

Oracle® Fusion Middleware

Quick Installation Guide for Oracle Business Intelligence

11g Release 1 (11.1.1)

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This guide provides instructions for installing, configuring, and deinstalling Oracle Business Intelligence products on a single computer. Oracle Business Intelligence products include Oracle Business Intelligence Enterprise Edition, Oracle Business Intelligence Publisher, and Oracle Real-Time Decisions.

The following topics are covered:

- [Section 1, "Installation Overview"](#)
- [Section 2, "System Requirements and Certification"](#)
- [Section 3, "Preparing to Install"](#)
- [Section 4, "Installing Oracle Business Intelligence"](#)
- [Section 5, "Deinstalling Oracle Business Intelligence"](#)
- [Section 6, "Additional Resources"](#)
- [Section 7, "Documentation Accessibility"](#)

1 Installation Overview

This guide provides instructions for installing, configuring, and deinstalling Oracle Business Intelligence on a single computer using the Simple Install type. The Simple Install type installs Oracle Business Intelligence products with the default settings in the minimum number of steps.

1.1 What is Installed

The Oracle Business Intelligence installation media includes the following products, with all the technology required to install, configure, and run them:

- Oracle Business Intelligence Enterprise Edition (Answers, Dashboards, Delivers, Repository Administration Tool, Office, and Oracle Business Intelligence Publisher)
- Oracle Business Intelligence Publisher
- Oracle Real-Time Decisions

You can install one, two, or all three of these products using Oracle Business Intelligence 11g Installer. Oracle Business Intelligence 11g Installer creates all the run-time components and the infrastructure for the products you choose to install. After running Oracle Business Intelligence 11g Installer, the installed products share the same Oracle Fusion Middleware infrastructure in a single WebLogic domain.

All Oracle Business Intelligence products intended for a WebLogic domain must be installed and configured at the same time. You cannot install some products now and then install others to the same WebLogic domain later. For example, if you choose to install and configure Oracle Business Intelligence Enterprise Edition but not Oracle Real-Time Decisions, you cannot later add Oracle Real-Time Decisions to the WebLogic domain. Similarly, any WebLogic domains that contain Oracle Business Intelligence 11g products should not be later extended to include other Oracle Fusion Middleware products.

1.2 What is Configured

When you select the Simple Install type, the installer uses default configuration settings for all components.

To perform the configuration, you specify the folder where you want the installer to install Oracle Business Intelligence. The folder you select becomes the Middleware home. The folder does not need to exist before performing the installation.

For more information about the Middleware home, see *Oracle Fusion Middleware Installation Planning Guide*.

2 System Requirements and Certification

For system requirement and certification information, refer to the following documents, available on Oracle Technology Network (OTN):

- Oracle Fusion Middleware System Requirements, Prerequisites, and Specifications:

http://www.oracle.com/technology/software/products/ias/files/fusion_requirements.htm

This document contains information related to hardware and software requirements, minimum disk space and memory requirements, and required system libraries, packages, or patches.

- Oracle Fusion Middleware Certification

http://www.oracle.com/technology/software/products/ias/files/fusion_certification.html

This document contains information related to supported installation types, platforms, operating systems, databases, JDKs, and third-party products.

- Oracle Fusion Middleware Release Notes

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

3 Preparing to Install

Before installing Oracle Business Intelligence components, you must first perform the following tasks:

- [Installing and Configuring a Database](#)
- [Obtaining the Repository Creation Utility \(RCU\)](#)
- [Starting the Repository Creation Utility \(RCU\)](#)
- [Creating Schemas for Oracle Business Intelligence](#)

- [Obtaining Oracle Business Intelligence 11g Installer](#)

3.1 Installing and Configuring a Database

Installation of Oracle Business Intelligence requires the availability of a database. The database must be up and running, and does not have to be on the same computer where you are installing the components. The database must also be compatible with the Repository Creation Utility (RCU), which is used to create the schemas required by Oracle Business Intelligence.

Note: RCU is available only on Linux and Windows operating systems. Either the Linux RCU or Windows RCU may be used to create schemas in a supported database.

For the latest information about supported databases, visit the Oracle Fusion Middleware Certification document at following URL:

http://www.oracle.com/technology/software/products/ias/files/fusion_certification.html

After you have installed a database, ensure that it is configured correctly by referring to the "Repository Creation Utility Requirements" section in the System Requirements and Specification document:

http://www.oracle.com/technology/software/products/ias/files/fusion_requirements.htm

3.2 Obtaining the Repository Creation Utility (RCU)

RCU is available either on its own installation CD-ROM in the bin directory, or in a ZIP file on Oracle Technology Network (OTN):

http://www.oracle.com/technology/software/products/middleware/docs/111110_fm1.html

Look for Repository Creation Utility in the "Required Additional Software" table. After downloading the .zip file, extract the contents to a directory of your choice; this is referred to as the *RCU_HOME* directory.

Note: On Windows systems, make sure that you do not unzip the RCU .zip file to a directory name containing spaces.

RCU is available only on 32-bit Linux and Windows platforms. Either the Linux RCU or Windows RCU may be used to create schemas on any supported database platform.

3.3 Starting the Repository Creation Utility (RCU)

To start the Repository Creation Utility (RCU):

1. Do one of the following:
 - If you have the RCU CD-ROM, insert the CD-ROM into your computer and access the bin directory

- If you downloaded and extracted the RCU .zip file, access the bin directory in the *RCU_HOME*.
2. Run one of the following commands, depending on your operating system:
 - On Linux:
`./rcu`
 - On Windows:
`rcu.bat`
 3. Continue with one of the following tasks:
 - If you are preparing to install Oracle Business Intelligence, create the required schemas using RCU. See [Section 3.4, "Creating Schemas for Oracle Business Intelligence."](#)
 - If you are deinstalling Oracle Business Intelligence, drop the schemas using RCU. See [Section 5.4, "Dropping the Oracle Business Intelligence Schemas."](#)

3.4 Creating Schemas for Oracle Business Intelligence

Oracle Business Intelligence requires that certain schemas exist in the database before installation. You must run the Repository Creation Utility (RCU) to create the schemas in the database.

If you are creating Oracle Business Intelligence schemas in a Microsoft SQL Server or IBM DB2 database, first read the appropriate sections in the System Requirements and Specification document for important information. For installations with a Microsoft SQL Server database, read "Creating Oracle Business Intelligence Schemas in a Microsoft SQL Server Database." For installations with an IBM DB2 database, read "RCU Prerequisites for IBM DB2 Databases."

The System Requirements and Specification document can be found at the following location:

http://www.oracle.com/technology/software/products/ias/files/fusion_requirements.htm

To create the Oracle Business Intelligence schemas using RCU:

1. Start RCU. See [Section 3.3, "Starting the Repository Creation Utility \(RCU\)."](#)
2. Welcome Screen
Click **Next**.
3. Create Repository Screen
Select **Create**.
Click **Next**.
4. Database Connection Details Screen

If you are using an Oracle database, provide the following information:

- **Host Name:** Specify the name of the computer on which your database resides in the format *host.domain.com*. For Oracle RAC databases, specify the Virtual IP name or one of the node names as the host name.
- **Port:** Specify the database listener port number. The default port number for Oracle databases is 1521.

- **Database Name:** Specify the service name for the database. Typically, the service name is the same as the global database name.

If you are unsure what the service name for your database is, you can obtain it from the `SERVICE_NAMES` parameter in the database's initialization parameter file. If the initialization parameter file does not contain the `SERVICE_NAMES` parameter, then the service name is the same as the global database name, which is specified in the `DB_NAME` and `DB_DOMAIN` parameters.

For Oracle RAC databases, specify the service name of one of the nodes in this field. For example: `sales.mydomain.com`.

- **Username:** Specify the name of a user with DBA or SYSDBA privileges. The default user name with SYSDBA privileges is `SYS`.
- **Password:** Specify the password for the user with DBA or SYSDBA privileges.
- **Role:** Select the database user's role from the drop-down list. The `SYS` user requires the SYSDBA role.

If you are using a Microsoft SQL Server database, provide the following credentials:

- **Unicode Support:** Select **Yes** or **No** from the drop-down list.
- **Server Name:** Enter the host name, IP address, or complete server name in `host\server` format of the server where your database is running.
- **Port:** Specify the database listener port number.
- **Database Name:** Specify the name of your database.
- **Username:** Specify the name of a user with DBA or SYSDBA privileges.
- **Password:** Specify the password for the user with DBA or SYSDBA privileges.

If you are using an IBM DB2 database, provide the following credentials:

- **Server Name:** Enter the host name, IP address, or complete server name in `host\server` format of the server where your database is running.
- **Port:** Specify the database listener port number.
- **Database Name:** Specify the name of your database.
- **Username:** Specify the name of a user with DB Owner privileges.
- **Password:** Specify the password for the user with DB Owner privileges.

Click **Next**. The Checking Prerequisites screen opens. If there are errors, details about the error appear on the Database Connection Details screen. Fix the errors and click **Next** again.

After the prerequisite checks conclude with no errors, click **OK** to dismiss the screen.

5. Select Components Screen

Near the top of the screen, select **Create a new Prefix**. If you are the only user of the database instance, you may use the default prefix `DEV`. If you are sharing the database instance with other Oracle Fusion Middleware users, refer to *Oracle Fusion Middleware Repository Creation Utility User's Guide* for more information about prefixes.

Click the **Business Intelligence** check box. This automatically selects the Metadata Services (MDS) and Business Intelligence Platform schemas, which are required by Oracle Business Intelligence.

Do not click the Oracle AS Repository Components check box, as this configures RCU to install many other schemas that are not required by Oracle Business Intelligence.

Note: Make a note of the schema name and the prefix value from this screen; you will need them later in the installation process. You must provide the schema name in the format *prefix_schemaname*. For example, if you use the default prefix DEV, supply the following schema name for the BIPLATFORM schema:

DEV_BIPLATFORM

Click **Next**. The Checking Prerequisites screen opens. If there are errors, details about the error appear on the Select Components screen. Fix the errors and click **Next** again.

After the prerequisite checks conclude with no errors, click **OK** to dismiss the screen.

6. Schema Passwords Screen

Near the top of the screen, select **Use same password for all schemas**.

In the Password field, enter a password for accessing the schemas. Enter the password again in the Confirm Password field.

Note: Remember or make a note of the schema passwords from this screen; you will need them later in the installation process.

Click **Next**.

7. Map Tablespaces Screen

Click **Next**. The Creating Tablespaces screen opens. If there are errors, details about the error appear on the Map Tablespaces screen. Fix the errors and click **Next** again.

After the tablespaces are created with no errors, click **OK** to dismiss the screen.

8. Summary Screen

Click **Create**. The Create screen opens. If there are errors, details about the errors appear on the Summary screen. Fix the errors and click **Next** again.

After the schemas are created with no errors, click **OK** to dismiss the screen.

9. Completion Summary Screen

Click **Close**.

For more information about Repository Creation Utility, refer to *Oracle Fusion Middleware Repository Creation Utility User's Guide*.

3.5 Obtaining Oracle Business Intelligence 11g Installer

Oracle Business Intelligence 11g Installer is available from the following sources:

- The Oracle Business Intelligence 11g installation DVD
- Oracle Technology Network (OTN)
Download the Oracle Business Intelligence 11g Installer .zip file from OTN at the following link:
http://www.oracle.com/technology/software/products/middleware/htdocs/111110_fm.html
- Oracle E-Delivery
Download the Oracle Business Intelligence 11g Installer .zip file from the Oracle E-Delivery website at the following link:
<http://edelivery.oracle.com/>

If you download the .zip file from OTN or Oracle E-Delivery, extract the contents to a directory of your choice; this is referred to as the *bi_installer_loc*.

Note: On Windows systems, ensure that you do not extract the .zip file to a directory name containing spaces.

4 Installing Oracle Business Intelligence

This section describes how to use Oracle Business Intelligence 11g Installer to install Oracle Business Intelligence products on Windows, Linux, and UNIX operating systems. Oracle Business Intelligence products include Oracle Business Intelligence Enterprise Edition, Oracle Business Intelligence Publisher, and Oracle Real-Time Decisions. Oracle Business Intelligence 11g Installer installs the Oracle Business Intelligence products that you select and then automatically configures them.

4.1 Before You Install Oracle Business Intelligence

Before you install Oracle Business Intelligence and related components, do the following:

- Review [Section 1, "Installation Overview,"](#) to ensure you understand the options and features related to installing Oracle Business Intelligence.
- Review [Section 2, "System Requirements and Certification,"](#) to ensure that your environment meets the minimum requirements.
- Install your database before running Oracle Business Intelligence 11g Installer, and have the database running during the installation.
- Run RCU to install the schemas that Oracle Business Intelligence requires. See [Section 3, "Preparing to Install,"](#)
- Verify that you have sufficient administrator privileges to install the software.
- If you plan to install Oracle Business Intelligence on a computer that uses Dynamic Host Configuration Protocol (DHCP), you must perform additional configuration tasks *before* you install Oracle Business Intelligence. See "Installing on DHCP Hosts" in *Oracle Fusion Middleware Installation Planning Guide*.

- If you plan to install Oracle Business Intelligence 11g on a computer that contains Oracle Business Intelligence 10g, shut down the Oracle Business Intelligence 10g instance before installing Oracle Business Intelligence 11g. To upgrade from Oracle Business Intelligence 10g to Oracle Business Intelligence 11g, refer to *Oracle Fusion Middleware Upgrade Guide for Oracle Business Intelligence* for further details.
- Ensure that your database is not hardened for security purposes, as installing Oracle Business Intelligence against a hardened database is very likely to fail.

4.2 Starting Oracle Business Intelligence 11g Installer

To start Oracle Business Intelligence 11g Installer, open a command window and run the following commands based on your operating system:

- Linux and UNIX:

```
cd bi_installer_loc/Disk1
./runInstaller.sh
```

Note: Running Oracle Business Intelligence 11g Installer as the root user is not supported.

- Windows:

```
cd bi_installer_loc\Disk1
setup.exe
```

4.3 Installation Procedure

To install Oracle Business Intelligence, complete the following steps:

1. Start Oracle Business Intelligence 11g Installer. See [Section 4.2, "Starting Oracle Business Intelligence 11g Installer."](#) The Welcome screen opens.

2. Welcome

Click **Next**.

3. Prerequisite Checks

Oracle Business Intelligence 11g Installer checks that your computer meets the prerequisites for Oracle Business Intelligence. If it does not, an error message appears.

If an error message appears, fix the error and then click **Retry** to run the prerequisite check again (recommended). Repeat this until all prerequisite checks conclude with no errors.

To stop the installation process while you fix a prerequisite error, click **Abort**.

To ignore an error or warning message, and continue with the installation, click **Continue** (not recommended).

Note: Your installation might not function normally if you continue without resolving the issue that caused an error or warning message during the prerequisite checks.

After the prerequisite checks conclude with no errors, click **Next**.

4. Select Installation Type

By default, the Simple Install type is selected.

Click **Next**.

5. Specify Installation Location

Specify the directory where you want to install Oracle Business Intelligence, or click **Browse** to navigate to the directory.

If you specify a directory that exists, it must be empty. If you specify a new directory, the installer creates it.

Oracle Business Intelligence 11g Installer designates the directory as the Middleware home. Oracle Business Intelligence 11g Installer also creates the Oracle home, Instance home, WebLogic home, and Domain home within this location.

After you specify the directory, click **Next**.

6. Administrator Details

Specify the user name and password for the system administrator.

Click **Next**.

7. Configure Components

By default, all components are configured. Leave all items checked and click **Next**.

8. Oracle Database Details

Specify the database type, the connect string, and the username and password for the Oracle Business Intelligence schemas you created in your database using RCU.

The Connect String should follow one of the following formats based on your database type:

Database Type	Format	Description	Example
Oracle Database	<i>host:port:service_name</i>	<i>host</i> is the fully qualified name of the computer that hosts your database <i>port</i> is the port number over which your database communicates <i>service_name</i> is the service name, or alias, assigned to your database	<code>yourcomputer.yourcompany.com:1526:bi</code>

Database Type	Format	Description	Example
Oracle Database with Oracle RAC	<i>host1:port1:instance1^host2:port2:instance2[@service_name]</i>	<i>hostn</i> is the fully qualified name of the computer that hosts your database <i>portn</i> is the port number over which your database communicates <i>instancen</i> is the name of your database instance <i>service_name</i> (optional) is the service name, or alias, assigned to your database	computer1.yourcompany.com:1526:rac1^computer2.yourcompany.com:1526:rac2^computer3.yourcompany.com:1526:rac3@bi
IBM DB2	<i>host:port:db_name</i>	<i>host</i> is the fully qualified name of the computer that hosts your database <i>port</i> is the port number over which your database communicates <i>db_name</i> is the name of your database	yourcomputer.yourcompany.com:446:yourdatabase
Microsoft SQL Server	<i>host:port:[instance_name]:db_name</i>	<i>host</i> is the fully qualified name of the computer that hosts your database <i>port</i> is the port number over which your database communicates <i>instance_name</i> (optional) is the name of your database instance. If omitted, the default named instance on the specified host is used. <i>db_name</i> is the name of your database	yourcomputer.yourcompany.com:1443:yourinstance:yourdatabase

Click **Next**.

9. Specify Security Updates

Specify your My Oracle Support email address and password (optional).

Click **Next**.

10. Installation Summary

This screen displays the settings for this installation.

Click **Install** to start the installation.

11. Installation Progress Screen

There is no action for you to take while this screen is displayed.

Note: As the installation progresses, a WebLogic Server command window might appear temporarily. Ignore the command window, as it is expected and closes automatically.

Click **Next** when the installation is complete.

12. Configuration Progress Screen

If a configuration task fails, an error message appears. Resolve the issue and click **Retry** (recommended). For information about a specific error or warning, refer to the installation log file, which typically appears in the `\Inventory\logs` directory (on Windows operating systems) or `/oraInventory/logs` directory (on Linux and UNIX operating systems).

The following are the default locations for these directories on supported operating systems:

- Linux and UNIX

`USER_HOME/oraInventory/logs/`

- Windows

`C:\Program Files\Oracle\Inventory\logs\`

To continue with the next task without resolving the issue, click **Continue** (not recommended). To terminate the installation and configuration process entirely, click **Abort**.

Click **Next** when the configuration concludes without any errors or warnings.

13. Installation Completed Screen

Take note of the port numbers and URL.

Click **Finish**.

4.4 After the Installation

When a Simple Install concludes, the WebLogic Server and Oracle BI Server start, and a browser window opens to the home page for your Oracle Business Intelligence instance. The default Oracle Business Intelligence URLs resemble the following examples:

Component	Default URL	Default Port
Oracle Business Intelligence	<code>http://host:port/analytics</code>	9704
WebLogic Console	<code>http://host:port/console</code>	7001
Enterprise Manager	<code>http://host:port/em</code>	7001

5 Deinstalling Oracle Business Intelligence

Deinstalling Oracle Business Intelligence from your system involves the following:

1. Starting the Oracle Business Intelligence deinstallation script.
2. Deinstalling your Oracle Business Intelligence instance.
3. Stopping Oracle Business Intelligence.
4. Dropping the Oracle Business Intelligence schemas from your database.
5. Deinstalling the Oracle home.
6. Deinstalling the Oracle Common home.

7. Uninstalling Oracle WebLogic Server.
8. Removing the Oracle home (if necessary).
9. Removing the Middleware home.

You should always use the instructions provided in this section to deinstall Oracle Business Intelligence. If you try to deinstall the software manually, you may experience problems if you try to reinstall the software again at a later time. Following the procedures in this section helps ensure that you deinstall the software properly.

The deinstall process described in this section assumes you have installed Oracle Business Intelligence with the Simple Install type. If you installed Oracle Business Intelligence with the Enterprise Install or Software Only Install type, instead refer to Chapter 5, "Deinstalling Oracle Business Intelligence" in *Oracle Fusion Middleware Installation Guide for Oracle Business Intelligence*.

5.1 Starting the Oracle Business Intelligence Deinstallation Script

Navigate to the `ORACLE_HOME/oui/bin` (on Linux and UNIX operating systems) or `ORACLE_HOME\oui\bin` (on Windows operating systems) directory. Start the deinstallation script by using one of the following methods:

Linux and UNIX:

```
./runInstaller -deinstall
```

Windows:

```
setup.exe -deinstall
```

On Windows operating systems, you can also start the deinstallation script from the Start menu. Click **Start**, select **Programs** and then **Oracle Business Intelligence**, and then click **Deinstall**.

5.2 Deinstalling Your Oracle Business Intelligence Instance

To deinstall your Oracle Business Intelligence instance, use the deinstallation script found in the Oracle home.

The Oracle Business Intelligence deinstallation script removes the software in the Oracle home from which it was started. This procedure does not remove any WebLogic domains.

To deinstall your Oracle Business Intelligence instance:

1. Start the Oracle Business Intelligence deinstallation script. See [Section 5.1, "Starting the Oracle Business Intelligence Deinstallation Script."](#) The Welcome Screen opens.
2. Welcome Screen
Click **Next**.
3. Select Deinstallation Type Screen
Click **Deinstall ASInstances managed by WebLogic Domain**.
Click **Next** to continue.
4. Specify WebLogic Domain Detail Screen
Specify the following information:

- The host name of the domain
- The port number for the domain
- User name of the system administrator account
- Password for the system administrate account

Click **Next** to continue.

5. Select Managed Instance Screen

Click the Oracle Business Intelligence instance you want to deinstall.

Click **Next** to continue.

6. Deinstallation Summary Screen

Verify the deinstallation settings.

Click **Deinstall** to initiate the deinstallation.

7. Deinstall Progress Screen

This screen shows the progress and status of the deinstallation. No action is required; the installer automatically advances to the next screen when deinstallation is complete.

8. Deinstall Completed Screen

Click **Finish**.

Next, stop Oracle Business Intelligence. See [Section 5.3, "Stopping Oracle Business Intelligence."](#)

5.3 Stopping Oracle Business Intelligence

Before continuing the deinstallation process, stop all Oracle Business Intelligence processes and servers, including all OPMN-controlled components and JEE components. You can accomplish this using one or more tools, such as Fusion Middleware Control, Oracle WebLogic Server Administration Console, and the OPMN command-line tool.

For details and instructions on stopping your Oracle Business Intelligence system using one or more supported tools, refer to Chapter 4, "Starting and Stopping Oracle Business Intelligence" in *Oracle Fusion Middleware System Administrator's Guide for Oracle Business Intelligence Enterprise Edition*.

Next, drop the Oracle Business Intelligence schemas. See [Section 5.4, "Dropping the Oracle Business Intelligence Schemas."](#)

5.4 Dropping the Oracle Business Intelligence Schemas

Run the Repository Creation Utility (RCU) to drop the Oracle Business Intelligence schemas from your database.

To drop the Oracle Business Intelligence schemas:

1. Start RCU. See [Section 3.3, "Starting the Repository Creation Utility \(RCU\)."](#)
2. Welcome Screen

Click **Next**.
3. Create Repository Screen

Select **Drop**.

Click **Next**.

4. Database Connection Details Screen

Provide the credentials to connect to your database. These are the same credentials you provided on this screen when you created the Oracle Business Intelligence schemas during the installation process. See [Section 3.4, "Creating Schemas for Oracle Business Intelligence"](#) for more information.

The Checking Prerequisites screen opens, with the Database Connection Details screen in the background. If there are any errors, details about the errors appear on the Database Connection Details screen. Fix the issues that caused error messages and click **Next** again.

After the prerequisite checks conclude with no errors, click **OK** to dismiss the screen.

Click **Next**.

5. Select Components Screen

Select the prefix and schemas you want to drop from the repository.

Click **Next**. The Checking Prerequisites screen opens, with the Select Components Screen in the background. If there are errors, details about the error appear on the Select Components Screen. Fix the error messages and click **Next** again.

After the prerequisite checks conclude with no errors, click **OK** to dismiss the screen.

Click **Next**.

6. Summary Screen

Click **Drop**. The Drop screen opens. If there are errors, details about the error appear on the Summary screen. Fix the error messages and click **Next** again.

After the schemas are dropped with no errors, click **OK** to dismiss the screen.

Click **Next**.

7. Completion Summary Screen

Click **Close**.

Next, deinstall the Oracle home. See [Section 5.5, "Deinstalling the Oracle Home."](#)

5.5 Deinstalling the Oracle Home

To deinstall the Oracle home, use the Oracle Business Intelligence deinstallation script found in the Oracle home.

The Oracle Business Intelligence deinstallation script attempts to remove the Oracle home from which it was started. This procedure does not remove any WebLogic domains that you have created, but after you complete this step, the WebLogic domain associated with this Oracle home is unusable.

Before you deinstall the Oracle home, stop all Oracle Business Intelligence processes and servers, including all OPMN-controlled components and JEE components. See [Section 5.3, "Stopping Oracle Business Intelligence."](#)

To deinstall the Oracle home:

1. Restart the Oracle Business Intelligence deinstallation script. See [Section 5.1, "Starting the Oracle Business Intelligence Deinstallation Script."](#) The Welcome Screen opens.
2. Welcome Screen
Click **Next**.
3. Select Deinstallation Type Screen
Click **Deinstall Oracle home**.
Click **Next** to continue.
4. Deinstall Oracle Home Screen
Verify the Oracle home you are about to deinstall.
Click **Deinstall** to continue.
5. Deinstall Progress Screen
This screen shows the progress and status of the deinstallation. No action is required; the installer automatically advances to the next screen when the deinstallation concludes.
6. Deinstall Completed Screen
Click **Finish**.

Next, deinstall the Oracle Common home. See [Section 5.6, "Deinstalling the Oracle Common Home."](#)

5.6 Deinstalling the Oracle Common Home

This section describes how to deinstall the Oracle Common home (the `oracle_common` directory). This directory contains its own deinstallation script.

Navigate to the `MW_HOME/oracle_common/oui/bin` (on Linux and UNIX operating systems) or `MW_HOME\oracle_common\oui\bin` (on Windows operating systems) directory. Start the deinstallation script using one of the following methods:

Linux and UNIX:

```
./runInstaller -deinstall -jreLoc JRE_LOCATION
```

Windows:

```
setup.exe -deinstall -jreLoc JRE_LOCATION
```

You must specify the absolute path to your `JRE_LOCATION`; relative paths do not work. You can fulfill this requirement by specifying the JDK directory that was created by Oracle Business Intelligence 11g Installer in the Middleware home.

After the deinstallation script starts, follow the steps to deinstall the Oracle Common home. These steps mirror those for deinstalling the Oracle home. See [Section 5.5, "Deinstalling the Oracle Home."](#)

After you deinstall the Oracle Common home, restart your computer if you are deinstalling on a Windows operating system. Then, continue the deinstallation process by deinstalling Oracle WebLogic Server. See [Section 5.7, "Deinstalling Oracle WebLogic Server."](#)

5.7 Deinstalling Oracle WebLogic Server

After you deinstall Oracle Business Intelligence, you can deinstall Oracle WebLogic Server. Deinstalling Oracle WebLogic Server involves deinstalling your Oracle WebLogic Server instance and removing the Oracle WebLogic Server home directory. See Chapter 7, "Uninstalling the Software" in *Oracle® Fusion Middleware Installation Guide for Oracle WebLogic Server 11g*.

Next, remove the Oracle home (if necessary). See [Section 5.8, "Removing the Oracle Home."](#)

5.8 Removing the Oracle Home

Under certain circumstances, the Oracle Business Intelligence deinstallation script does not remove the Oracle home. If this occurs, manually remove the Oracle home and all its subdirectories.

To manually remove the Oracle home, do one of the following, depending on your operating system:

- On Linux and UNIX, run the following commands:

```
cd MW_HOME
rm -rf ORACLE_HOME
```

- On Windows operating systems, open a file manager window, navigate to your Middleware home, right-click the *ORACLE_HOME*, and click **Delete**.

Next, remove the Middleware home. See [Section 5.9, "Removing the Middleware Home."](#)

5.9 Removing the Middleware Home

To manually remove the Oracle home, do one of the following, depending on your operating system:

- On Linux and UNIX, run the following commands:

```
cd MW_HOME_Parent_Dir
rm -rf MW_HOME
```

- On Windows operating systems, open a file manager window, navigate to the parent directory of your Middleware home, right-click the *MW_HOME*, and click **Delete**.

This is the final step of the deinstallation process.

6 Additional Resources

For additional information, refer to the *Oracle Fusion Middleware Installation Guide for Oracle Business Intelligence*.

Printed documentation is available for sale through your Oracle representative or in the Oracle Store at <http://shop.oracle.com>.

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 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>.

6.1 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.

Ensure 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 **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 for Accessing 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 My Oracle Support (formerly Oracle*MetaLink*), Oracle Support Services premier Web support offering. My Oracle Support 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.

My Oracle Support options include:

- Technical Assistance Request (TAR) access
- Patch Downloads
- Bug Database Query Access
- Product Life-Cycle Information

You can access My Oracle Support at <http://metalink.oracle.com>.

6.2 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://shop.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 My Oracle Support. You must 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
- Product Version Number

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

6.3 Premium Services

For information on our Premium Services, including on-site support, OracleGOLD, remote services, and upgrade packages, visit the Support Web Center at <http://www.oracle.com/support>.

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

6.4 Quick Reference

For quick access to additional information, refer to [Table 1](#):

Table 1 *Links to Additional Information and Resources*

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

Table 1 (Cont.) Links to Additional Information and Resources

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

7 Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible to all users, including users that are disabled. 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.

Deaf/Hard of Hearing Access to Oracle Support Services

To reach Oracle Support Services, use a telecommunications relay service (TRS) to call Oracle Support at 1.800.223.1711. An Oracle Support Services engineer will handle technical issues and provide customer support according to the Oracle service request process. Information about TRS is available at <http://www.fcc.gov/cgb/consumerfacts/trs.html>, and a list of phone numbers is available at <http://www.fcc.gov/cgb/dro/trsphonebk.html>.

Oracle Fusion Middleware Quick Installation Guide for Oracle Business Intelligence 11g Release 1 (11.1.1)
E16518-01

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