

# Oracle® Fusion Middleware

Quick Installation Guide for Oracle Portal, Forms, Reports and Discoverer

11g Release 1 (11.1.1)

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This guide describes how to install Oracle Portal, Forms, Reports and Discoverer.

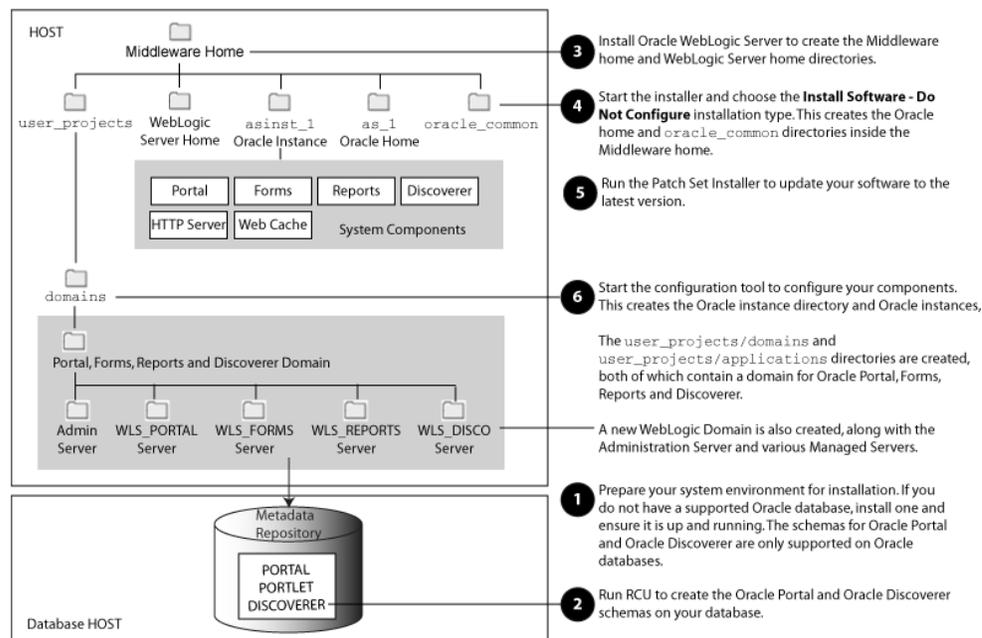
The following topics are covered:

- Section 1, "Installation Overview"
- Section 2, "Planning Your Installation"
- Section 3, "Installation Types"
- Section 4, "Installing Oracle Portal, Forms, Reports and Discoverer"
- Section 5, "Patching Your Oracle Portal, Forms, Reports and Discoverer Installation"
- Section 6, "Configuring Oracle Portal, Forms, Reports and Discoverer"
- Section 7, "Verifying the Installation"
- Section 8, "Deinstalling Oracle Portal, Forms, Reports and Discoverer"
- Section 9, "Additional Resources"
- Section 10, "Documentation Accessibility"

## 1 Installation Overview

This guide contains instructions for installing and configuring Oracle Portal, Forms, Reports and Discoverer on a single host using all the default values. Figure 1 illustrates the topology that will be created on your system at the conclusion of this procedure. It also describes the order in which you need to perform certain tasks:

**Figure 1 Installation Topology and Order of Tasks**



## 2 Planning Your Installation

This section contains important information you should read prior to installing Oracle Portal, Forms, Reports and Discoverer. The following topics are covered:

- Section 2.1, "Verifying System Requirements and Certification"
- Section 2.2, "Installing 32-bit Software on 32-bit Operating Systems"
- Section 2.3, "Oracle Fusion Middleware Support of 64-bit JDK"
- Section 2.4, "Installing and Configuring a Database"
- Section 2.5, "Creating Schemas for Oracle Portal and Oracle Discoverer"
- Section 2.6, "Install Oracle WebLogic Server and Create the Middleware Home"
- Section 2.7, "Install Oracle Internet Directory for Oracle Portal"
- Section 2.8, "Install and Configure Java Access Bridge (Windows Only)"
- Section 2.9, "Installing on DHCP Host"
- Section 2.10, "Installing on a Non-Networked Computer"
- Section 2.11, "Installing on a Multihomed Computer"

### 2.1 Verifying 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 and Specifications:  
[http://www.oracle.com/technology/software/products/ias/files/fusion\\_requirements.htm](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](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.

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**Note:** If you are installing the 32-bit version of the product, the system on which you are installing must also be a supported 32-bit system. Installing a 32-bit version of the product on a 64-bit system is not supported.

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## 2.2 Installing 32-bit Software on 32-bit Operating Systems

If you are installing the 32-bit version of the product, the system on which you are installing must also be a supported 32-bit system. Installing a 32-bit version of the product on a 64-bit system is not supported.

## 2.3 Oracle Fusion Middleware Support of 64-bit JDK

If you are using a 64-bit JVM in your environment, ensure that all your Oracle Fusion Middleware components are using the 64-bit JVM. You cannot mix components using a 32-bit JVM with those using a 64-bit JVM.

Refer to the Oracle Fusion Middleware Certifications matrix for information on the platforms that support a 64-bit JDK:

[http://www.oracle.com/technology/software/products/ias/files/fusion\\_certification.html](http://www.oracle.com/technology/software/products/ias/files/fusion_certification.html)

If your Oracle Fusion Middleware components are running in a 64-bit JVM environment, ensure that WebLogic Server is installed with the 64-bit JDK. For 32-bit JVM support, refer to the *Oracle Fusion Middleware Release Notes* for information on how to configure your environment for 32-bit JVM support for your platform.

## 2.4 Installing and Configuring a Database

Installation of Oracle Portal and Oracle Discoverer requires the availability of an Oracle database. The schemas for Oracle Portal and Oracle Discoverer are only supported on Oracle databases.

To find a certified Oracle database, visit the Oracle Fusion Middleware Certification document at following URL:

[http://www.oracle.com/technology/software/products/ias/files/fusion\\_certification.html](http://www.oracle.com/technology/software/products/ias/files/fusion_certification.html)

Your database must be up and running, and does not have to be on the same system where you are installing the products. The database must also be compatible with Repository Creation Utility (RCU), which is used to create the schemas necessary for Oracle Portal and Oracle Discoverer.

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**Note:** RCU is available only on Linux and Windows platforms. Either the Linux RCU or Windows RCU may be used to create schemas on any supported database platform.

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After you have installed a database, make sure 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](http://www.oracle.com/technology/software/products/ias/files/fusion_requirements.htm)

## 2.5 Creating Schemas for Oracle Portal and Oracle Discoverer

Oracle Portal and Oracle Discoverer require that certain schemas exist in the database prior to installation. You must run Repository Creation Utility (RCU) to create the schemas in the database.

First, you must obtain the latest version of RCU. To do so, go to the Oracle Fusion Middleware 11gR1 Software Download page on Oracle Technology Network:

[http://www.oracle.com/technology/software/products/middleware/htdocs/11110\\_fmws.html](http://www.oracle.com/technology/software/products/middleware/htdocs/11110_fmws.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 directory will be referred to as the *RCU\_HOME* directory.

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

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Follow the instructions below to start RCU and create the schemas:

1. Start RCU from the *RCU\_HOME/bin* (on Linux operating systems) or *RCU\_HOME\bin* (on Windows operating systems) directory:

On Linux operating systems:

```
./rcu
```

On Windows operating systems:

```
rcu.bat
```

2. Welcome Screen

Click **Next**.

3. Create Repository Screen

Click **Create**.

Click **Next**.

4. Database Connection Details Screen

Select "Oracle Database" in the Database Type field, then provide the following credentials to connect:

- **Host Name:** Specify the name of the machine 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. For example:

`ora-node1-vip.mycompany.com`

- **Port:** Specify the database listener port number. The default port number for Oracle databases is 1521.

If you do not know the listen port number for your database, you can check the `portlist.ini` file, which is located in the `ORACLE_HOME/install` (on UNIX operating systems) or `ORACLE_HOME\install` (on Windows operating systems) directory on the machine where the database is located.

- **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 your database user.
- **Role:** Select the database user's role from the drop-down list. The `SYS` user requires the SYSDBA role.

Click **Next**. A "Checking Prerequisites" screen will appear. If there are errors, some details about the error will be displayed on the Database Connection Details Screen. Fix the error messages and click **Next** again.

After the checking is complete 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 "Using Custom Prefixes" in *Oracle Fusion Middleware Repository Creation Utility User's Guide* for more information.

In the table that lists the available components, select **Portal and BI**. All of the product schemas within this component, including all the dependent schemas, are automatically selected.

Table 1 lists the required schemas for Oracle Portal and Oracle Discoverer:

**Table 1 Required Schemas for Oracle Portal and Oracle Discoverer**

Component	Schema Owner	Dependencies
Oracle Portal	<code>prefix_PORTAL</code>	Oracle Portlet Producers ( <code>prefix_PORTLET</code> )

**Table 1 (Cont.) Required Schemas for Oracle Portal and Oracle Discoverer**

Component	Schema Owner	Dependencies
Oracle Discoverer	<i>prefix_DISCOVERER</i>	None.

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**Note:** You must remember or make a note of these schema owner names from this screen; you will need them later when you are configuring your products. You will need to provide the schema name in the format *prefix\_schemaname*.

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Click **Next**. A "Checking Prerequisites" screen will appear. If there are errors, some details about the error will be displayed on the Select Components Screen. Fix the error messages and click **Next** again.

After the checking is complete 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 your password. Enter your password again in the Confirm Password field.

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**Note:** You must remember or make a note of the schema passwords from this screen; you will need them later when you are configuring your products.

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Click **Next**.

**7. Map Tablespaces Screen**

Click **Next**. A "Creating Tablespaces" screen will appear. If there are errors, some details about the error will be displayed on the Map Tablespaces Screen. Fix the error messages and click **Next** again.

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

**8. Summary Screen**

Click **Create**. A "CREATE" screen will appear. If there are errors, some details about the error will be displayed on the Summary Screen. Fix the error messages 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*.

## **2.6 Install Oracle WebLogic Server and Create the Middleware Home**

Oracle Portal, Forms, Reports, and Discoverer requires an Oracle WebLogic Server that is up and running on your system. If you do not already have one, follow the instructions in this section to install and start Oracle WebLogic Server.

1. Download the latest version of the WebLogic Server installer from the following URL:

[http://www.oracle.com/technology/software/products/ias/htdocs/wls\\_main.html](http://www.oracle.com/technology/software/products/ias/htdocs/wls_main.html)

You are looking for the following executable files:

- `wls_1033_linux32.bin` (for 32-bit Linux operating systems)
- `wls_1033_solaris32.exe` (for 32-bit Solaris operating systems)
- `wls_1033_win32.exe` (for 32-bit Windows operating systems)
- `wls_1033_generic.jar` (for all 64-bit operating systems)

The 32-bit executable files are bundled with the appropriate JDK version. If you use the 64-bit installer, you will need to invoke the installer with a supported JDK for your platform. This JDK must be installed on your system before you install Oracle WebLogic Server.

Refer to the Oracle Fusion Middleware Certification document for a list of supported JDKs for your platform:

[http://www.oracle.com/technology/software/products/ias/files/fusion\\_certification.html](http://www.oracle.com/technology/software/products/ias/files/fusion_certification.html)

2. Run the installer you just downloaded. Some notes for running the installer:

- Before running the installer, set the `DISPLAY` environment variable on your system.
- Replace `JAVA_HOME` with the installation location of the supported JDK you installed for your platform.
- If you are installing a 64-bit Oracle WebLogic Server on a 64-bit platform, use the `-d64` flag when using 32/64-bit hybrid JDKs (such as the HP JDK for HP-UX and SUN JDK for Solaris SPARC).

Execute `JAVA_HOME/bin/java -version` (or `JAVA_HOME/bin/java -d64 -version` on 32/64-bit hybrid JDKs) to ensure that your `JAVA_HOME` refers to a 64-bit JDK.

To run the installer on a 32-bit Linux operating system:

```
./wls_1033_linux32.bin
```

To run the installer on 32-bit Windows operating systems:

```
wls_1033_win32.exe
```

To run the installer on 64-bit UNIX operating systems:

```
JAVA_HOME/bin/java -jar wls_1033_generic.jar
```

or

```
JAVA_HOME/bin/java -d64 -jar wls_1033_generic.jar
```

To run the installer on 64-bit Windows operating systems:

```
JAVA_HOME\bin\java -jar wls_1033_generic.jar
```

3. Welcome Screen

Click **Next**.

**4. Choose Middleware Home Directory Screen**

Select **Create a new Middleware Home**.

Specify the desired location of your new Middleware home directory. If this directory already exists on your system, it must be an empty directory. If this directory does not already exist, then it will be created for you.

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**Note:** You must remember or make a note this location; you will be asked for it later when you are installing the software.

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For more information about the Middleware home directory, refer to "Middleware Home and WebLogic Home Directories" in *Oracle Fusion Middleware Installation Planning Guide*.

Click **Next**.

**5. Register for Security Updates Screen**

Select whether or not you want to receive the latest product and security updates. If you choose not to receive anything, you will be asked to verify your selection before continuing.

Click **Next**.

**6. Choose Install Type Screen**

Select **Typical**.

Click **Next**.

**7. Choose Product Installation Directories Screen**

Specify the desired location for your WebLogic Server home directory.

For more information about the WebLogic home directory, refer to "Middleware Home and WebLogic Home Directories" in *Oracle Fusion Middleware Installation Planning Guide*.

Click **Next**.

**8. Choose Shortcut Location (Windows only)**

If you are installing on a Windows system, you will be asked to specify a location where you would like Windows to create a shortcut to Oracle products.

Click **Next**.

**9. Installation Summary Screen**

Click **Next**.

**10. Installation Progress Screen**

No action is required on this screen; the installer will automatically advance to the next screen when installation is complete.

**11. Installation Complete Screen**

De-select **Run Quickstart**.

Click **Done**.

For more information about installing WebLogic Server, refer to *Oracle WebLogic Server Installation Guide*.

## 2.7 Install Oracle Internet Directory for Oracle Portal

Oracle Portal requires an existing Oracle Internet Directory (OID) with Oracle Single Sign-On (SSO). If you are also installing Oracle Forms, Reports, or Discoverer, you will have the option to configure those products with an OID, but it is not mandatory for those products.

The following OID/SSO combinations are supported:

- Oracle Internet Directory 10g (10.1.4.3) with Oracle Single Sign-On 10g (10.1.4.3)
- Oracle Internet Directory 11g (11.1.1) with Oracle Single Sign-On 10g (10.1.4.3)

If you are not able to use an existing 10g Oracle SSO server, follow this sequence of steps to add a new Oracle SSO server:

1. Install either Oracle Internet Directory 10g (10.1.4.3) or Oracle Internet Directory 11g (11.1.1) on your system.
2. Install Oracle Single Sign-On 10g (10.1.4.3) on your system in a different Oracle home location than your Oracle Internet Directory installation.

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**Note:** Oracle Single Sign-On 10g (10.1.4.3) requires a separate Oracle home if it is installed with Oracle Internet Directory 11g Release 1 (11.1.1). However, installing Oracle Single Sign-On 10g (10.1.4.3) in a separate Oracle home from Oracle Internet Directory 10g (10.1.4.3) will make it easier for you to upgrade to Oracle Internet Directory 11g Release 1 (11.1.1) later if you choose.

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Either during or after you install Oracle Single Sign-On, you must hook up Oracle Single Sign-On with your Oracle Internet Directory installation. For more information, see *Oracle Fusion Middleware Installation Guide for Oracle Identity Management*.

If you installed Oracle Internet Directory 11g (11.1.1), you can also refer to *Oracle Fusion Middleware Quick Installation Guide for Oracle Identity Management*.

3. Test your Oracle Single Sign-On configuration to make sure that it is working properly.
4. Install Oracle Portal, Forms, Reports and Discoverer 11g Release 1 (11.1.1). During configuration, you will be able to hook up your installation with Oracle Single Sign-On.

## 2.8 Install and Configure Java Access Bridge (Windows Only)

If you are installing on a Windows machine, you have the option of installing and configuring Java Access Bridge for Section 508 Accessibility. This is only necessary if you require Section 508 Accessibility features:

1. Download Java Access Bridge from the following URL:  
<http://java.sun.com/javase/technologies/accessibility/accessbridge/>
2. Install Java Access Bridge.

3. Copy the `access-bridge.jar` and `jaccess-1_4.jar` from your installation location to the `jre\lib\ext` directory.
4. Copy the `WindowsAccessBridge.dll`, `JavaAccessBridge.dll`, and `JAWTAccessBridge.dll` files from your installation location to the `jre\bin` directory.
5. Copy the `accessibility.properties` file to the `jre\lib` directory.

For more information about Java Access Bridge, refer to "Install and Configure Java Access Bridge (Windows Only)" in *Oracle Fusion Middleware Administrator's Guide*.

## 2.9 Installing on DHCP Host

If you are installing Oracle Portal, Forms, Reports and Discoverer on a DHCP host, you must follow the configuration steps in this section for your platform.

### 2.9.1 For Linux x86 Platforms

On Linux x86 operating systems, configure the host to resolve host names to the loopback IP address by modifying the `/etc/hosts` file to contain the following entries:

```
127.0.0.1 hostname.domainname hostname
127.0.0.1 localhost.localdomain localhost
```

After doing so, check that the hostname resolves to the loopback IP address by entering the following command:

```
/bin/ping hostname.domainname
```

### 2.9.2 For Windows x86 Platforms

On Windows operating systems, install a loopback adapter on the DHCP server (see Section 2.9.3, "Installing a Loopback Adapter (Windows Only)"). This assigns a local IP address to your computer.

After installing the adapter, add a line to the `%SYSTEMROOT%\system32\drivers\etc\hosts` file with the following format, immediately after the `localhost` line:

```
IP_address hostname.domainname hostname
```

Replace `IP_address` with the local IP address of the loopback adapter.

### 2.9.3 Installing a Loopback Adapter (Windows Only)

To install a loopback adapter on Windows 2003 or Windows XP:

1. Open the Windows Control Panel.  
Windows 2003: Select **Start > Control Panel > Add Hardware**.  
Windows XP: Select **Start > Control Panel**, then double-click **Add Hardware**.
2. In the "Add Hardware Wizard" window, click **Next**.
3. In the "Is the hardware connected?" window, select **Yes, I have already connected the hardware**, then click **Next**.

4. In the "The following hardware is already installed on your computer" window, in the list of installed hardware, select **Add a new hardware device**, then click **Next**.
5. In the "The wizard can help you install other hardware" window, select **Install the hardware that I manually select from a list**, then click **Next**.
6. In the "From the list of hardware types, select the type of hardware you are installing" window, select **Network adapters**, then click **Next**.
7. In the "Select Network Adapter" window, make the following selections:
  - Manufacturer: Microsoft
  - Network Adapter: Microsoft Loopback Adapter
8. Click **Next**.
9. In the "The wizard is ready to install your hardware" window, click **Next**.
10. In the "Completing the Add Hardware Wizard" window, click **Finish**.
11. If you are using Windows 2003, restart your computer.
12. Right-click **My Network Places** on the desktop and choose **Properties**. This displays the Network Connections Control Panel.
13. Right-click the connection that was just created. This is usually named "Local Area Connection 2". Choose **Properties**.
14. On the "General" tab, select **Internet Protocol (TCP/IP)**, then click **Properties**.
15. In the "Properties" dialog box, click **Use the following IP address** and do the following:
  - a. IP Address: Enter a non-routable IP for the loopback adapter. Oracle recommends the following non-routable addresses:  
192.168.x.x (x is any value between 1 and 255)  
10.10.10.10
  - b. Subnet mask: Enter 255.255.255.0.
  - c. Record the values you entered, which you will need later in this procedure.
  - d. Leave all other fields empty.
  - e. Click **OK**.
16. In the "Local Area Connection 2 Properties" dialog, click **OK**.
17. Close Network Connections.
18. Restart the computer.

#### **2.9.4 Removing a Loopback Adapter (Windows Only)**

To remove a loopback adapter on Windows 2003 or Windows XP:

1. Start the System Control panel.  
Windows 2003: Select **Start > Control Panel > System**.  
Windows XP: Select **Start > Control Panel**, then double-click **System**.
2. In the "Hardware" tab, click **Device Manager**.
3. In the "Device Manager" window, expand **Network adapters**. You should see **Microsoft Loopback Adapter**.

4. Right-click **Microsoft Loopback Adapter** and select **Uninstall**.
5. Click **OK**.

## 2.10 Installing on a Non-Networked Computer

You can install Oracle Portal, Forms, Reports and Discoverer on a non-networked computer, such as a laptop. Because a non-networked computer has no access to other computers, you have to install all the components that you need on the computer.

In addition, you must follow the instructions in Section 2.9, "Installing on DHCP Host" to install a loopback adapter and modify the `hosts` file on your system.

## 2.11 Installing on a Multihomed Computer

You can install Oracle Portal, Forms, Reports and Discoverer on a multihomed computer. A multihomed computer is associated with multiple IP addresses. This is typically achieved by having multiple network cards on the computer. Each IP address is associated with a hostname; additionally, you can set up aliases for each hostname.

The installer picks up the fully qualified domain name from the first entry in `/etc/hosts` (on UNIX operating systems) or `%SYSTEMROOT%\system32\drivers\etc\hosts` (on Windows operating systems) file. So if your file looks like the following:

```
127.0.0.1 localhost.localdomain localhost
10.222.333.444 myhost1.mycompany.com myhost1
20.222.333.444 devhost2.mycompany.com devhost2
```

`myhost1.mycompany.com` would be picked for configuration.

For specific network configuration of a system component, refer to the individual component's configuration documentation.

## 3 Installation Types

The Oracle Portal, Forms, Reports and Discoverer installer will present you with two types of installation:

- Install and Configure
- Install Software - Do Not Configure

The **Install and Configure** option will install the product binaries in an Oracle home directory and create and configure a working instance in an Oracle Instance directory. After this is complete, you should be able to begin configuring and managing your products.

The **Install Software - Do Not Configure** option only installs the software binaries in an Oracle home directory. You must then manually run the Configuration Tool from your `ORACLE_HOME/bin` (on UNIX operating systems) or `ORACLE_HOME\bin` (on Windows operating systems) directory to configure your products before you can use them. This option can be used to quickly create multiple instances of the software that share a common disk.

For more information about Oracle home and Oracle instance directories, refer to "Oracle Fusion Middleware Directory Structure" in *Oracle Fusion Middleware Installation Planning Guide*.

## 4 Installing Oracle Portal, Forms, Reports and Discoverer

The instructions in this section describe how to install Oracle Portal, Forms, Reports and Discoverer on a single host by choosing the **Install Software - Do Not Configure** installation type.

1. Insert the CD-ROM.
2. Start the installer.

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**Note:** Starting the installer as `root` user is not supported.

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On UNIX operating systems:

```
./runInstaller
```

On Windows operating systems:

```
setup.exe
```

In some cases (for example, if you are installing on an HP-UX system with a PA-RISC processor), the installer requires the full path to the location of a Java Runtime Environment (JRE) on your system. In such cases, the installer will prompt you for the location of a JRE, as shown in the following example on a UNIX operating system:

```
Starting Oracle Universal Installer...
```

```
Checking if CPU speed is above 300 MHz.   Actual 2999 MHz   Passed
Checking Temp space: must be greater than 150 MB.   Actual 62101 MB   Passed
Checking swap space: must be greater than 500 MB.   Actual 4047 MB   Passed
Checking monitor: must be configured to display at least 256 colors.   Actual
256   Passed
Preparing to launch Oracle Universal Installer from /tmp/OraInstall12010-04-02_
04-38-18PM. Please wait ...
Please specify JRE/JDK location ( Ex. /home/jre ), <location>/bin/java should
exist :
```

When you installed Oracle WebLogic Server (Section 2.6, "Install Oracle WebLogic Server and Create the Middleware Home"), a JRE was installed on your system. You can use this location (the location of the `jre` directory) to start the installer. The default location for the JRE is `MW_HOME/jdk160_18` (on UNIX operating systems) or `MW_HOME\jdk160_18` (on Windows operating systems), where `MW_HOME` is the Middleware home directory.

3. Welcome Screen  
Click **Next**.
4. Select Installation Type Screen  
Select **Install Software - Do Not Configure**.  
Click **Next**.
5. Prerequisite Checks Screen  
Click **Next**.
6. Specify Installation Location Screen

Specify the following location information:

- **Oracle Middleware Home Location:** The absolute path to the directory where WebLogic Server was installed.
- **Oracle Home Directory:** The directory where you want to install your software:
  - You can specify a pre-existing directory that you want to use as the Oracle home; this must be an empty directory.
  - You can specify the name of a new directory that will be created for you inside the Middleware home.

For more information about the Middleware home and Oracle home directories, refer to "Oracle Fusion Middleware Directory Structure" in *Oracle Fusion Middleware Installation Planning Guide*.

Click **Next**.

#### 7. Specify Security Updates Screen

Enter your email address if you want to receive the latest product information and security updates. If you have a My Oracle account and wish to receive updates via this mechanism, select **I wish to receive security updates via My Oracle Support**, then enter your account password.

If you do not wish to register for security updates, leave all the fields on this screen blank.

Click **Next**.

#### 8. Installation Summary Screen

Click **Install**.

#### 9. Installation Progress Screen

When the installation is 100% complete, click **Next**.

#### 10. Installation Complete Screen

Click **Save** to save the summary information on this screen. You will be prompted to specify a name and location for your summary file.

Click **Finish**.

## 5 Patching Your Oracle Portal, Forms, Reports and Discoverer Installation

The next step is to run the Patch Set Installer for Oracle Portal, Forms, Reports and Discoverer to patch your software to the latest version.

To patch your existing installation:

1. Insert the CD-ROM.
2. Start the Patch Set Installer.

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**Note:** Starting the installer as `root` user is not supported.

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On UNIX operating systems:

```
./runInstaller
```

On Windows operating systems:

```
setup.exe
```

**3. Welcome Screen**

Click **Next**.

**4. Prerequisite Checks Screen**

Click **Next**.

**5. Specify Installation Location Screen**

- **Oracle Middleware Home:** Specify your existing Middleware home directory.
- **Oracle Home Directory:** Specify your existing *ORACLE\_HOME* directory.

Click **Next**.

**6. Specify Security Updates Screen**

Enter your E-mail address if you want to receive the latest product information and security updates. If you have a My Oracle account and wish to receive updates via this mechanism, select **I wish to receive security updates via My Oracle Support**, then enter your account password.

If you do not wish to register for Oracle Configuration Manager, leave all the fields on this screen blank. You will be asked to confirm that you do not wish to receive updates for your configuration. Click **Yes** to confirm your selection.

Click **Next**.

**7. Installation Summary Screen**

Click **Install**.

**8. Installation Progress Screen**

After the installation is 100% complete, click **Next**.

**9. Installation Complete Screen**

Click **Finish**.

## 6 Configuring Oracle Portal, Forms, Reports and Discoverer

The instructions in this section describe how to configure Oracle Portal, Forms, Reports and Discoverer that you have just installed and patched.

**1. Start the configuration tool.**

On UNIX operating systems:

```
ORACLE_HOME/bin/config.sh
```

On Windows operating systems:

```
ORACLE_HOME\bin\config.bat
```

---

---

**Note:** Make sure the Oracle Portal, Forms, Reports and Discoverer installer is not running; running the installer and Configuration Tool concurrently is not supported.

---

---

2. Welcome Screen

Click **Next**.

3. Prerequisite Checks Screen

Click **Next**.

4. Select Domain Screen

By default, the **Create Domain** option is selected. Specify the following information to create a new domain:

- **User Name:** Specify the user name. The default user name is `weblogic`.
- **User Password:** Specify the user password. Valid passwords are 5 to 30 characters long, must begin with an alphabetic character, use only alphanumeric, underscore (`_`), dollar (`$`) or pound (`#`) characters and include at least one number.
- **Confirm Password:** Enter the same user password again.
- **Domain Name:** Specify the name of the domain you want to create. Domain names may only contain alphanumeric characters, or the underscore (`_`) or hyphen (`-`) characters.

Click **Next**.

5. Specify Security Updates Screen

Enter your email address if you want to receive the latest product information and security updates. If you have a My Oracle account and wish to receive updates via this mechanism, select **I wish to receive security updates via My Oracle Support**, then enter your account password.

If you do not wish to register for security updates, leave all the fields on this screen blank.

Click **Next**.

6. Specify Installation Location Screen

Specify the following location information:

- **WebLogic Server Directory:** The absolute path to the WebLogic Server directory; this directory was automatically created when WebLogic Server was installed and is inside the Middleware home directory. The default directory name is `wlserver_10.3`.
- **Oracle Instance Location:** The absolute path to the directory where your Oracle Instance will reside. This is where application configuration files reside and where the application process runs from. Runtime components write only to this location.

This directory does not have to reside in either the Middleware home or Oracle home directories.

- **Oracle Instance Name:** Specify the unique name of your Oracle Instance. The Oracle Instance name may only contain alphanumeric and underscore (`_`)

characters, it must begin with an alphabetic (a-z or A-Z) character, and must be 4 to 30 characters in length.

For more information about Fusion Middleware directory structure and terminology, refer to "Oracle Fusion Middleware Directory Structure" in *Oracle Fusion Middleware Installation Planning Guide*.

Click **Next**.

#### 7. Configure Components Screen

By default, all of the System Components and Management Components are selected. Leave the default values as they are.

De-select the **Clustered** checkbox.

Click **Next**.

#### 8. Configure Ports Screen

Select **Auto Port Configuration**.

Click **Next**.

#### 9. Specify Proxy Details Screen

If your computer is located behind a firewall you may need to route outgoing HTTP connections through a proxy server. If you have a direct connection to the Internet or if you do not wish to configure a proxy server at this time, click **Next**.

To configure a proxy server, provide the following information:

- **HTTP Proxy Host:** Enter the host name of your proxy server.
- **HTTP Proxy Port:** Enter the port number of your proxy server.
- **Bypass proxy for address:** Enter addresses for which the proxy server should be bypassed. Use commas (,) to separate multiple entries. Domains may be listed using asterisk (\*). For example:

`*.us.oracle.com, *.in.oracle.com`

#### 10. Specify Schema Screen

In the Database Connect String field, specify the connection credentials to your database in the following format:

`hostname:port:serviceName`

In the table, specify the name and password for the `PORTAL` schema. The schema name was specified on the Select Components Screen when you ran RCU to create the schema. The schema password was specified on the Schema Passwords Screen.

Click **Next**.

#### 11. Specify Portlet Schema Screen

This screen is only visible if your database contains 11g Release 1 (11.1.1) schemas. If your database contains schemas from 10g Release 2 (10.1.2) or earlier, you will not see this screen.

In the table, specify the name and password for the `PORTLET` schema. The schema name was specified on the Select Components Screen when you ran RCU to create the schema. The schema password was specified on the Schema Passwords Screen.

Click **Next**.

## 12. Specify Application OID Screen

Specify the credentials to connect to your Oracle Internet Directory server:

- **Hostname:** Enter the host name of your LDAP server.
- **Port:** Enter the port number of your LDAP server. If you do not know the port number, you can run the `netstat -an` command from the command line to see the port numbers currently being used.
- **User Name:** Enter an existing LDAP user name with superuser privileges. The default user name is `cn=orcladmin`.
- **Password:** Enter the password for the LDAP user.

Click **Next**.

## 13. Installation Summary Screen

Click **Configure**.

## 14. Configuration Progress Screen

After the configuration is 100% complete, click **Next**.

## 15. Installation Complete Screen

At the end of the summary information, there is a section called Accessible URLs which give you the links needed to access the configured Oracle HTTP Server and Oracle Web Cache. Saving this information will make it easier for you to access these pages whenever you need to.

Click **Save** to save the summary information on this screen. You will be prompted to specify a name and location for your summary file.

Click **Finish**.

# 7 Verifying the Installation

After you have successfully run the installer and configuration wizard, you can verify the status of your installation by performing any combination of the following:

- Verifying the Installation Logs
- Verifying the Domain Server Logs
- Verifying OPMN Status
- Checking Browser URLs

## 7.1 Verifying the Installation Logs

Check for the presence of installation log files in `logs` directory inside your Oracle Inventory directory. On UNIX operating systems, if you do not know the location of your Oracle Inventory directory, you can find it in the `ORACLE_HOME/oraInst.loc` file. On Windows operating systems, the default location for the inventory directory is `C:\Program Files\Oracle\Inventory\logs`.

## 7.2 Verifying the Domain Server Logs

Check the domain server logs, which are located in the `servers` directory inside the domain home directory.

On UNIX operating systems:

`ORACLE_HOME/user_projects/domains/domain_name/servers/server_name`

On Windows operating systems:

`ORACLE_HOME\user_projects\domains\domain_name\servers\server_name`

### 7.3 Verifying OPMN Status

Run the `opmnctl status` command from the `INSTANCE_HOME/bin` (on UNIX operating systems) or `INSTANCE_HOME\bin` (on Windows operating systems) directory in your instance home location. The example below shows the output on a UNIX operating system:

```
> ./opmnctl status
```

```
Processes in Instance: asinst_1
```

ias-component	process-type	pid	status
emagent_asinst_1	EMAGENT	11849	Alive
wc1	WebCache-admin	11333	Alive
wc1	WebCache	11332	Alive
ohs1	OHS	11207	Alive

This information shows the components configured for this installation. The status "Alive" means the component is up and running.

You can also run the `opmnctl status -l` command to obtain a list of ports used by the components. The example below shows the output on a UNIX operating system:

```
> ./opmnctl status -l
```

```
Processes in Instance: asinst_1
```

ias-component	process-type	pid	status	uid	memused	uptime	ports
emagent_asinst_1	EMAGENT	11849	Alive				
1133259606	N/A				4204	0:09:38	
wc1	WebCache-admin	11333	Alive				
1133259605	http_admin:8091				43736	0:15:35	
wc1	WebCache	11332	Alive				
1133259604	http_stat:8092,http_invalidation:8093,https_listen:8094,http_listen:8090				63940	0:15:35	
ohs1	OHS	11207	Alive				
1133259603	https:8889,https:8890,http:8888				50744	0:15:43	

### 7.4 Checking Browser URLs

The Install Completed Screen contains URLs that can be used to access your installed and configured products, as shown in Table 2:

**Table 2 Oracle Portal, Forms, Reports, and Discoverer Product URLs**

Product or Component	URL
Administration Server Console	<code>http://host:port/console</code>
Enterprise Manager Console	<code>http://host:port/em</code>
Enterprise Manager Agent	<code>http://host:port/emd/main</code>
Oracle Portal	<code>http://host:port/portal/pls/portal</code>
Oracle Forms	<code>http://host:port/forms/frmservlet</code>
Oracle Reports	<code>http://host:port/reports/rwservlet</code>
Oracle Discoverer Viewer	<code>http://host:port/discoverer/viewer</code>

## 8 Deinstalling Oracle Portal, Forms, Reports and Discoverer

Deinstalling Oracle Portal, Forms, Reports and Discoverer from your system involves the following:

- Stopping Oracle Fusion Middleware
- Removing the Oracle Portal and Oracle Discoverer Schemas
- Deinstalling Oracle Portal, Forms, Reports and Discoverer
- Deinstalling Oracle WebLogic Server
- Deinstalling Oracle JDeveloper
- Removing the Program Groups (Windows Only)
- Rebooting Your System (Windows Only)

You should always use the instructions provided in this section for removing the software. If you try to remove the software manually, you may experience problems when you try to reinstall the software again at a later time. Following the procedures in this section will ensure that the software is properly removed.

### 8.1 Stopping Oracle Fusion Middleware

Before deinstalling Oracle Fusion Middleware software components, you should stop all servers and processes.

1. Stop all system components using the following `opmnctl` command. Make sure the `ORACLE_HOME` environment variable is set to your Oracle home directory.

```
opmnctl stopall
```

2. Stop all Java components using WLST:

```
stopApplication(appName)
```

For example, to stop Oracle Directory Integration Platform (DIP):

```
stopApplication("DIP")
```

3. Stop the WebLogic Managed Servers.

On UNIX operating systems:

```
MW_HOME/user_projects/domains/domain_name/bin/stopManagedWeblogic.sh managed_server_name admin_url username password
```

On Windows operating systems:

```
MW_HOME\user_projects\domains\domain_name\bin\stopManagedWeblogic.cmd managed_
server_name admin_url username password
```

Specify the *admin\_url* using the following format:

```
http://admin_server_host.admin_server_domain:admin_server_port
```

#### 4. Stop WebLogic Administration Server.

---

---

**Note:** If you are removing managed instances (see Section 8.3.2, "Removing the Oracle Instances"), the Administration Server must remain up and running. You can stop the Administration Server after you have removed your managed instances.

---

---

On UNIX operating systems:

```
MW_HOME/user_projects/domains/domain_name/bin/stopWeblogic.sh username password
admin_url
```

On Windows operating systems:

```
MW_HOME\user_projects\domains\domain_name\bin\stopWeblogic.cmd username
password admin_url
```

Specify the *admin\_url* using the following format:

```
http://admin_server_host.admin_server_domain:admin_server_port
```

For more information about starting and stopping Oracle Fusion Middleware, refer to "Starting and Stopping Oracle Fusion Middleware" in *Oracle Fusion Middleware Administrator's Guide*.

For more information about starting and stopping servers, see "Starting and Stopping Servers" in *Oracle Fusion Middleware Managing Server Startup and Shutdown for Oracle WebLogic Server*.

## 8.2 Removing the Oracle Portal and Oracle Discoverer Schemas

Run the Repository Creation Utility (RCU) to drop the Oracle Portal and Oracle Discoverer schemas from your database.

### 8.2.1 Starting RCU

Start RCU from the *RCU\_HOME/bin* (on Linux operating systems) or *RCU\_HOME\bin* (on Windows operating systems) directory.

On Linux operating systems:

```
./rcu
```

On Windows operating systems:

```
rcu.bat
```

### 8.2.2 Instructions for Dropping the Schemas

Follow the instructions below to drop the Oracle Portal and Oracle Discoverer schemas:

1. Welcome Screen

Click **Next**.

2. Create Repository Screen

Select **Drop**.

Click **Next**.

3. Database Connection Details Screen

Provide the following credentials to connect to your Oracle database. These are the same credentials you provided on this screen when you created the schemas. See Section 2.5, "Creating Schemas for Oracle Portal and Oracle Discoverer" for more information.

Click **Next**. A "Checking Prerequisites" screen will appear. If there are errors, some details about the error will be displayed on the Database Connection Details Screen. Fix the error messages and click **Next** again.

After the checking is complete with no errors, click **OK** to dismiss the screen.

4. Select Components Screen

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

Click **Next**. A "Checking Prerequisites" screen will appear. If there are errors, some details about the error will be displayed on the Select Components Screen. Fix the error messages and click **Next** again.

After the checking is complete with no errors, click **OK** to dismiss the screen.

5. Summary Screen

Click **Drop**. A "DROP" screen will appear. If there are errors, some details about the error will be displayed 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.

6. Completion Summary Screen

Click **Close**.

### 8.3 Deinstalling Oracle Portal, Forms, Reports and Discoverer

The Oracle Portal, Forms, Reports and Discoverer deinstaller gives you the following software removal options:

- Deinstall Oracle Home
- Deinstall ASInstances managed by WebLogic Domain
- Deinstall unmanaged ASInstances

In order to deinstall Oracle Portal, Forms, Reports and Discoverer properly, you must perform the following in order:

- Start the Installer (Section 8.3.1, "Starting the Deinstaller").
- Remove managed Oracle Instances (Section 8.3.2, "Removing the Oracle Instances").
- Remove the Oracle home (Section 8.3.3, "Removing the Oracle Home").

This procedure will not remove any WebLogic domains that you have created - it only removes the software in the Oracle home.

### 8.3.1 Starting the Deinstaller

To start the deinstaller, navigate to the `ORACLE_HOME/oui/bin` (on UNIX operating systems) or `ORACLE_HOME\oui\bin` (on Windows operating systems) directory and start the deinstaller.

On UNIX operating systems:

```
./runInstaller -deinstall
```

On Windows operating systems:

```
setup.exe -deinstall
```

On Windows operating systems, you can also start the deinstaller from the Start menu by selecting **Programs > Oracle Portal 11g - Home1 > Uninstall**.

### 8.3.2 Removing the Oracle Instances

All Oracle instances must be removed before the Oracle home is removed.

After you have started the deinstaller (Section 8.3.1, "Starting the Deinstaller"), follow the instructions below to remove the Oracle instances that were created during installation and configuration (Section 4, "Installing Oracle Portal, Forms, Reports and Discoverer"):

1. Welcome Screen  
Click **Next**.
2. Select Deinstallation Type Screen  
Select **Deinstall ASInstances managed by WebLogic Domain**.  
Click **Next**.
3. Specify WebLogic Domain Detail Screen  
Specify the credentials to connect to your WebLogic Domain.  
Click **Next** to continue.
4. Select Instance or Home Screen  
Select the managed Oracle instance you want to remove.  
Click **Next** to continue.
5. Deinstallation Summary Screen  
Verify the information on this screen is correct.  
Click **Deinstall** to continue.
6. Deinstallation Progress Screen  
This screen shows the progress and status of the deinstallation. No action is required; the deinstaller will automatically advance to the next screen when deinstallation is complete.
7. Deinstall Complete Screen  
Click **Finish**.

### 8.3.3 Removing the Oracle Home

This section describes how to remove the Oracle home. The deinstaller will attempt to remove the Oracle home from which it was started. Before you choose to remove your Oracle home, make sure that it is not in use by an existing domain, and also make sure you stop all running processes that use this Oracle home.

Start the deinstaller (Section 8.3.1, "Starting the Deinstaller"), then follow the instructions below to remove the Oracle home:

1. Welcome Screen

Click **Next**.

2. Select Deinstallation Type Screen

Select **Deinstall Oracle Home**.

Click **Next**.

3. Deinstall Oracle Home Screen

Verify the Oracle home you are about to deinstall.

Click **Deinstall** to continue.

A warning dialog box will appear. Click **Yes** to confirm that you want to proceed with the deinstallation and remove the Oracle home directory.

4. Deinstall Progress Screen

This screen shows the progress and status of the deinstallation.

Click **Finish**.

5. Deinstall Complete Screen

Click **Finish**.

6. On Windows operating systems, manually remove the Oracle home directory (even if you answer **Yes** in the warning dialog box).

For example, if your Oracle home directory is `C:\Oracle\Middleware\Home1`, then you should navigate to the `C:\Oracle\Middleware` directory, right-click on the `Home1` folder, and select **Delete**.

This procedure should also be repeated to manually remove the Oracle Common home directory on Windows operating systems after you have run the deinstaller to remove the Oracle Common home.

### 8.3.4 Removing the Oracle Common Home

This section describes how to remove the `oracle_common` directory. This directory contains its own deinstaller in `oui/bin` (on UNIX operating systems) or `oui\bin` (on Windows operating systems), just like any other Oracle home directory.

Before you begin, you must:

1. Stop all processes that use the `oracle_common` directory.
2. Remove all Oracle Instances (see Section 8.3.2, "Removing the Oracle Instances").
3. Remove the Oracle home directory (see Section 8.3.3, "Removing the Oracle Home").

To start the deinstaller, navigate to the *MW\_HOME/oracle\_common/oui/bin* (on UNIX operating systems) or *MW\_HOME\oracle\_common\oui\bin* (on Windows operating systems) directory and start the deinstaller.

To start the deinstaller on UNIX operating systems:

```
./runInstaller -deinstall
```

To start the deinstaller on Windows operating systems:

```
setup.exe -deinstall
```

After the deinstaller is started, follow the instructions in Section 8.3.3, "Removing the Oracle Home" to remove the Oracle Common home.

## 8.4 Deinstalling Oracle WebLogic Server

To deinstall Oracle WebLogic Server:

1. Start the deinstaller from the *WebLogic\_Home/uninstall* (on UNIX operating systems) or *WebLogic\_Home\uninstall* (on Windows operating systems) directory. You specified the location of the WebLogic home directory on the Choose Product Installation Directories Screen in Section 2.6, "Install Oracle WebLogic Server and Create the Middleware Home".

On UNIX operating systems:

```
./uninstall.sh
```

On Windows operating systems:

```
uninstall.cmd
```

On Windows operating systems, you can also start the deinstaller from the Start menu by selecting **Programs > Oracle WebLogic > Uninstall Oracle WebLogic**.

2. Welcome Screen  
Click **Next**.
3. Choose Components Screen  
By default, all components are selected.  
Click **Next**.
4. Uninstalling WebLogic Platform Screen  
Click **Done**.

After this is finished, you must manually remove the Middleware home directory. For example, if your Middleware home directory was */home/Oracle/Middleware* on a UNIX operating system:

```
> cd /home/Oracle  
> rm -rf Middleware
```

On a Windows operating system, if your Middleware home directory was *C:\Oracle\Middleware*, use a file manager window and navigate to the *C:\Oracle* directory, then right-click on the *Middleware* folder and select **Delete**.

## 8.5 Deinstalling Oracle JDeveloper

If you have installed Oracle JDeveloper on your system, refer to *Oracle Fusion Middleware Installation Guide for Oracle JDeveloper* for instructions on how to remove this software from your system.

## 8.6 Removing the Program Groups (Windows Only)

On Windows operating systems, you must also manually remove the program groups from the `Start Menu\Programs` folder. As an example (the folder names and program group names on your system may be different), you might remove the following from `C:\Documents and Settings\All Users\Start Menu\Programs`:

- Oracle Fusion Middleware 11.1.1.3.0
- Oracle Portal 11g - Home1
- Oracle WebLogic

## 8.7 Rebooting Your System (Windows Only)

On Windows operating systems, you should reboot your computer after you have finished removing all your programs to ensure proper cleanup.

# 9 Additional Resources

For additional information, refer to the *Oracle Fusion Middleware Installation Guide for Oracle Portal, Forms, Reports and Discoverer*, which is available on the Oracle Fusion Middleware Documentation CD-ROM.

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

## 9.1 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 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>.

## 9.2 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 My Oracle Support. 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
- Product Version Number

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

### 9.3 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>.

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

### 9.4 Quick Reference

For quick access to additional information, refer to Table 3:

**Table 3** *Links to Additional Information and Resources*

<b>I want to...</b>	<b>Contact Information or Web Site</b>
Purchase additional products, full-use licenses, version updates, and documentation in the U.S.A.	<a href="http://oraclestore.oracle.com">http://oraclestore.oracle.com</a>
Access technical resources for developers.	<a href="http://www.oracle.com/technology">http://www.oracle.com/technology</a>
Access installation documentation.	<a href="http://www.oracle.com/technology/documentation">http://www.oracle.com/technology/documentation</a>
Access information about technical support.	<a href="http://www.oracle.com/support">http://www.oracle.com/support</a>
Locate local Oracle Support Centers outside the U.S.A.	<a href="http://www.oracle.com/support">http://www.oracle.com/support</a>
Locate local Oracle offices outside the U.S.A.	<a href="http://www.oracle.com/global">http://www.oracle.com/global</a>
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
Locate TTY Access to technical support in the U.S.A.	1-800-446-2398

## 10 Documentation Accessibility

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Oracle Fusion Middleware Quick Installation Guide for Oracle Portal, Forms, Reports and Discoverer 11g Release 1 (11.1.1)  
E12003-03

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