Thank you for purchasing this product. We are pleased that you chose Oracle for your business needs. This guide is intended to help you prepare to install the products included in this media pack. It includes information about the following:

1. Checking the Contents of Your Media Pack
2. Preparing to Install Oracle Database 10g
3. Additional Information
4. Documentation Accessibility

1 Checking the Contents of Your Media Pack

Before you start to install any product, verify that the media pack contains all of the required parts, as follows:

1. Locate the Packing List in the media pack.
2. Verify that all of the parts listed on the Packing List are included in the media pack.
   
   If any part is shown as being on back order, it will be shipped to you as soon as it becomes available.

2 Oracle Database
3. If you have any concerns about your shipment, for example, questions about missing items, back-ordered products, or returns, use one of the following methods to contact Oracle, depending on your location:

- If you are in the United States, use the iTAR feature on the OracleMetaLink Web site to log a U.S. Client Relations/Non-Technical Request:
  http://www.oracle.com/support/metalink/

- If you are in another country, contact your local support center. See the following Web site for contact information:
  http://www.oracle.com/support/contact.htm

**Note:** The Packing List is not your invoice. The invoice is mailed to the billing address and contact name that you provided when you ordered the media pack.
2 Preparing to Install Oracle Database 10g

The z/OS platform does not support direct attachment of CD-ROM devices. To install Oracle Database 10g:

1. Mount the first Oracle Database 10g CD-ROM (CD 1 of 2) on a system with a CD-ROM drive, for example, a UNIX or Windows system.

2. Use a Web browser to view the welcome.htm file, which is located in the top-level directory on the CD-ROM.
   This file contains links to the installation documentation, the release notes, and other information sources.

3. Select the Documentation tab.

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**Note:** In this book, Chapter 3, "Installation Tasks", describes how to copy the installation files to the z/OS system, extract the files, and install the software.
4. If necessary, review the following section for information about how to contact Oracle Support Services and how to order additional products, licenses, or printed documentation.

3 Additional Information

This section contains information about the following:

- **Product Licenses**
- **Purchasing Licenses, Version Updates, and Documentation**
- **Contacting Oracle Support Services**
- **Locating Product Documentation**

**Product Licenses**

You are welcome to install and evaluate the products included in this media pack for 30 days under the terms of the Trial License Agreement. However, you must purchase a program license if you want to continue using any product after the 30 day evaluation period. See the following section for information about purchasing program licenses.
Purchasing Licenses, Version Updates, and Documentation
You can purchase program licenses, updated versions of Oracle products, and printed versions of Oracle documentation from the Oracle Store Web site:

http://oraclestore.oracle.com/

Contacting Oracle Support Services
If you have purchased Oracle Product Support, you can call Oracle Support Services for assistance 24 hours a day, seven days a week. For information about purchasing Oracle Product Support or contacting Oracle Support Services, go to the Oracle Support Services Web site:

http://www.oracle.com/support/
Locating Product Documentation

Documentation for Oracle products is available in both HTML and Adobe portable document format (PDF) formats from several locations:

- On discs in the media pack:
  - Platform-specific documentation is available on the product discs. To access the documentation, see the `welcome.htm` file located in the top-level directory of the CD-ROM.
  - Generic product documentation is available on the Oracle Documentation Library CD-ROM.

- From the Oracle Technology Network Web site:

  http://otn.oracle.com/documentation/

To view PDF documents, download the free Adobe Acrobat Reader from the Adobe Web site, if necessary:

http://www.adobe.com/
4 Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For additional information, visit the Oracle Accessibility Program Web site at

http://www.oracle.com/accessibility/

Accessibility of Code Examples in Documentation

JAWS, a Windows screen reader, may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, JAWS may not always read a line of text that consists solely of a bracket or brace.
Accessibility of Links to External Web Sites in Documentation

This documentation may contain links to Web sites of other companies or organizations that Oracle does not own or control. Oracle neither evaluates nor makes any representations regarding the accessibility of these Web sites.

Support for Hearing and Speech Impaired Customers

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 technical questions, call 1.800.446.2398
- For non-technical questions, call 1.800.464.2330

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Oracle Database