen

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

9. Specify Instance Name and ias_admin Password screen

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

Example: J2EE

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

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

Click **Next**.

10. Summary screen

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

11. Configuration Assistants screen

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

12. End of Installation screen

Click **Exit** to quit the installer.

7 Installing Portal and Wireless Developer Topology (includes OracleAS Infrastructure and Portal and Wireless Middle tier)

This topology enables you to deploy applications that use components such as OracleAS Portal and OracleAS Wireless.

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

1. OracleAS Infrastructure
2. Portal and Wireless middle tier

The Portal and Wireless middle tier uses services from the OracleAS Infrastructure, so you have to install the OracleAS Infrastructure first.

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

7.1 Install OracleAS Infrastructure

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

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

Click **Next**.

3. Specify File Locations screen

Name: Enter a name to identify this Oracle home.

Example: OH_INFRA

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\appserver\OraInfra

Click **Next**.

4. Select a Product to Install screen

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

5. Select Installation Type screen

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

6. Confirm Pre-Installation Requirements screen

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

7. Select Configuration Options screen

Select **Oracle Internet Directory**.

Select **OracleAS Single Sign-On**.

Select **Delegated Administration Service**.

Select **Oracle Directory Integration and Provisioning**.

Do not select **OracleAS Certificate Authority**.

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

Click **Next**.

8. Specify Port Configuration Options screen

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

9. Specify Namespace in Internet Directory screen

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

10. Specify Database Configuration Options screen

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

The database name portion of the global database name:

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

The domain name portion of the global database name:

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

Example: `asdb.yourcompany.com`

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

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

Example: `asdb`

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

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

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

The file system that contains the directory must have at least 1.3 GB of free disk space. Additional disk space is required for production databases, depending on the amount of data that you plan to store.

Click **Next**.

11. Specify Database Schema Passwords screen

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

Click **Next**.

12. Specify Instance Name and ias_admin Password screen

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

Example: `infra`

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

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

Example: `welcome99`

Click **Next**.

13. Summary screen

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

14. Configuration Assistants screen

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

15. End of Installation screen

Click **Exit** to quit the installer.

7.2 Install Portal and Wireless Middle tier

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

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

2. Welcome screen

Click **Next**.

3. Specify File Locations screen

Name: Enter a name to identify this Oracle home.

Example: OH_PORTAL

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\OraPortal

Click **Next**.

4. Select a Product to Install screen

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

5. Select Installation Type screen

Select **Portal and Wireless** and click **Next**.

6. Confirm Pre-Installation Requirements screen

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

7. Select Configuration Options screen

Select **OracleAS Portal**.

Select **OracleAS Wireless**.

Click **Next**.

8. Specify Port Configuration Options screen

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

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

- a. Register with Oracle Internet Directory screen

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

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

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

Click **Next**.

- b. Specify Login for Oracle Internet Directory screen

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

Password: The password for the orcladmin user is the same as the password for the ias_admin user in the infrastructure. You entered this password when you installed the infrastructure (see step 12 in [Section 7.1, "Install OracleAS Infrastructure"](#)).

Click **Next**.

10. Select Metadata Repository screen

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

11. Specify Instance Name and ias_admin Password screen

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

Example: PORTAL

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

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

Example: welcome99

Click **Next**.

12. Summary screen

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

13. Configuration Assistants screen

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

14. End of Installation screen

Click **Exit** to quit the installer.

8 Accessing the Welcome Page

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

`http://hostname.domainname:http_port`

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

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

The Welcome page provides links to these useful pages:

- New features in Oracle Application Server 10g Release 2 (10.1.2)
- Oracle Enterprise Manager Application Server Control ("Application Server Control"), which is a browser-based administrative tool
- Release Notes
- What's Next
- Demos

9 Installing OracleAS Metadata Repository in an Existing Oracle Database

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

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

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

10 Upgrade and Compatibility

This section contains the following information:

- [Section 10.1, "Upgrading an Oracle Application Server Middle tier to 10g \(10.1.2\)"](#)
- [Section 10.2, "Compatibility with Previous Versions"](#)

10.1 Upgrading an Oracle Application Server Middle tier to 10g (10.1.2)

This section describes how to upgrade your middle-tier installations. Specifically, this section describes how to upgrade the J2EE and Web Cache installation type and the Portal and Wireless

installation type from Release 2 (9.0.2), Release 2 (9.0.3), or 10g (9.0.4) to 10g (10.1.2).

For information about upgrading the OracleAS Infrastructure, as well as more detailed information about upgrading all components of your application server environment, see the *Oracle Application Server Upgrade and Compatibility Guide*.

To upgrade a J2EE and Web Cache or a Portal and Wireless Oracle home to 10g (10.1.2):

1. If the middle tier you are upgrading uses a Release 2 (9.0.2) Infrastructure, use the `imconfig.bat` script to update an entry in the Release 2 (9.0.2) Oracle Internet Directory.

You must make this configuration change; otherwise the upgraded 10g (10.1.2) middle tier will not be able to use the Release 2 (9.0.2) Infrastructure.

The `imconfig.bat` script is located in the `utilities` directory on the "OracleAS Metadata Repository Upgrade Assistant and Utilities" CD-ROM. For more information, see the section "Updating an Entry in the Release 2 (9.0.2) Oracle Internet Directory Before Installing the 10g (10.1.2) Middle Tier" in the *Oracle Application Server Upgrade and Compatibility Guide*.

2. If you are upgrading a Release 2 (9.0.2) Portal and Wireless installation and you have configured OracleAS Wireless Release 2 (9.0.2), then you should back up the Release 2 (9.0.2) OracleAS Metadata Repository, or at least back up the Wireless schema.

This step is recommended because when you install the OracleAS Wireless 10g (10.1.2) middle tier (in the next step), the Wireless Configuration Assistant upgrades the WIRELESS schema in the Release 2 (9.0.2) OracleAS Metadata Repository to 10g (9.0.4).

See Also: "Special Considerations When Upgrading OracleAS Clusters, OracleAS Wireless, or Oracle Workflow" in the *Oracle Application Server Upgrade and Compatibility Guide*

3. Install Oracle Application Server 10g Release 2 (10.1.2) into a new Oracle home on the same host as the instance you are upgrading.

This new 10g (10.1.2) Oracle home is referred to as the **destination Oracle home**. The Oracle home for the previous version of Oracle Application Server is referred to as the **source Oracle home**.

The installation type you select during the installation must be compatible with the installation type of the original, source instance that you are upgrading. The source and destination Oracle homes must exist on the same computer and use the same Oracle Internet Directory and Metadata Repository.

4. If you are upgrading a Release 2 (9.0.2) or Release 2 (9.0.3) middle tier, stop the Enterprise Manager Web site in the source Oracle home.

When you run the OracleAS Upgrade Assistant, it will stop all the processes in the source Oracle home and the destination Oracle home, except for the Enterprise Manager Web site in a Release 2 (9.0.2) or Release 2 (9.0.3) source Oracle home.

If the instance you want to upgrade is the only Release 2 (9.0.2) or Release 2 (9.0.3) instance on the host, stop the Enterprise Manager Web site as follows:

```
SOURCE_ORACLE_HOME\bin\emctl stop
```

If you have multiple Release 2 (9.0.2) or Release 2 (9.0.3) instances on the same host, do the following:

- a. Determine which instance hosts the active Enterprise Manager Web site.

The active Enterprise Manager Web site is stored in the following entry in the Windows registry:

```
HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE\em_loc
```

- b.** Stop the active Enterprise Manager Web site as follows:

```
ACTIVE_EM_ORACLE_HOME\bin\emctl stop
```

Enterprise Manager prompts you for the `ias_admin` management password.

- c.** If the instance you want to upgrade contains the active Enterprise Manager Web site, switch the active Oracle Enterprise Manager to another Release 2 (9.0.2) or Release 2 (9.0.3) instance using the following command:

```
ACTIVE_EM_ORACLE_HOME\bin\emctl switch home
```

This command displays a dialog where you can select another Oracle[®]AS instance that contains the active Oracle Enterprise Manager.

- 5.** Start the OracleAS Upgrade Assistant with the following command:

```
DESTINATION_ORACLE_HOME\upgrade\iasua.bat
```

Note: Do not run the `iasua.sh` script as the root user. Instead, run the script from the same user account that you used to install the destination Oracle homes.

6. Welcome screen

Click **Next**.

7. Oracle Homes screen

Select the source Oracle home from the drop-down list and click **Next**.

8. Examining Components dialog screen

Click **OK**.

9. Summary screen

Click **Finish** to start the upgrade processing.

10. Upgrade Succeeded dialog screen

Click **OK**.

11. Refer to the *Oracle Application Server Upgrade and Compatibility Guide* for a summary of the middle-tier post-upgrade tasks required for each component.

10.2 Compatibility with Previous Versions

As you begin upgrading your Oracle Application Server environment to 10g (10.1.2), you will encounter various scenarios where you will be running multiple versions of Oracle Application Server.

[Table 3](#) provides a brief summary of the supported compatibility scenarios for 10g (10.1.2). The shaded rows in the table represent the scenarios that are not supported.

For complete information about compatibility with previous versions, including details about the issues or workarounds mentioned in the compatibility matrix, see the *Oracle Application Server Upgrade and Compatibility Guide*.

Table 3 Oracle Application Server Compatibility Matrix

	10.1.2 Middle Tier	10.1.2 OracleAS Identity Management	10.1.2 OracleAS Metadata Repository
9.0.2 and 9.0.3 Middle Tiers	Supported, with workarounds	Supported, with workarounds	Not Supported
9.0.2 OracleAS Identity Management	Supported, with workarounds	Not supported.	Supported, with workarounds
9.0.2 OracleAS Metadata Repository	Supported	Supported, with workarounds.	Supported
9.0.4 Middle Tiers	Supported	Supported	Not Supported
9.0.4 OracleAS Identity Management	Supported	Not supported	Supported
9.0.4 OracleAS Metadata Repository	Supported	Supported, with workarounds	Supported

11 Additional Resources

For more information, see these Oracle resources:

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

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

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

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

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

11.1 Oracle Support Services

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

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

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

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

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

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

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

OracleMetaLink options include:

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

- product life-cycle information

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

11.2 Version Updates

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

<http://oraclestore.oracle.com>

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

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

- CSI number
- contact information
- platform

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

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

11.3 Premium Services

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

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

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

11.4 Quick Reference

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

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