

Oracle® Fusion Middleware

Quick Installation Guide for Oracle Web Tier

11g Release 1 (11.1.1)

E14317-03

April 2010

This document describes how to install and configure Oracle Web Tier on a single host. All of the products in the Web Tier Utilities Suite will be installed and configured:

- Oracle Process Manager Notification (OPMN)
- Oracle HTTP Server (OHS)
- Oracle Web Cache

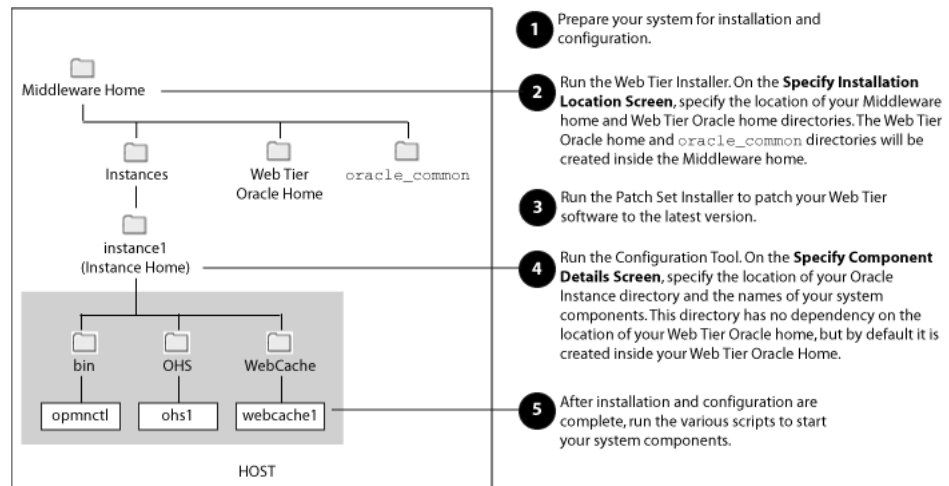
The following topics are covered:

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

1 Installation Overview

This guide contains instructions for installing and configuring Oracle Web Tier on a single host in non-managed mode (the components will not be associated with a WebLogic domain). 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



Note that although Oracle WebLogic Server is not required in order to complete an Oracle Web Tier installation, the directory structure for the Middleware home must still be present. This is to make the directory structure for Oracle Web Tier consistent with other Oracle Fusion Middleware products, all of which require the existence of WebLogic Server and its corresponding directory structure.

In the case of an Oracle Web Tier installation in non-managed mode, the directory structure will still be created despite the absence of Oracle WebLogic Server.

2 Planning Your Installation

This section contains important information you should read prior to installing Oracle Web Tier. The following topics are covered:

- Section 2.1, "System Requirements and Certification"
- Section 2.2, "Installing 32-bit Oracle Web Tier on a 64-bit Operating System"
- Section 2.3, "Oracle Fusion Middleware Support of 64-bit JVM"
- Section 2.4, "Installing on a DHCP Host"
- Section 2.5, "Installing on a Non-Networked Computer"
- Section 2.6, "Installing on a Multihomed Computer"

2.1 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

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

- Oracle Fusion Middleware Certification

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

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

2.2 Installing 32-bit Oracle Web Tier on a 64-bit Operating System

If you are installing the 32-bit version of the product on a Windows operating system, 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.

A 32-bit Linux version of Oracle Web Tier may be installed on a 64-bit Linux platform by doing the following:

1. Run the following command before starting the installer:

```
linux32 bash
```

2. During the installation, you will receive an error during the linking phase. To work around this error:

- a. Login as root user.

- b. Move the existing `/usr/bin/gcc` file to `/usr/bin/gcc.orig` with the `mv` command:

```
mv /usr/bin/gcc /usr/bin/gcc.orig
```

- c. Using a text editor such as `vi`, create a new file called `gcc41` that contains the following content:

```
#!/bin/sh
exec /usr/bin/gcc.orig -m32 -static-libgcc
-B/usr/lib/gcc/i586-suse-linux/2.95.3/ $*
```

Note: The file `i586-suse-linux/2.95.3` may differ slightly depending on the exact version of your Linux operating system. Verify the exact version of your Linux operating system in use; search for the `32bit` directory in `/usr/lib/gcc` and obtain the exact file name.

- d. Change the file permission for the `gcc41` file using the following command:

```
chmod 755 /usr/bin/gcc41
```

- e. Create a symbolic link to `/usr/bin/gcc` with the following command:

```
ln -s -f /usr/bin/gcc41 /usr/bin/gcc
```

2.3 Oracle Fusion Middleware Support of 64-bit JVM

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:

2.4 Installing on a DHCP Host

If you are installing Oracle Web Tier on a DHCP host, you must follow the configuration steps in this section for your platform.

2.4.1 For Linux x86 Platforms

On Linux operating systems, configure the host to resolve hostnames 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
```

2.4.2 For Windows x86 Platforms

On Windows operating systems, install a loopback adapter on the DHCP server (see Section 2.4.3, "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.

2.4.3 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.

2.4.4 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**.

2.5 Installing on a Non-Networked Computer

You can install Oracle Web Tier 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 2.4, "Installing on a DHCP Host" to install a loopback adapter and modify the `hosts` file on your system.

2.6 Installing on a Multihomed Computer

You can install Oracle Web Tier 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 Web Tier 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 your system components in an Oracle Instance directory. Common product binaries will also be copied to the `oracle_common` directory. After this is complete, you should be able to access your products using the Administration Console or Enterprise Manager to begin configuring and managing your products.

The **Install Software - Do Not Configure** option only installs the software binaries in an Oracle home directory and also copies the common product binaries to the `oracle_common` directory. You must then manually run the Configuration Tool from your `Web_Tier_ORACLE_HOME/bin` (on UNIX operating systems) or `Web_Tier_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 Web Tier

The instructions in this section describe how to install a single instance of Oracle Web Tier on a single host by choosing the **Install Software - Do Not Configure** installation type. You will configure the software in a later step.

To install the Oracle Web Tier:

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

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

On UNIX operating systems:

`./runInstaller`

On Windows operating systems:

`setup.exe`

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

- **Oracle Middleware Home:** Specify the directory where you want to create the Middleware home directory. If you already have Oracle WebLogic Server installed on your system, you can specify this installation location as the Middleware home.
- **Oracle Home Directory:** Specify the directory where you want to install the software. This directory will be created inside the Middleware home.
 - 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.

This directory will be referred to as `Web_Tier_ORACLE_HOME` throughout the remainder of this document.

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 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**.

8. Installation Summary Screen

Click **Install**.

9. Installation Progress Screen

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

10. Installation Complete Screen

Click **Finish**.

5 Patching Your Oracle Web Tier Installation

The next step is to run the Patch Set Installer for Oracle Web Tier to patch your software to the latest version.

To patch your existing Web Tier Installation:

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

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

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 that contains your `Web_Tier_ORACLE_HOME`.
- **Oracle Home Directory:** Specify your existing `Web_Tier_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 Web Tier

The instructions in this section describe how to configure the Oracle Web Tier products you have just installed and patched. This will be a non-managed configuration, meaning that the products configured will not be associated with a WebLogic domain and will not be managed by Enterprise Manager (EM).

1. Start the configuration tool.

On UNIX operating systems:

```
Web_Tier_ORACLE_HOME/bin/config.sh
```

On Windows operating systems:

```
Web_Tier_ORACLE_HOME\bin\config.bat
```

Note: Make sure the Oracle Web Tier installer is not running; running the installer and Configuration Tool concurrently is not supported.

2. Welcome Screen

Click **Next**.

3. Configure Components Screen

Make sure both **Oracle HTTP Server** and **Oracle Web Cache** are selected.

Make sure **Associate Selected Components with WebLogic Domain** is not selected.

Click **Next**.

4. Specify Component Details Screen

- **Instance Home Location:** Specify the directory where you want to create your Oracle instance. This will be your Oracle instance directory; runtime components will write only to this location.
- **Instance Name:** Specify a unique name for this instance of Oracle Web Tier (for example, `instance2`).
- **OHS Component Name:** Specify the name of your OHS component (for example, `ohs1`).
- **Web Cache Component Name:** Specify the name of your Web Cache component (for example, `webcache1`).

Instance and component names may only contain alphanumeric, underscore (`_`), or hyphen (`-`) characters, must begin with an alphabetic (a-z or A-Z) character, and must be 4 to 30 characters in length.

Click **Next**.

5. Web Cache Administrator Password Screen

Specify the password for your Web Cache administrator. 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.

Click **Next**.

6. Configure Ports Screen

Select **Auto Port Configuration**.

Click **Next**.

7. 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**.

8. Installation Summary Screen

Click **Configure**.

9. Configuration Progress Screen

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

10. 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

You can perform any combination of the following tasks to verify that your installation was successful:

- Verifying the Installation 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 OPMN Status

Run the `opmnctl status` command from the `bin` directory in your instance home location. For example, on a UNIX operating system:

```
> cd $INSTANCE_HOME/bin
> ./opmnctl status
```

```
Processes in Instance: instance2
-----+-----+-----+-----+
ias-component | process-type | pid | status
-----+-----+-----+-----+
webcache1    | WebCache-admin | 24057 | Alive
webcache1    | WebCache       | 24056 | Alive
ohs1         | OHS            | 23890 | Alive
```

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

7.3 Checking Browser URLs

Run the `opmnctl status -l` command from the `bin` directory in your instance home location to obtain a list of ports used by the components. For example, on a UNIX operating system:

```
> cd $INSTANCE_HOME/bin
> ./opmnctl status -l
```

```
-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
ias-component | process-type | pid | status |
uid | memused | uptime | ports
-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
webcache1    | WebCache-admin | 24057 | Alive |
1067146469 | 43712 | 14:43:29 | http_admin:7799
webcache1    | WebCache       | 24056 | Alive |
1067146468 | 64072 | 14:43:29 | http_stat:7800,http_invalidation:7801,https_
listen:7802,http_listen:7798
ohs1         | OHS            | 23890 | Alive |
1067146467 | 50260 | 14:43:39 | https:9999,https:4447,http:7777
```

Use the port numbers in this display to point your browser to the appropriate pages. Use the format:

```
http://system_name:port_number
```

Based on the information above, you would use the URLs in Table 1 to access the various pages from this configuration:

Table 1 Sample Web Tier URLs

Page	Sample URL
Oracle HTTP Server	<code>http://system_name:7777</code>
Oracle HTTP Server SSL	<code>https://system_name:4447</code>
Oracle Web Cache	<code>http://system_name:7798</code>
Oracle Web Cache SSL	<code>https://system_name:7802</code>
Oracle Web Cache Administration	<code>https://system_name:7799</code>
Oracle Web Cache Statistics	<code>https://system_name:7800</code>

8 Deinstalling Oracle Web Tier

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.

The Oracle Web Tier 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 Web Tier properly, you must perform the following in order:

1. Start the deinstaller (see Section 8.1, "Starting the Deinstaller").
2. Remove all managed or unmanaged Oracle Instances (see Section 8.2, "Removing the Oracle Instances").
3. Run the deinstaller again to remove the Oracle home (see Section 8.3, "Removing the Oracle Home").
4. Remove the Oracle Common home (see Section 8.4, "Removing the Oracle Common Home").
5. If you are using a Windows operating system, remove the program groups (see Section 8.5, "Removing the Program Groups (Windows Only)").
6. If you are using a Windows operating system, reboot your computer (see Section 8.6, "Rebooting Your System (Windows Only)").

8.1 Starting the Deinstaller

To start the deinstaller, navigate to the `Web_Tier_ORACLE_HOME/oui/bin` (on UNIX operating systems) or `Web_Tier_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 systems, you can also start the deinstaller from the Start menu by selecting **Programs > Oracle Web Tier 11g - Home1 > Uninstall**.

8.2 Removing the Oracle Instances

This document provided instructions for installing and configuring one unmanaged instance of Oracle HTTP Server and one unmanaged instance of Oracle Web Cache. These instances must be removed before the Oracle home directory is removed.

1. Welcome Screen

Click **Next**.

2. Select Deinstallation Type Screen

Select **Deinstall Unmanaged ASInstances**.

Click **Next**.

3. Specify Instance Location Screen

Specify the location of the Web Tier Oracle Instance; this location was provided on the Specify Component Details Screen (see Section 6, "Configuring Oracle Web Tier").

Click **Next** to continue.

4. Deinstallation Summary Screen

Verify the location and name of the Oracle Instance you are about to remove.

Click **Deinstall** to continue.

5. Deinstallation Progress Screen

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

6. Deinstallation Complete Screen

Click **Finish**.

8.3 Removing the Oracle Home

After the Oracle Instances are removed from your system, you should remove the Web Tier Oracle home. 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 again (see Section 8.1, "Starting the Deinstaller"), then follow the instructions in this section to remove your 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. No action is required; the installer will automatically advance to the next screen when deinstallation is complete.

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\Oracle_WT1`, then you should navigate to the `C:\Oracle\Middleware` directory, right-click on the `Oracle_WT1` 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.

8.4 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 8.2, "Removing the Oracle Instances").
3. Remove the Oracle home directory (see Section 8.3, "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, "Removing the Oracle Home" to remove the Oracle Common home.

8.5 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 HTTP Server 11g - Home1

8.6 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 Web Tier*, 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 2:

Table 2 *Links to Additional Information and Resources*

I want to...	Contact Information or Web Site
Purchase additional products, full-use licenses, version updates, and documentation in the U.S.A.	http://oraclestore.oracle.com
Access technical resources for developers.	http://www.oracle.com/technology
Access installation documentation.	http://www.oracle.com/technology/documentation
Access information about technical support.	http://www.oracle.com/support
Locate local Oracle Support Centers outside the U.S.A.	http://www.oracle.com/support
Locate local Oracle offices outside the U.S.A.	http://www.oracle.com/global
Call Client Relations in the U.S.A.	1-800-223-1711
Speak with your sales representative in the U.S.A.	1-800-ORACLE-1
Locate TTY Access to technical support in the U.S.A.	1-800-446-2398

10 Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible to all users, including users that are disabled. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Accessibility standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For more information, visit the Oracle Accessibility Program Web site at <http://www.oracle.com/accessibility/>.

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Accessibility of Links to External Web Sites in Documentation

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Deaf/Hard of Hearing Access to Oracle Support Services

To reach Oracle Support Services, use a telecommunications relay service (TRS) to call Oracle Support at 1.800.223.1711. An Oracle Support Services engineer will handle technical issues and provide customer support according to the Oracle service request process. Information about TRS is available at

<http://www.fcc.gov/cgb/consumerfacts/trs.html>, and a list of phone numbers is available at <http://www.fcc.gov/cgb/dro/trsphonebk.html>.

Oracle Fusion Middleware Quick Installation Guide for Oracle Web Tier 11g Release 1 (11.1.1)
E14317-03

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