Oracle AutoVue Web Services Release 20.1.1

Installation and Configuration Manual

ORACLE

September 2011

Copyright © 2008, 2011, Oracle and/or its affiliates. All rights reserved.
Portions of this software Copyright 1996-2007 Glyph & Cog, LLC.
Portions of this software Copyright Unisearch Ltd, Australia.
Portions of this software are owned by Siemens PLM © 1986-2008. All rights reserved.
This software uses ACIS® software by Spatial Technology Inc. ACIS® Copyright © 1994-1999 Spatial Technology Inc. All rights reserved.
Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.
This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.
The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.
If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:
U.S. GOVERNMENT RIGHTS
Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.
This software is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications which may create a risk of personal injury. If you use this software in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy and other measures to ensure the safe use of this software. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software in dangerous applications.
This software and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third party content, products and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third party content, products or services.

Contents

PREFACE 5
- **Audience** 5
- **Related Documents** 5
- **Conventions** 5

INTRODUCTION 6
SYSTEM REQUIREMENTS 7
INSTALLATION PREREQUISITES 7
INSTALLING AND CONFIGURING 8
- **Installing AutoVue Web Services** 8
- **Configuring AutoVue Web Services web.xml** 8
- **Configuring VueServlet web.xml** 10
- **Configuring DMS Integration Properties** 10
  - VueLink for Documentum 11
  - VueLink for Oracle UCM 11
  - Third-Party Integrations 11
- **Configuring Web Services over HTTPS/SSL** 12
- **Creating and Deploying the WAR File** 13
- **Modifying AutoVue Web Services Configuration After Deployment** 13
- **Verification** 14

UNINSTALLING 16
UPGRADING 16
CONFIGURING ORACLE WEB SERVICE MANAGER TO SECURE AUTOVUE WEB SERVICES 16
APPENDIX A: DEPLOYING AUTOVUE WEB SERVICES ON MANAGED SERVER OF ORACLE WEBLOGIC 11G (10.3.4) 17
APPENDIX B: TROUBLESHOOTING 18
- **If soapUI Client Consumes AutoVue Web Services** 18
- **Error: "Failed to access the WSDL at: ..."** 18
- **Error: "Internal object is null. Make sure AutoVue server is running."** 18
- **Error: "Cannot get file: File not found."** 18
- **Error: "Cannot get metadata for entity" when calling getPartProperties() method** 18
- **Error: Installer Crash on Linux or Logs Errors** 19

FEEDBACK 20
- **General Inquiries** 20
- **Sales Inquiries** 20
- **Customer Support** 20

Preface

The *AutoVue Web Services Installation and Configuration Manual* describes the installation of AutoVue Web Services on the Windows platform and how to configure AutoVue Web Services for a connection with a Document Management System (DMS)[1] repository.

For the most up-to-date version of this document, go to the AutoVue Documentation Web site on the Oracle Technology Network (OTN) at **http://www.oracle.com/technetwork/documentation/autovue-091442.html**.

Audience

The *AutoVue Web Services Installation and Configuration Manual* is intended for third-party developers (for example, integrators) who want to implement SOAP-based integration with AutoVue.

Related Documents

For more information, refer to the following documents:

- *Oracle AutoVue Web Services Developer's Guide*
- *Oracle AutoVue Web Services Deployment Guide*
- *Oracle AutoVue Web Services Overview*
- *Oracle AutoVue Web Services Release Notes*

Conventions

The following text conventions are used in this document:

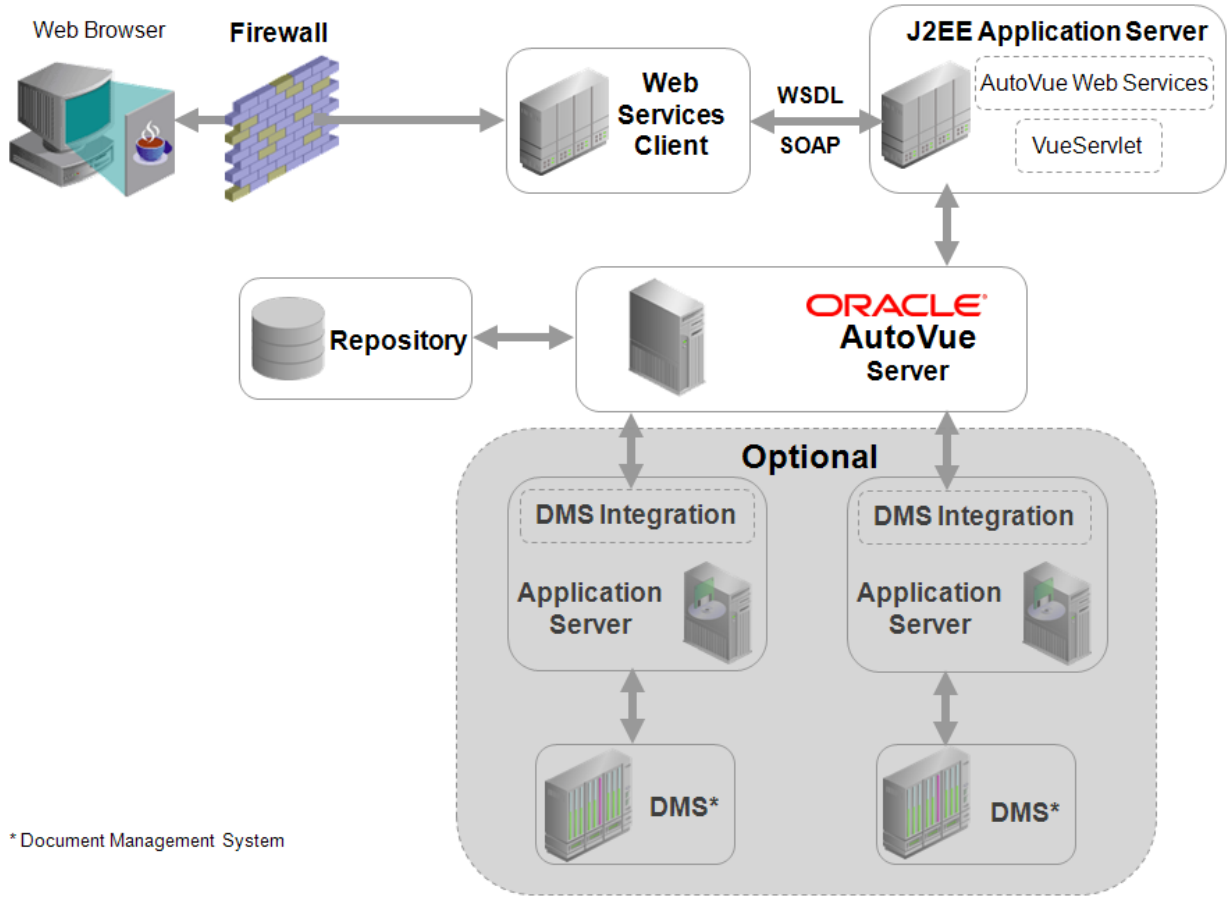
Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in the text.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1. In this document, a DMS/PLM/ERP/UCM system is referred to as DMS.

Introduction

Oracle AutoVue Web Services provides a standard interface that allows for easy integration of Oracle AutoVue with other application suites and legacy systems. With AutoVue Web Services, developers can easily integrate AutoVue's best-in-class enterprise visualization capabilities where they are most needed in the enterprise, regardless of platforms or programming languages. Organizations can leverage the power of AutoVue Enterprise Visualization solutions, in whole or in part, in ways that are most effective for their bottom line. Teams can use AutoVue functionality in a completely transparent way to view and collaborate on business and technical information directly from other applications and enterprise systems, and perform their tasks in a more efficient manner.

The following diagram illustrates a typical configuration of how AutoVue Web Services is integrated with other components in your environment.



This document describes the installation of AutoVue Web Services and how to configure AutoVue Web Services for a connection with a Document Management System (DMS)[1] repository.

1. In this document, a DMS/PLM/ERP/UCM system is referred to as DMS.

System Requirements

- Oracle AutoVue 20.1.1 (and any service packs for 20.1.1)
- Microsoft Windows 2008R2 64-bit (AutoVue Web Services running in 32-bit mode) **or** Red Hat Enterprise Linux 5.4 64-bit (AutoVue Web Services running 32-bit mode)
- A J2EE 5 Application Server
  Oracle AutoVue Web Services is certified with Oracle WebLogic 11g (10.3.4)
  AutoVue Web Services uses Java annotation and other features introduced in Java EE 5. As a result, AutoVue Web Services can only be deployed on a Java EE5 certified application server.
- The following pre-20.1 VueLinks have been validated with AutoVue Web Services:
  - VueLink 19.3 for Oracle UCM
  - VueLink 19.3 for Documentum
  - VueLink 19.3.1 for Documentum
  - VueLink 20 for Oracle UCM

Note:

If Web Services is installed on a Linux machine, the Linux machine must start at level 5: X11 which is level 3 + display manager.

If you would like connect to a Linux machine through the X window system (for example, Xming), you must use the one with Mesa 3D capability (for example, Xming-mesa) in order to print a file that contains 3D pages.

AutoVue Web Services has the same dependency as the AutoVue client in terms of the third-party libraries (for example, libGL.so and libGLU.so). For more information please refer to the *Oracle AutoVue Installation and Configuration Guide*.

Installation Prerequisites

Note: It is recommended that you read the *Oracle AutoVue Web Services Overview* before proceeding with the installation.

Before installing AutoVue Web Services, ensure that AutoVue Server and your J2EE 5 Application Server are properly installed and configured on your system according to the manufacturer's instructions.

Note: It is recommended to test both your J2EE 5 Application Server and AutoVue Server independently to verify that the installation was successful and that all functionalities are available and produce the expected results.

To run the installer in graphical mode in Linux, the libXp package must be installed on the machine.

Installing and Configuring

This chapter describes the installation and configuration steps for AutoVue Web Services.

To install, run the installer to extract all necessary files and then manually configure AutoVue Web Services. If you are using a DMS integration, you must configure its properties file. Once configuration is complete, create and deploy the AutoVue Web Services WAR file with your application server.

The following bullets link to the relevant sections:

1 Installing AutoVue Web Services
2 Configuring AutoVue Web Services web.xml
3 Configuring DMS Integration Properties
4 Third-Party Integrations
5 Configuring Web Services over HTTPS/SSL
6 Creating and Deploying the WAR File
7 Modifying AutoVue Web Services Configuration After Deployment
8 Verification

Installing AutoVue Web Services

There are two folders included: win32 and linux. Each of these folders contain the AutoVue Web Services installer for the corresponding platform:

- For Windows, go to the *win32* folder and launch the setupwin32.exe file.
- For Linux (Redhat Linux Enterprise 5), go to the *linux* folder and launch the setuplinux.bin file.

Note: It is recommended to install AutoVue Web Services in the default installation directory: **C:\Oracle\AutoVueWS.**

Configuring AutoVue Web Services web.xml

1 From the <*AutoVue Web Services Installation Directory*>*autovue_webservices**AutoVueWS**WEB-INF* directory, open **web.xml** in a text editor.

2 On Windows operating systems, if the default directory (C:\Oracle\AutoVueWS) is selected during installation, proceed to step 3. When a different installation path is selected, and when installing on Linux operating systems, perform the following:

a. Locate the following line of code:

```
<env-entry-value>C:/Oracle/AutoVueWS/autovue_webservices/sample_config/
log4j.properties</env-entry-value>
```

Replace **C:/Oracle/AutoVueWS/autovue_webservices/sample_config/log4j.properties** with the actual full file path for the *log4j.properties* file.

3 If you want AutoVue Web Services to access a DMS repository (for example, files inside Oracle UCM or a third-party integration), the value for the environment entry name *vuelinkProtocol* must be specified.

Locate the following code:

```
<env-entry>
    <env-entry-name>vuelinkProtocol</env-entry-name>
    <env-entry-type>java.lang.String</env-entry-type>
    <env-entry-value></env-entry-value>
    <injection-target>
    <injection-target-class>com.oracle.autovue.services.VueBeanWS</injection-target-
    class>
    <injection-target-name>vuelinkProtocol</injection-target-name>
    </injection-target>
</env-entry>
```

Enter a semicolon (;) separated list of DMS integration protocols between the **<env-entry-value></env-entry-value>** tags. For example:

```
<env-entry-value>
DMS_Integration_1;DMS_Integration_2;...;DMS_Integration_n
</env-entry-value>
```

Where DMS_Integration_1 to DMS_Integration_n represent protocols for different DMS integrations. Possible DMS integration protocols are as follows:

Protocol Examples	Description
vuelinkUCM	Represents the protocol of VueLink for Oracle UCM
vuelinkDCMT	Represents the protocol of VueLink for Documentum
Third_Party_Name	Represents the protocol of a third-party integration

For information on configuring DMS integrations, refer to **Configuring DMS Integration Properties**.

4 Verify that value for *vuelinkPropsDir* points to the directory that contains the DMS connection properties files: DMS_Integration_1.properties, DMS_Integration_2.properties, and so on.
To do so, locate the following line of code:

```
<env-entry-value>C:/Oracle/AutoVueWS/autovue_webservices/sample_config/</env-entry-
value>
```

If different, replace **C:/Oracle/AutoVueWS/autovue_webservices/sample_config/** with the correct full file path.

5 Specify the value for the environment entry name *destinationDIR*. The destinationDIR directory is the destination location where AutoVue Web Services stores temporary files on the server. All temporary files are deleted when they are no longer required by AutoVue Web Services.

Note: Ensure AutoVue Web Services has the proper write accesses for the destinationDIR directory.

Locate the following line of code:

```
<env-entry-value>full path to output directory</env-entry-value>
```

Replace **`full path to output directory`** with the location that the converted file is stored in the Web service server machine (for example, C:/temp).

6 Specify the value for the environment entry name *initialJVueServer*.

Locate the following line of code:

```
<env-entry-value>http://hostname:port/context/servlet/VueServlet</env-entry-value>
```

Replace **`http://hostname:port/context/servlet/VueServlet`** with the URL that points to the AutoVue VueServlet that is deployed on your application server. The default is **`http://localhost:7003/VueServlet/servlet/VueServlet`**.

7 If you want Web Services to be able to address more requests simultaneously, you can increase the value for the environment entry name maxPoolSize. The default value is 1.

8 When there is no VueBean object in the pool, no new request can be processed until one of the VueBean objects becomes available. In such case a new request will be put on hold for a certain period of time, waiting for a VueBean object to be available in the pool. The value for the environment entry name maxWait specifies the period of time. The default value is 7200 seconds.

9 The value for the environment entry name maxParallelPrintJob specifies the maximum allowed number of parallel print jobs per printer. The default value is 1.

10 The value for the environment entry name maxPrinterJobBuffer specifies the maximum allowed number of jobs in the buffer per printer. This means that the Web Services tries not to overload the printer buffer by sending all jobs to the printer without any feedback from the print buffer. The default value is 5.

11 The value for the environment entry name minMemory specifies the minimum amount of memory required before a VueBean is allowed to open a document. The default value is 128M.

12 The value for the environment entry name isUploadProtocolEnabled specifies whether Web Services allows upload protocol or not. For security purposes, the default value is FALSE.

Note: Detailed information about the parameters in web.xml are described in the Performance Tuning document.

Configuring VueServlet web.xml

1 From the <AutoVue Web Services Installation>\autovue_webservices\VueServlet\WEB-INF directory open web.xml in a text editor.

2 Update the default location of JVueServer "localhost:5099". You must replace localhost with the host name/IP address of the machine that is running the AutoVue server, and replace 5099 with the socket port number that the AutoVue server is listening to (default is 5099).

Note: To add multiple AutoVue servers, add them as semi-colon separated list(;).

Configuring DMS Integration Properties

If you specified the DMS integration protocols in the **Configuring AutoVue Web Services web.xml** section, then the connection properties files with the same name must be created and configured in the location specified by the

environment entry *vuelinkPropsDir* in web.xml. The connection properties files in this location are responsible for the connection between AutoVue Web Services and the DMS integration.

The following sections explain how to configure the connection properties files for:

- VueLink for Documentum
- VueLink for Oracle UCM
- Third-Party Integrations

VueLink for Documentum

1 Verify that the DMS connection properties file, *vuelinkDCMT.properties,* is in the location specified by the environment entry *vuelinkPropsDir* block in web.xml.

2 Open the connections properties file in a text editor.

3 Locate the following line of code:

```
DMS=http://appserver:port/context/com.cimmetry.vuelink.documentum.DMS
```

   a. Replace **appserver:port** with the host and port of the application server that deploys VueLink for Documentum.

   b. Replace **context** with the context name of VueLink for Documentum in the application server (for example, webtop).

4 Save the vuelinkDCMT.properties file.

VueLink for Oracle UCM

1 Verify that the DMS connection properties file, *vuelinkUCM.properties,* is in the location specified by the environment entry name *vuelinkPropsDir* block in web.xml.

2 Open the connections properties file in a text editor.

3 Locate the following line of code:

```
DMS=http://appserver:port/context/DMS.jsp
```

   a. Replace **appserver:port** with the host and port of the application server that deploys VueLink for Oracle UCM.

   b. Replace **context** with the context name of VueLink for Oracle UCM in the application server (for example, vuelink).

4 Save the vuelinkUCM.properties file.

Third-Party Integrations

With AutoVue Web Services, you can use a third-party integration—based on AutoVue ISDK—between AutoVue and your own DMS repository (for example, Third_Party_Name DMS).

The following steps explain how to invoke AutoVue Web Services for files stored inside the Third_Party_Name DMS repository.

1 In the *<AutoVue Web Services Installation Directory>\autovue_webservices\sample_config* directory, create a file named “Third_Party_Name.properties”.

2 Verify that Third_Party_Name DMS integration protocol is defined in the environment entry name *vuelinkProtocol* block in web.xml. Refer to Configuring AutoVue Web Services web.xml.

3 Open the connection properties file in a text editor, and assign the DMS value the URL that points to the third-party DMS integration servlet that is based on AutoVue ISDK. For example, assuming that the application server is on port 8080 of the appSrv1 machine and the path to the DMS servlet is */Third_Party_Name/DMS,* enter the following line of code:

```
DMS=http://appSrv1:8080/Third_Party_Name/DMS
```

4 If used by the Third_Party_Name DMS repository, set the DMS arguments (DMSArgs).

For example:

```
DMSArgs=Arg1;Arg2
Arg1=value
Arg2=value
```

AutoVue Web Services passes these DMSArgs to your Third_Party_Name DMS servlet.

5 Save the Third_Party_Name.properties file.

Configuring Web Services over HTTPS/SSL

We recommend that you configure your application server to allow HTTP connections over Secure Socket Layer (SSL). For more information on how to set up AutoVue Web Services to run in a SSL environment, refer to section "HTTPS/SSL" in the *Developer's Guide*.

Note: If you choose not to run AutoVue Web Services over SSL, any data (including any user credentials) sent to AutoVue Web Services will be in clear text and not encrypted. It is recommended to use SSL for secure communication.

Creating and Deploying the WAR File

1 From the *<AutoVue Web Services Installation>\autovue_webservices* directory, run the *createWarfile.bat/ createWARfile.sh* file.

The AutoVue Web Services WAR file, AutoVueWS.war, and VueServlet WAR file, VueServlet.war, are created in the *<AutoVue Web Services Installation>\autovue_webservices* directory.

2 Deploy the WAR file with your application server.

If you are using Oracle WebLogic 11g Release 1, refer to **Appendix A: Deploying AutoVue Web Services on Managed Server of Oracle WebLogic 11g (10.3.4)**.

If you are using another application server, refer to your application server's documentation for information on deploying a WAR file.

3 Verify the deployment. For more information, refer to **Verification**.

Note: If you wish to modify the AutoVue Web Services configuration after it is deployed, refer to **Modifying AutoVue Web Services Configuration After Deployment**.

Modifying AutoVue Web Services Configuration After Deployment

If you want to modify web.xml after you deploy AutoVue Web Services to the application server, do the following:

1 Undeploy AutoVue Web Services.

2 Restart your application server.

3 Modify web.xml.

4 Create the WAR file.

5 Deploy the WAR file to your application server.

Verification

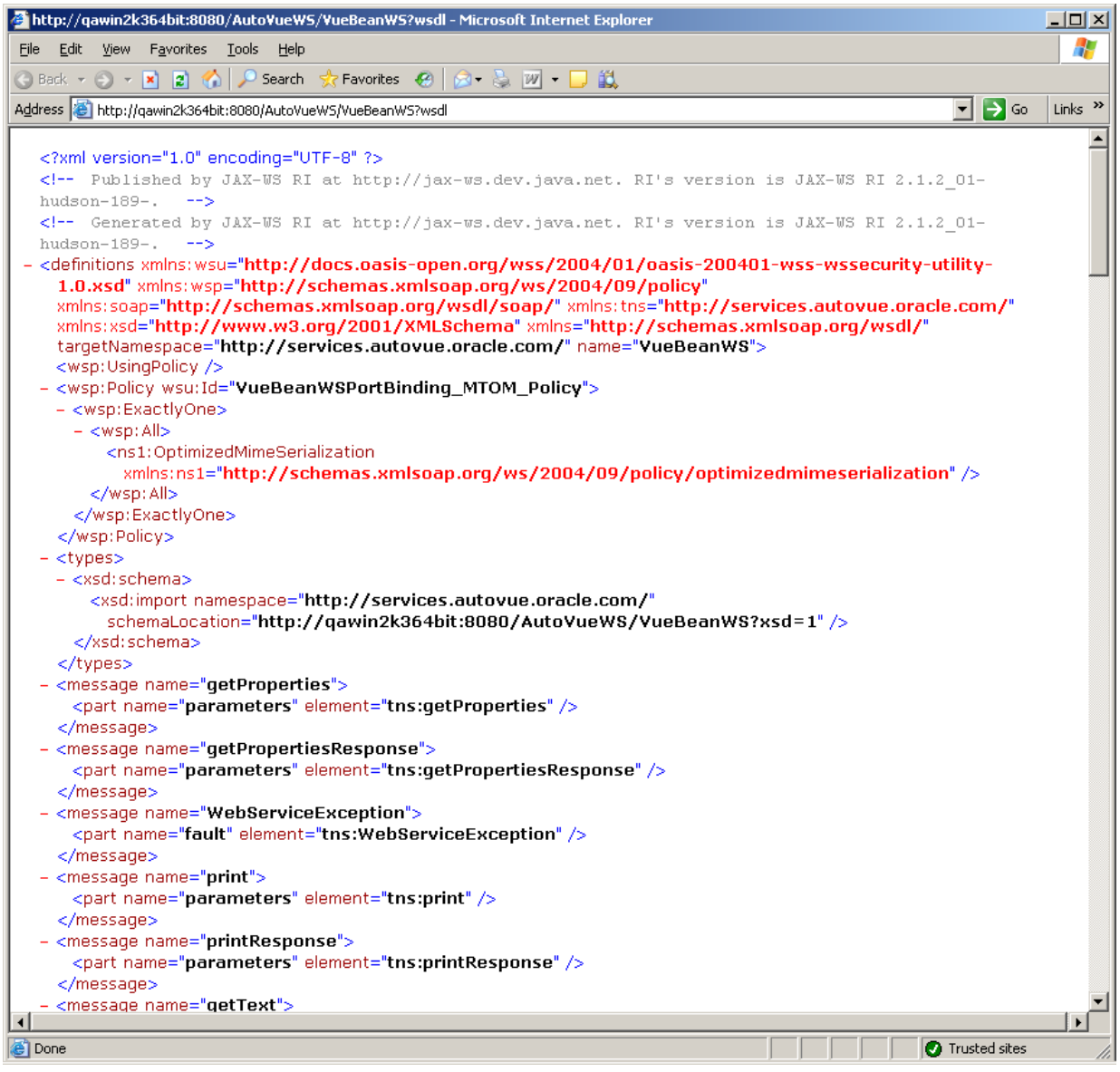
To verify that VueLink is running properly, launch your Web browser and enter the URL pointing to *index.jsp*.

For example:

1 The following URL is entered in the Web browser: `http://[host:port]/AutoVueWS/index.jsp`
The Java Environment System Properties are displayed.

2 Click on **Click here to view WSDL.**
The formatted XML for WSDL displays.

The following screen shot displays a sample indicating that AutoVue Web Services is running properly. If you do not receive a similar response, refer to **Installing and Configuring**.

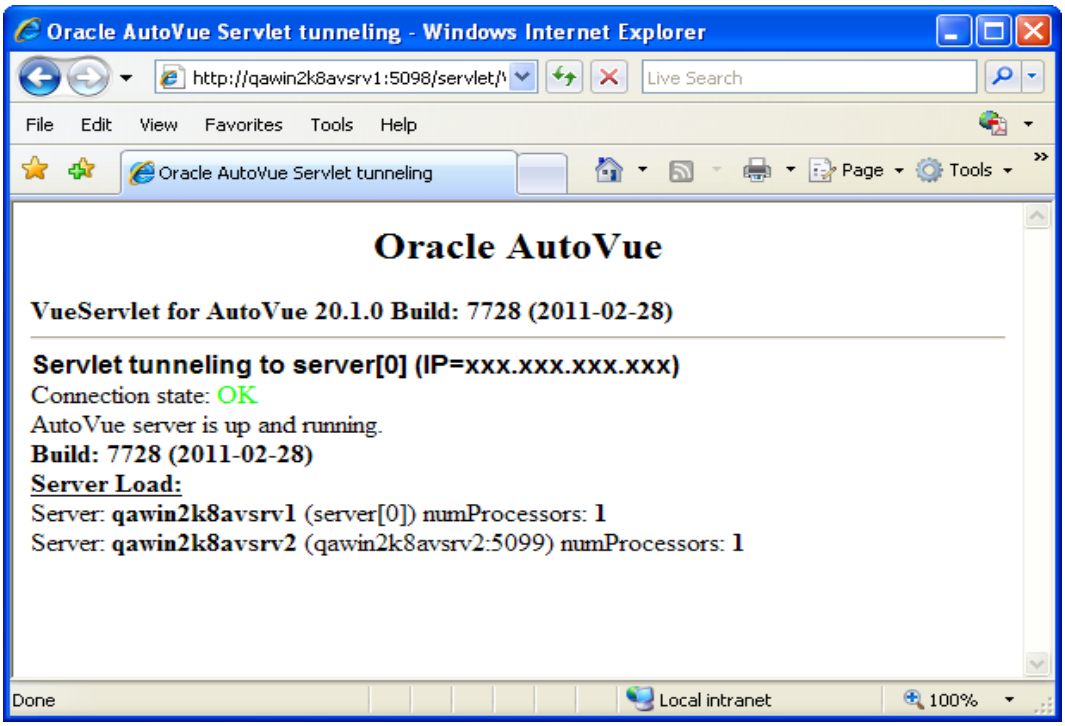


To verify that the VueServlet is running properly, launch your Web browser and enter the URL pointing to the VueServlet.

For example:

1 Start the AutoVue server.

2 The following URL is entered in the Web browser:http://*localhost*:5098/VueServlet/servlet/VueServlet
The following screenshot displays a sample indicating that the VueServlet is running properly. If you do not receive a similar response, refer to **Installing and Configuring**.



Uninstalling

To uninstall AutoVue Web Services, perform the following steps:

1 Manually delete the *AutoVueWS.war* and *VueServlet.war* files.

2 From the <*AutoVue Web Services Installation Directory*>_*uninst* directory, run **uninstaller.exe/uninstaller.bin** to delete the installation folder.

3 Undeploy AutoVue Web Services and VueServlet from the application server.

4 If applicable, delete the previous manually copied log4j.properties and DMS integration connection properties files.

Upgrading

If there is an upgrade for AutoVue Server, you must also update the jvue.jar, jogl.jar, gluegen-rt.jar and vueservlet.jar files. To do so:

1 Replace your old version of **jvue.jar, jogl.jar** and **gluegen-rt.jar** located in the <*AutoVue Web Services Installation Directory*>*autovue_webservices**AutoVueWS**WEB-INF**lib* directory with the new release from the Service Pack.
Replace your old version of **vueservlet.jar** located in the <AutoVue Web Services Installation Directory>\autovue_webservices\ VueServlet \WEB-INF\lib directory with the new release from the Service Pack.

2 From the <*AutoVue Web Services Installation Directory*>*autovue_webservices*\ directory run the **createWarfile.bat/createWARfile.sh** to create new WAR files.

3 Deploy the WAR files to the application server.

For information on deploying the war file, refer to **Creating and Deploying the WAR File**.

Configuring Oracle Web Service Manager to Secure AutoVue Web Services

Oracle Web Service Manager can be configured to provide security for AutoVue Web Services. For configuration information, refer to the Oracle Web Service Manager documentation on the Oracle Technology Network (OTN):

http://www.oracle.com/technology/products/webservices_manager/index.html

Appendix A: Deploying AutoVue Web Services on Managed Server of Oracle WebLogic 11g (10.3.4)

In order to achieve better performance, it is recommended to deploy AutoVue Web Services and the VueServlet on different server of the same WebLogic domain.

The following steps illustrate how to deploy AutoVue Web Services on a managed server of Oracle WebLogic 11g. It is assumed that you have already created managed servers for deploying AutoVue Web Services and VueServlet before starting the following steps. For more information on how to create a managed server, refer to Oracle WebLogic 11g documentation. For recommended cluster configurations of a Weblogic server, refer to the *Deployment Guide*.

1 Access the administration console of the Oracle WebLogic 11g.

2 Enter the administration user name and password.

3 In the left pane, click the Deployments.

4 If you already have AutoVue Web Services and VueServlet applications deployed, undeploy them by selecting the **Delete**.

5 To deploy the newly assembled AutoVue Web Services, click **Install**.

6 Select the WAR file for deployment by navigating to the <AutoVue Web Services Installation Directory>\autovue_webservices\ directory and select AutoVueWS.war.

7 Click on **Next**.

8 Select **Install this deployment as an applicatio**n.

9 Click on **Next**.

10 Select which target server you want to deploy AutoVue Web Services on.

11 Click on **Next**.

12 Modify the default value as you want, and then click **Finish**.

For more information on verifying the deployment of AutoVue Web Services, refer to **Verification**.

Repeat the steps 3 through 12 in order to deploy VueServlet on Oracle WebLogic 11g.

Appendix B: Troubleshooting

If soapUI Client Consumes AutoVue Web Services

This following contains information on how to troubleshoot soapUI as a client to AutoVue Web Services.

If the soapUI client consumes AutoVue Web Services, you will receive the following error message:

```
Error getting response; java.net.SocketTimeoutException:Read timed out
```

To resolve this issue, change the Socket Timeout setting:

1 From the **File** menu, select **Preferences,** select **HttpSettings,** and then select **Socket Timeout.**

2 Assign a larger number to Socket Timeout value.

Error: “Failed to access the WSDL at: ...”

This error means either that the application server that hosts AutoVue Web Services is not running or that the client code is not pointing to the right location. Make sure that the application server is running and, if necessary, regenerate the client proxy code as described in the *Developer’s Guide.*

Error: “Internal object is null. Make sure AutoVue server is running.”

If you encounter this error message, make sure AutoVue server is running and listening to the correct port, and that any firewall between AutoVue server and AutoVue Web Services is configured to allow communication. The AutoVue server host:port should match the value defined in the web.xml file inside the AutoVue Web Services package (“initialJVueServer”).

Error: “Cannot get file: File not found.”

This error can occur in different scenarios:

If an authentication is required to access the document, make sure they are defined in your client code and bundled to your request.

If a DMS integration protocol is involved, make sure the protocol name in the URI and the one defined in the AutoVue Web Services configuration are exactly the same. Verify the connection information inside the properties file that is associated with the DMS integration is running and accessible from the Web Services package.

Additionally, ensure that the document ID is valid and that the user has permission to access the document.

Error: “Cannot get metadata for entity” when calling getPartProperties() method

If you get the “Cannot get metadata for entity” message when entering the correct entity ID for the *getPartProperties()* Web method, you must call the *getPartTree()* method to get a new entity ID. This is because the

first call to the *getPartTree()* method loads the file from the native file and also triggers the generation of a streaming file. Additionally, when you call the *getPartProperties()* method, the file is loaded from the streaming file. The entity IDs for files that load from the native file are different from those that load from the streaming file.

Error: Installer Crash on Linux or Logs Errors

If the Linux installer crashes or creates error logs, verify that the environment variable LC_ALL is set to **en_US**. If the you cannot change the variable or if it does not resolve the problem, then run the installer in console mode as an alternative. For example, `./setupLinux.bin -console`

Feedback

Oracle products are designed according to your needs. We would appreciate your feedback, comments or suggestions. If at any time you have questions or concerns regarding AutoVue Web Services, call or email us. Your input is an important part of the information used for revision.

General Inquiries

Telephone: +1.514.905.8400 or +1.800.363.5805

E-mail: autovuesales_ww@oracle.com

Web Site: http://www.oracle.com/us/products/applications/autovue/index.html

Sales Inquiries

Telephone: +1.514.905.8400 or +1.800.363.5805

E-mail: autovuesales_ww@oracle.com

Customer Support

Web Site: http://www.oracle.com/support/index.html