

**Oracle Insurance**

**Insbridge Rating and  
Underwriting**

**SoftRater for WebSphere  
Installation Guide**

Release 4.1

December 2010

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Oracle Insurance Insbridge Rating and Underwriting SoftRater for WebSphere Installation Guide

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## PREFACE

Welcome to the *Oracle Insurance Inbridge Rating and Underwriting SoftRater for WebSphere Installation Guide*. SoftRater for WebSphere is an EJB application that can be installed on an IBM WebSphere Application Server. SoftRater is the multi-platform rating engine component within the Inbridge Rating and Underwriting System (IBRU) that executes the rating and underwriting instructions as defined by the user in RateManager.

The Inbridge SoftRater Server (IBSS) is the container for all Inbridge web components including the SoftRater Engine. All independent Inbridge components will be contained in the SoftRater Server.

## AUDIENCE

This guide is intended for technical personal, such as installers, system administrators and others tasked with configuring SoftRater that would be involved in the maintenance and operation of SoftRater or RateManager. The audience for this guide should have a thorough knowledge of WebSphere.

## RELATED DOCUMENTS

For more information, refer to the following Oracle resources:

- The Oracle Insurance Inbridge Rating and Underwriting Framework Administrator.
- The Oracle Insurance Inbridge Rating and Underwriting SoftRater Server Guide.
- You can view these guides in-line at this address:

<http://www.oracle.com/technetwork/documentation/insurance-097481.html>

## CONVENTIONS

The following text conventions are used in this document:

Convention	Description
<b>bold</b>	Boldface type indicates graphical user interface elements associated with an action.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

## SYSTEM REQUIREMENTS

For minimum operating system and hardware requirements, please see the Hardware Software requirements guide.

## E-DELIVERY

The Insbridge Rating and Underwriting (IBRU) System is available as a download from the Oracle E-Delivery system. Downloaded files are zipped. Prior to installation, please make sure the source machine(s) where SoftRater for WebSphere will be loaded has an unzip utility.

An unzip utility for most platforms is available on the E-Delivery download page.

Documentation from E-Delivery is in PDF format. Prior to installation, please make sure the source machine(s) where SoftRater for WebSphere documentation will be loaded has a PDF reader.

Files are downloaded with part numbers as file names. Please make note of the part numbers you have downloaded and the corresponding file name. You may be asked to provide the part numbers or the filename if you contact Oracle Insurance Support.

The SoftRater for WebSphere version 04.01.00 zip file will contain:

- The 04.01.00-insbridge-was-eng Folder, which contains:
  - IBSS\_WS.ear file
  - Insbridge.net.softraterconfig.xml

License files are no longer required.

If you are using Insbridge Framework Administrator and RateManager, SoftRater can be installed any time after the Insbridge Framework Administrator and RateManager have been installed. SoftRater must be installed prior to any users creating packages.

## Manual History

New editions incorporate any updates issued since the previous edition.

<b>Edition</b>	<b>Publication Number</b>	<b>Product Version</b>	<b>Publication Date</b>	<b>Comment</b>
1 <sup>st</sup> Edition	P01-706-01			
2 <sup>nd</sup> Edition	P01-706-02	V 3.5		
3 <sup>rd</sup> Edition	P01-706-03	V 3.6	03/14/2006	Update 3.6
4 <sup>th</sup> Edition	P01-706-04	V 3.6	08/09/2006	Update logo
5 <sup>th</sup> Edition	P01-706-05	V 3.7	10/05/2006	Update to 3.7
6 <sup>th</sup> Edition	P01-706-06	V 3.8	7/19/2007	Update to 3.8
7 <sup>th</sup> Edition	P01-706-07	V 3.8.3	10/19/2007	Update to 3.8.3
8 <sup>th</sup> Edition	P01-706-08	V 3.8.5	November 2007	Update to 3.8.5
9 <sup>th</sup> Edition	P01-706-09	V 3.8.7	January 2008	Update to 3.8.7
10 <sup>th</sup> Edition	P01-706-10	V 3.8.8	March 2008	Update to 3.8.8

11 <sup>th</sup> Edition	P01-706-11	V 3.9	May 2008	Update to 3.9
12 <sup>th</sup> Edition	P01-706-12	V 3.10.0	September 2008	Update to 3.10
13 <sup>th</sup> Edition	P01-706-13	V 3.11	December 2008	Update to 3.11
14 <sup>th</sup> Edition	P01-706-14	V 3.12	July 2009	Update to 3.12
15 <sup>th</sup> Edition	P01-706-15	V 3.13	November 2009	Update to 3.13
16 <sup>th</sup> Edition	P01-706-16	R 4.0	April 2010	Update to 4.0
17 <sup>th</sup> Edition	P01-706-17	R 4.0.1	August 2010	Update Release
18 <sup>th</sup> Edition	P01-706-18	R 4.1	December 2010	Update Release



## SYSTEM REQUIREMENTS

### IBM WEBSHERE 6.1

SoftRater for WebSphere has been installed and tested on IBM WebSphere Advanced Server version 6.1.

### LOCATING THE CONFIGURATION FILES

We suggest creating a C:\Insbridge\config folder but you may use any folder name you want and you can place the folder anywhere you want. This folder will hold the necessary files for the SoftRater for WebSphere installation. Take note of the location and make sure you have created this folder prior to running the installation.

---

**NOTE:** *For the purposes of this guide, the location will be referred to as C:\Insbridge\config.*

---

The SoftRater for WebSphere zip file contains an XML file and an .EAR file inside.

- **IBSS\_WS.ear**
- **Insbridge.net.softraterconfig.xml**

Place these files in the C:\Insbridge\config folder. Once you have these files in place, do not move them.

## INSTALLATION PROCEDURES

### CREATE INSBRIDGE\_APP\_DIR IN NAME SPACE BINDINGS

SoftRater uses an XML configuration (insbridge.net.softmaterconfig.xml) file to store information in the configured rating environments. This file needs to be accessible to the Insbridge Rating and Underwriting SoftRater Server (IBSS) in order to operate. The location to define where the config file is located is stored using a Name Space Binding string in the WebSphere server configuration.

1. To create the INSBRIDGE\_APP\_DIR string, from the WebSphere Admin console, browse to the following location:

Environment → Naming → Name Space Bindings

2. Change the scope to the **Server** level by selecting it and click **Apply**.

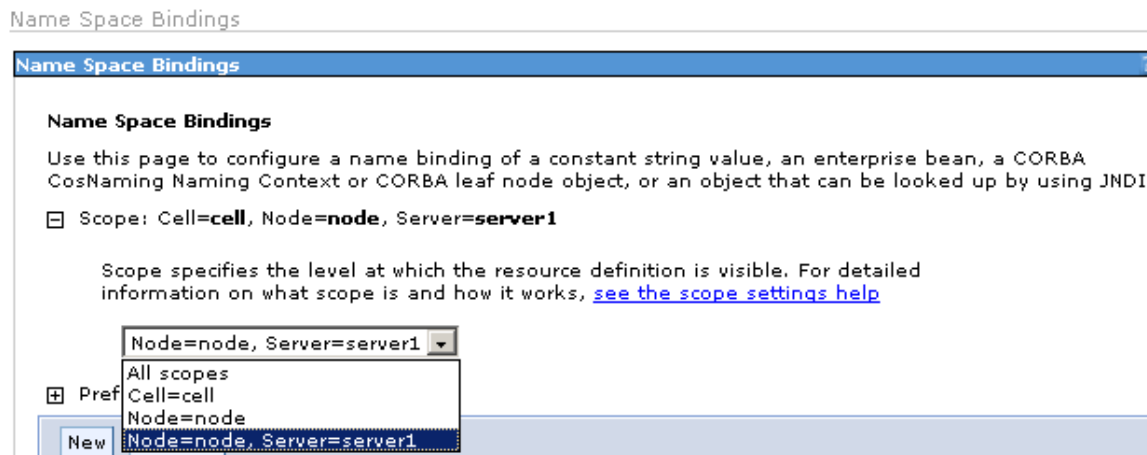


Figure 1 Changing Scope to Server

3. Once you have changed to the server level, click **New**.

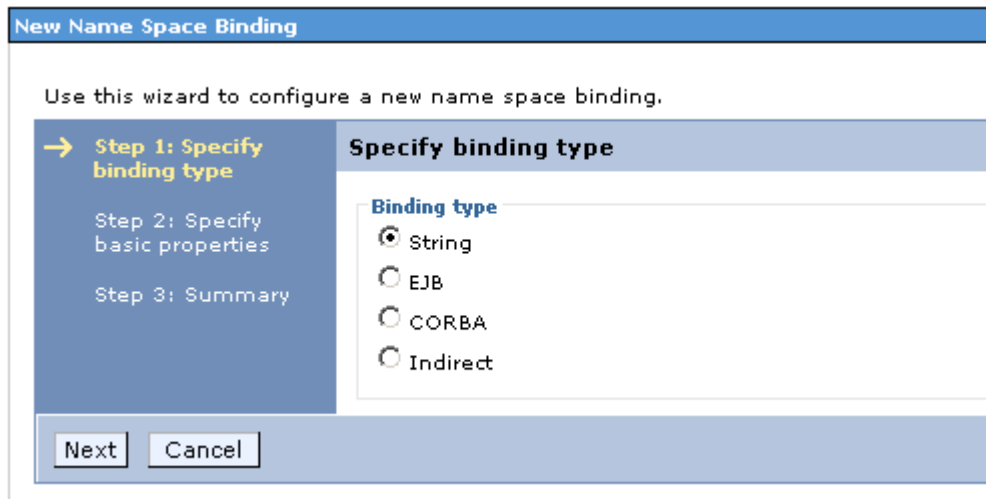


Figure 2 Creating a New Name Space

4. Select String and then click **Next**.

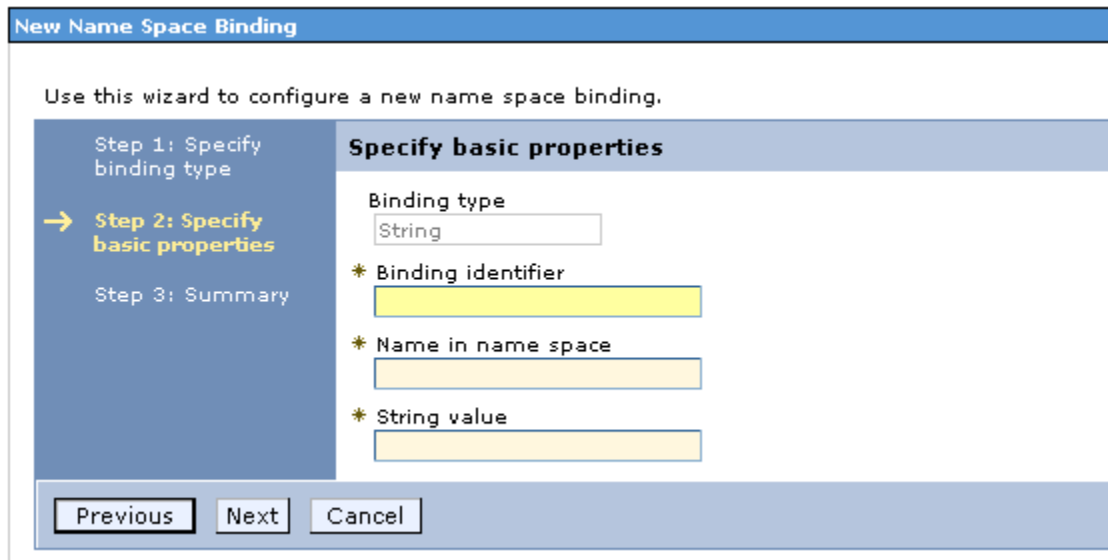


Figure 3 Create Name Space Binding

5. Create a Name Space Binding and Binding Identifier at the server level called INSBRIDGE\_APP\_DIR. The actual string value is the directory path location where the insbridge config file will be located relative to the WebSphere server.
6. Then select **Next** and **Finish**. Save to the master configuration.

## CREATE AN INSBRIDGE SHARED LIBRARY FOR DB2

If you are utilizing a DB2 database, you must create an Insbridge shared library. If you are not using DB2, you can proceed to Installing the EAR file (IBSS\_WS.ear).

The Insbridge SoftRater for WebSphere uses a shared library to contain the DB2 information. The JAR file must be copied to the WebSphere Application Server. The DB2 JAR file should be in your DB2 installation folder java directory. You may also download this file from IBM directly.

To create the shared library from the WebSphere Admin console, browse to the following location:

Environment → Shared Libraries

By default, it should be at the Node scope. Change the scope to Node = node, Server = server1 by selecting it and then click **Apply** so that the screen looks similar to:

### Shared Libraries

Use this page to define a container-wide shared library that can be used by deployed applications.

Scope: Cell=**cell**, Node=**node**, Server=**server1**

Scope specifies the level at which the resource definition is visible. For detailed information on what scope is and how it works, [see the scope settings help](#)

Node=node, Server=server1

Figure 4 Creating a Shared Library

Click **New** and fill out the information as shown below.

Configuration		
General Properties		
Name	* DB2_JAR_FILE	i The name of the shared library
Description	DB2 Jar file.	i An optional description for this shared library.
Classpath	P:\insbridge\DB2\vb2jcc.jar	i A classpath containing this library's jar(s). Classpath entries are separated by using the ENTER key and must not contain path separator characters (such as '/' or '\'). Classpaths may contain variable (symbolic) names which can be substituted using a variable map.
Native Library Path		i An optional path to any native libraries (.dll's, .so's) required by this shared library.
<input type="button" value="Apply"/> <input type="button" value="OK"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>		

Figure 5 Creating DB2 Library

Click on **OK** and then **Save** to apply the changes to the master configuration.

**NOTE:** The classpath is the location of the Insbridge\DB2\vb2jcc.jar file on the WebSphere server. The share directory has to be wherever the drive is located.

## INSTALLING THE EAR FILE

1. Log on to the Administrative Console ex: `http://WAS_SERVER:9080/admin/`.
2. Select Application → Install New Application.
3. Select the location from where to upload the EAR file (IBSS\_WS.ear) and select **Next**.

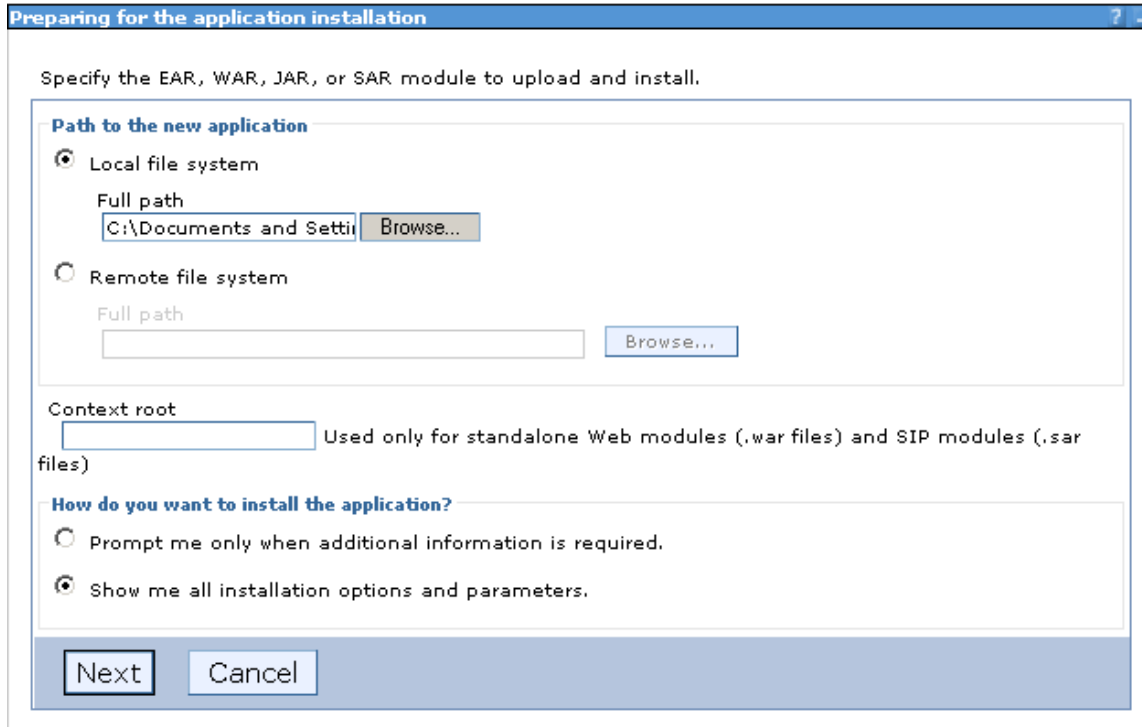


Figure 6 Installing the EAR File

4. Provide Options to suit your environment. We suggest selecting Pre-compile JSP for improved performance.

**Install New Application** ?

Specify options for installing enterprise applications and modules.

→ **Step 1: Select installation options**

[Step 2: Map modules to servers](#)

[Step 3: Summary](#)

**Select installation options**

Specify the various options that are available to prepare and install your application.

Precompile JavaServer Pages files

Directory to install application

Distribute application

Use Binary Configuration

Deploy enterprise beans

Application name

Create MBeans for resources

Enable class reloading

Reload interval in seconds

Deploy Web services

Validate Input off/warn/fail

Process embedded configuration

**File Permission**

Allow all files to be read but not written to  
 Allow executables to execute  
 Allow HTML and image files to be read by everyone

Application Build ID

Allow dispatching includes to remote resources

Allow servicing includes from remote resources

Figure 7 Providing Options

5. Click **Next** to continue.

**NOTE:** This screen will only be displayed if you selected “*Show all installation options and parameters*” on the first screen.

6. Map modules to application servers.



Figure 8 Mapping to Application Servers

7. Map Virtual Hosts.

8. Verify your selections on the Summary screen.

Specify options for installing enterprise applications and modules.

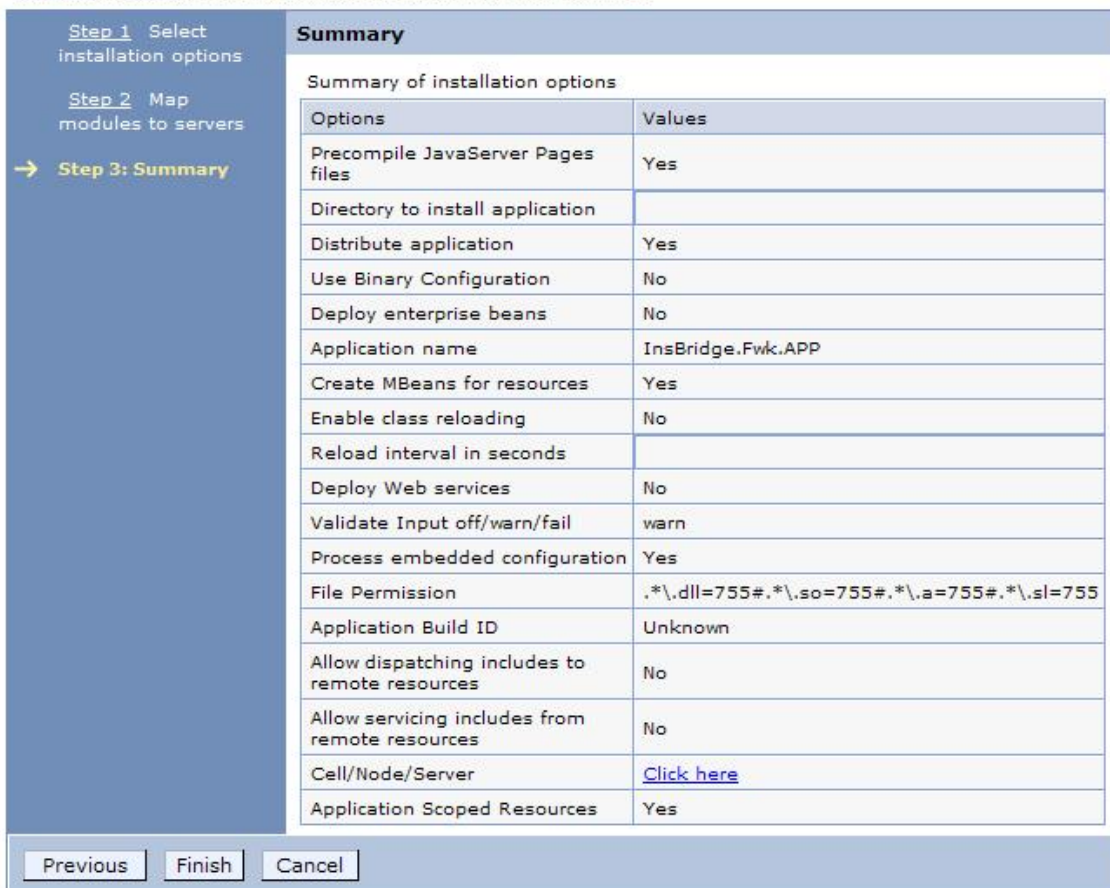


Figure 9 Summary

9. Select **Finish**. After installation, save to the master configuration.

## On the WebSphere Application Server

The location of the SoftRater config file is retrieved from the name space binding string created on page 9. This is the directory location where the SoftRater retrieves the `insbridge.net.softraterconfig.xml` configuration file.

A default blank `insbridge` SoftRater config file is located under

`$WAS_HOME/installedApps/NODENAME/IBSS_WS.ear/config.`

Copy the `insbridge.net.softraterconfig.xml` file to the `INSBRIDGE_APP_DIR` folder.

There is also an `insbridge.net.softraterconfigcache.xml` file in this location. You can copy this file as well; however, it is not required.

## Assigning the Shared Insbridge Libraries

1. From the WebSphere Admin console, browse to Applications → Enterprise Applications and select `Insbridge.Fwk.APP` to modify the extended properties.
2. At the bottom of the screen select the Shared Library references link to assign the libraries. Select `Insbridge.Fwk.App` and click Reference shared libraries

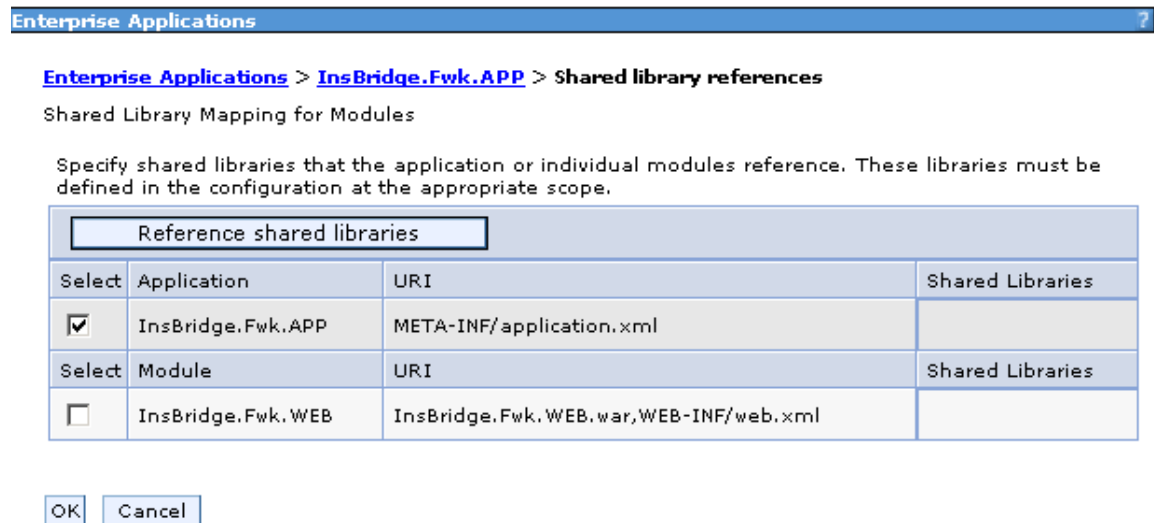


Figure 10 Shared Library References



3. Select **JWLLib** and, if you are running DB2, the **DB2\_JAR\_FILE**, and add both to right hand side.
4. Click **OK**.

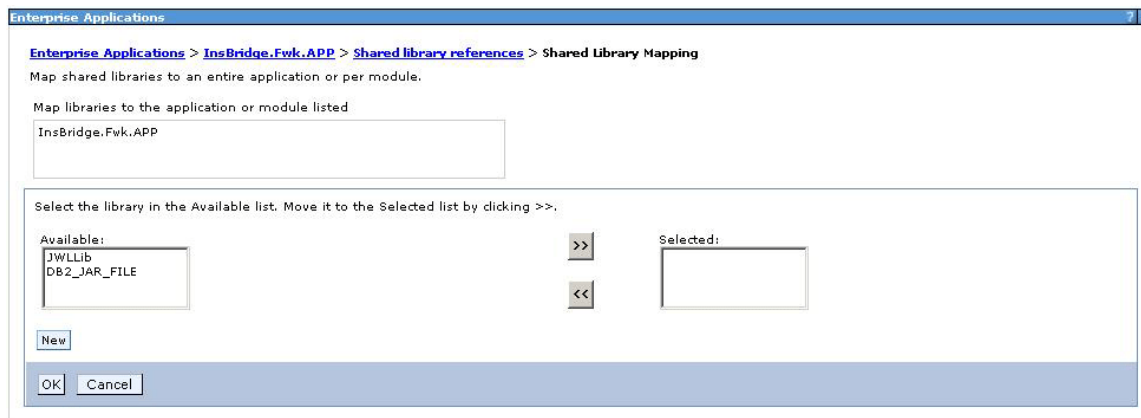


Figure 11 Assigning Library

5. Click **OK** and then save to the master configuration.

---

**NOTE:** The **DB2\_JAR\_FILE** will be displayed if you are using a **DB2** database. If you are not using a **DB2** database, this option will not be available.

---

The Insbridge SoftRater Server EAR may now be started from the WSAS Administrative Console.

# CREATING A SOFTRATER DATABASE

The Insbridge Framework Application container for the SoftRater J2EE EJB contains the JDBC connection drivers that support operational connectivity to the DBMS system listed before. It also contains vendor specific DDLs for the SoftRater operations database schema creation which can be altered by DBA's for setup compliance for varying corporate environments, i.e. TABLESPACE and SCHEMA target definitions.

To obtain Database Definition Language (DDL) scripts for a target DBMS type view the "SoftRater\DDL" subdirectory in the Insbridge IBFA installation directory.

i.e. C:\Program Files\Oracle\IGBU\Insbridge\SoftRater\DDL

Please allow the DBA to review the scripts before attempting to create a SoftRater database schema.

The SoftRater EJB data access system contains all the required JDBC drivers for connectivity to the support DBMS's. TCP/IP connection visibility to the DB Platform is required along with the database server system configured connection PORT for operational use of the SoftRater system. No other supplemental drivers or libraries are needed to establish a connection.

---

**IMPORTANT:** *It is strongly recommended that any database modification be performed by a qualified database administrator (DBA). The database setup procedures and tasks require the skill set of a database administrator. If you are not a database administrator, please stop. Improper setup may result in unwelcome changes to the database. Please consult with a qualified database administrator before proceeding.*

---

## Microsoft SQL Server

### JDBC Driver Class

"com.microsoft.jdbc.sqlserver.SQLServerDriver"

### Supported Versions – 2005 SP/2 and 2008 SP/1

### User Account Requirements

Create Table  
Create Index  
Execute on the SoftRater User Defined Stored Procedures

## ORACLE

SoftRater database schema is support by all available ORACLE database platforms.

### JDBC Driver Class

"oracle.jdbc.driver.OracleDriver"  
Using prefix jdbc:oracle:thin:

## Supported Versions – 10g, 11g

### User Account Requirements

Create Table  
Create Index  
Query access to “SYS.OBJ\$”

## IBM DB2

SoftRater database schema is supported on all available DB2 database platforms.

### JDBC Driver Class

“com.ibm.db2.jcc.DB2Driver”  
For Native AS400 – “com.ibm.as400.access.AS400JDBCdriver”

## Supported Version – 9.1

### User Account Requirements

Create Table  
Create Index  
Query access to “SYSIBM.SYSTABLES”

### Configuration Settings

- **Required**  
The query dynamics of the SoftRater system requires some modification to Configuration settings. The following Performance Configurations parameters required to the target SoftRater database.  
Instance Level – ASLHEAPSZ >= 1024  
Instance Level – QUERY\_HEAP\_SZ => 10240  
Database Level – APPLHEAPSZ >= 1024
- **Recommended**  
The query dynamics of the SoftRater system will benefit from the following modification to Configuration settings.  
  
Instance Level – INTRA\_PARRALLEL (Yes) – For Symmetrical Processing Machines (CPU >=2)  
  
Database Level – DFT\_DEGREE (-1) – For Symmetrical Processing Machines (CPU >=2). Allow the optimizer to determine the degree of intra-partition parallelism based on the number of processors and the type of query.

## Native z/OS

Support for IBM DB2 for native z/OS requires a specific set of the DDL scripts. They are labeled in the ddl\db2 directory with the ZOS DB2.ZOS prefix. DBA's should review these scripts, starting with the DB2.ZOS.SETUP.sql file that contains create templates for default; STORAGE GROUP, DATABASE, default TABLESPACE. All other table create scripts can be reviewed, altered and executed in any other to be consistent with chosen database standards.

# SETTING UP INSBRIDGE.NET.SOFTRATER.XML CONFIG FILE

SoftRater requires a single configuration file “insbridge.net.softraterconfig.xml”. After the EAR installation, a default setup copy of this file is in the “Insbridge.Fwk.APP” installation subdirectory. Before starting the configuration setup process, copy this default file to the following WebSphere setup folder to the INSBRIDGE\_APP\_DIR. All administrative setup options are saved in this file.

---

**NOTE:** *If the location is either not defined or not configured, then the SoftRater will default to the old legacy location of \$WSAS\_HOME\etc\insbridge folder to look for the configuration file.*

---

The location where the config file resides is defined by the INSBRIDGE\_APP\_DIR as created on page 9. This location can be anywhere on the server as long as the identity of the process running the WebSphere AppServer has access rights to the defined folder.

For added security, after all the SoftRater environments have been configured and tested, the config file can be made read-only. Thereby no modifications can be made from the IBSS interface until the server administrator makes the file writable.

# MANAGING SOFTRATER FOR WEBSPHERE

- All management functions should be performed by the IBSS admin interface available at: [http://WAS\\_SERVER:PORT/IBSS/](http://WAS_SERVER:PORT/IBSS/)
- On a default WebSphere installation, this location will be [http://WAS\\_SERVER:9080/IBSS/](http://WAS_SERVER:9080/IBSS/)

---

**NOTE:** You may have to update the SOAP Services and Application End Point before being able to administer the SoftRater server. Please check with your local WebSphere Administrator to find the correct values required.

---

- Most of the management functions are self-explanatory but further explanations can be found in the Oracle Insurance Insbridge Rating and Underwriting SoftRater Services (IBSS) guide.

## SoftRater Server Web

At the first screen of the Insbridge SoftRater Server the following will be displayed:



Figure 12 SoftRater Server Web

At this page, you can see the SoftRater Server web version, and be able to connect to the SoftRater, Update SOAP Services Configuration, or Update Application End Point. All of these options are discussed below in the Oracle Insurance Insbridge Rating and Underwriting SoftRater Server User Guide (IBSS).

## Update SOAP Services Configuration

The following settings will not have to be changed unless under the direction of an experienced WebSphere administrator. These settings should only be changed if using either WebSphere ND or the standard WebSphere install configuration has been modified from the default to suit your environment.

### ORACLE<sup>®</sup> Insurance Insbridge SoftRater Server - WebSphere

#### Edit SOAP Deployment Configuration Settings

Status: Select the Web Services fields to update.

##### SoftRater EJB

JNDIName	<input type="text" value="ejb/com/insbridge/sofrater/SoftRaterHome"/>
ContextProviderURL	<input type="text" value="iiop://localhost:28090"/>
FullHomeInterfaceName	<input type="text" value="com.insbridge.sofrater.SoftRaterHome"/>
FullContextFactoryName	<input type="text" value="com.ibm.websphere.naming.WsnInitialContextFactory"/>

##### SoftData EJB

JNDIName	<input type="text" value="ejb/com/insbridge/softdata/SoftDataHome"/>
ContextProviderURL	<input type="text" value="iiop://localhost:28090"/>
FullHomeInterfaceName	<input type="text" value="com.insbridge.softdata.SoftDataHome"/>
FullContextFactoryName	<input type="text" value="com.ibm.websphere.naming.WsnInitialContextFactory"/>

##### SoftServices Gateway EJB

JNDIName	<input type="text"/>
ContextProviderURL	<input type="text"/>
FullHomeInterfaceName	<input type="text"/>
FullContextFactoryName	<input type="text"/>



Figure 13 Updating SOAP Services

**IMPORTANT:** Oracle Insurance currently supports WebSphere 6.1 ND. The JNDIName on each cluster node will need to be modified to:

**clusters/CLUSTERNAME/ejb/insbridge/....**

---

A useful tool for discovering the JNDI Namespaces is available in the \$WSAS\_HOME\bin folder called dumpNameSpace.sh or dumpNameSpace.bat. The utility can be run without any command line arguments to retrieve all the available JNDI name spaces.

**WARNING:** If these settings are different from the default WebSphere installation, then you must contact your WebSphere support personnel to provide these settings to you.

---

### Update Application End Point

Configuration location for changing from the default SOAP endpoint to a custom setting as dictated by the WebSphere configuration. No changes are required unless specified by a WebSphere administrator.

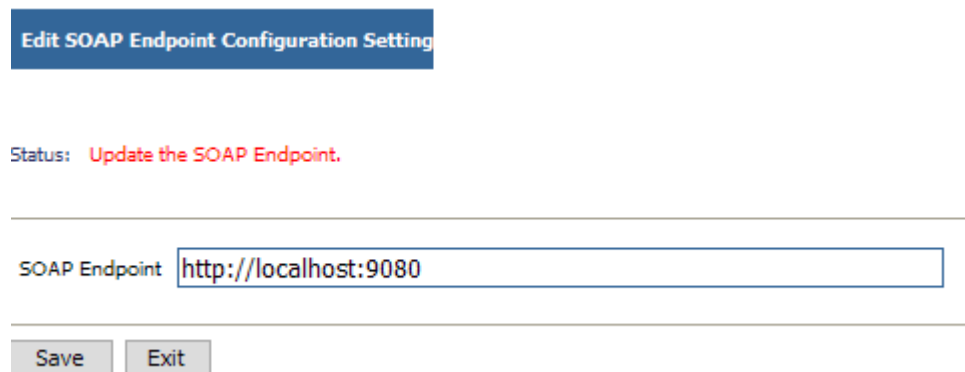


Figure 14 Updating SOAP Endpoint

**NOTE:** If this setting is different from the default WebSphere installation, then you must contact your WebSphere support personnel to provide this setting for you.

---

## ACCESSING THE APPLICATION

You may be able to access the application by typing <http://<ServerName or IP Address>:9080/IBSS>

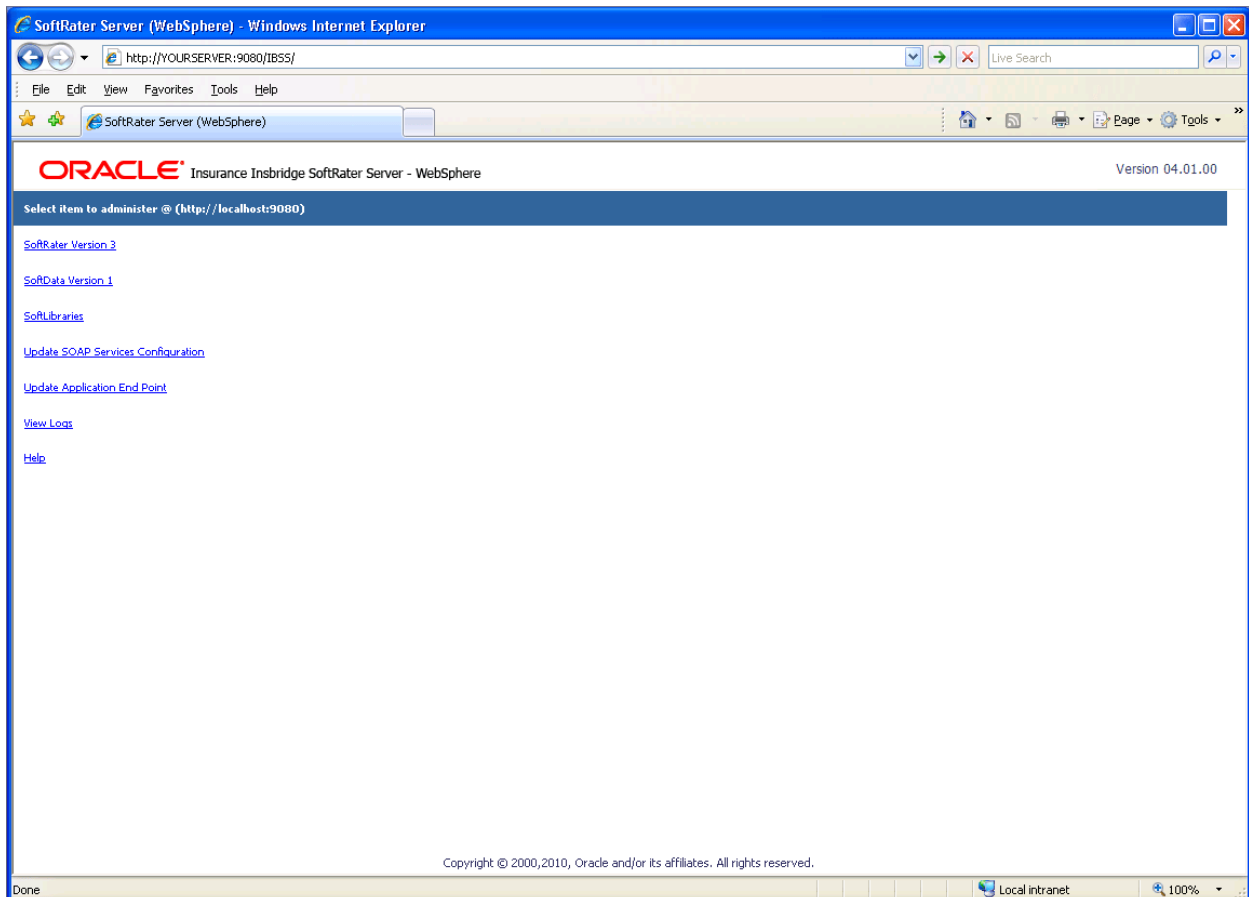


Figure 15 SoftRater for WebSphere Home Page

---

**NOTE:** Notice that if you changed the WebSphere default port (9080) during the Server Domain creation, you should change the default application port on the [“Update Application End Point”](#) option located in the IBSS main page before accessing the application WebServices and methods.

---

---

**NOTE:** The IBSS parameter in the application URL must be capitalized.

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# SQL SERVER UPGRADE

If you are utilizing SQL Server and want to keep your current Environment settings, you will need to edit the `insbridge.net.softraterconfig.xml` file.

1. Deploy the new .EAR file.
2. Open the `insbridge.net.softraterconfig.xml`. The `insbridge.net.softraterconfig.xml` file will be located in the folder you setup when you initially installed SoftRater for WebSphere. For example, `C:\Insbridge\config`.
3. Make a back-up copy of this file.
4. In the `insbridge.net.softraterconfig.xml` file, find this section:

```
<jdbcDriver provider="1" name="SQLSERVER">  
  <jdbcDriverClassName>com.microsoft.jdbc.sqlserver.SQLServerDriver</jdbcDriverClassName>  
  <jdbcUrlPrefix>jdbc:microsoft:sqlserver://</jdbcUrlPrefix>  
  <jdbcFetchSize>25</jdbcFetchSize>  
</jdbcDriver>
```

And replace it with this:

```
<jdbcDriver provider="1" name="SQLSERVER">  
  <jdbcDriverClassName>com.microsoft.sqlserver.jdbc.SQLServerDriver</jdbcDriverClassName>  
  <jdbcUrlPrefix>jdbc:sqlserver://</jdbcUrlPrefix>  
  <jdbcFetchSize>25</jdbcFetchSize>  
</jdbcDriver>
```

5. Restart the Application Server.

If you do not need your current environments:

1. Copy the existing `insbridge.net.softraterconfig.xml` and park it in a safe place. This is precautionary.
2. Copy the `insbridge.net.softraterconfig.xml` from the SoftRater for WebSphere 04.01.00 zip file.
3. Paste the new file over the current file. The `insbridge.net.softraterconfig.xml` file will be located in the folder you setup when you initially installed SoftRater for WebSphere. For example, `C:\Insbridge\config`.

If this is a new installation, you are not required to do any additional steps.

# UPGRADING THE APPLICATION

Oracle Insurance Insbridge Rating and Underwriting Release 4.1 has been tested and certified on WebSphere 6.0 and 6.1.

## UPGRADE NOTICE

This notice is for customers currently running a SoftRater for Java engine release 3.12 or previous. This includes:

- **SoftRater for WebLogic**
- **SoftRater for WebSphere**
- **SoftRater for JBoss**

Necessary updates have been made to the SoftRater for Java engines:

- **SoftRater for WebSphere has been updated to SOAP version 1.1.**
- **SoftRater for WebLogic has been updated to SOAP version 1.2.**
- **SoftRater for JBoss has been updated to SOAP version 1.2.**

These changes mean that the WSDLs for the SoftRater for Java engines have been modified. Updated WSDL documents will need to be incorporated into any client calling application that communicates with SoftRater. If upgrades are done to the SoftRater for Java engines without updating the calling applications, the calling application will fail.

**Please update a test environment prior to deploying to production.** Install the .EAR file in a test environment to obtain the WSDL. Update your calling application and then test again. When testing is complete, you can upgrade your other environments.

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**NOTE:** *Customers running a Windows only environment, without a Java component, will not be affected.*

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These updates are for the SoftRater for Java engines only.

## UPGRADING FROM A PREVIOUS RELEASE

Upgrading from Oracle Insurance Insbridge Rating and Underwriting **Release 3.12 or previous** to release 4.1 will require the previous .EAR and config files to be removed. The new .EAR file can then be deployed and the new config file must be implemented.

WSDLs have been updated in this release. Any application making a call to SoftRater will need to be updated with the new WSDL. If upgrades are done to SoftRater for WebSphere without updating the calling application, the calling application will fail.

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**NOTE: UPGRADE YOUR TEST ENVIRONMENT PRIOR TO PRODUCTION.**

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1. Make a back-up copy of the current config file. The configuration information will need to be re-entered in IBSS. The updated config file will not contain this information. This information cannot be directly imported but a copy of the original file may be helpful when re-entering.
2. Stop the WebSphere Service.
3. Uninstall the old .EAR file.
4. Install the new .EAR file. Please see Installing the EAR File
5. Remove the old config file.
6. Install the new config file. Please see Setting up Insbridge.net.softrater.xml Config File.
7. Start the WebSphere Service.
8. Enter IBSS. You will need to re-enter the config information. Please see the Insbridge Rating and Underwriting SoftRater Server Guide.
9. If necessary, obtain any WSDL information from IBSS and update any calling application.
10. Test your configuration and updated calling applications before deploying to production.

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**NOTE:** *You do not need to do an upgrade if you are running release 3.13.5, 4.0, or 4.1.*

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## CONTACTING SUPPORT

If you need assistance with an Oracle Insurance Insbridge Rating and Underwriting System product, please log a Service Request using My Oracle Support at <https://support.oracle.com/>.

### Address any additional inquiries to:

**Oracle Corporation**  
World Headquarters  
500 Oracle Parkway  
Redwood Shores, CA 94065  
U.S.A.

Worldwide Inquiries:  
Phone: +1.650.506.7000  
Fax: +1.650.506.7200  
[oracle.com](http://oracle.com)

## TTY ACCESS TO ORACLE SUPPORT SERVICES

Oracle provides dedicated Text Telephone (TTY) access to Oracle Support Services within the United States of America 24 hours a day, seven days a week. For TTY support, call 800.446.2398.

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