

Oracle® Fusion Middleware

Quick Installation Guide for Oracle Web Tier

11g Release 1 (11.1.1.9.0)

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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.

The following topics are covered:

- [Section 1, "Installation Overview"](#)
- [Section 2, "Planning Your Installation"](#)
- [Section 3, "Understanding the Installation Types"](#)
- [Section 4, "Installing and Configuring Oracle Web Tier"](#)
- [Section 5, "Verifying the Installation"](#)
- [Section 6, "Deinstalling Oracle Web Tier"](#)
- [Section 7, "Additional Resources"](#)
- [Section 8, "Documentation Accessibility"](#)

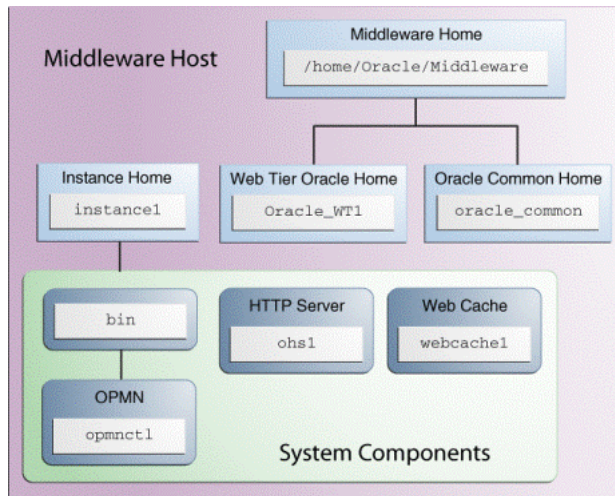
1 Installation Overview

The Oracle Fusion Middleware 11g Web Tier can be installed and configured in one of the following ways:

- In stand-alone mode. Oracle Web Tier is configured without a domain and administered from the command line.
- Using Oracle Enterprise Manager Fusion Middleware Control. This approach requires Oracle Web Tier to be associated with an existing WebLogic domain. For more information, see *Oracle Fusion Middleware Installation Guide for Oracle Web Tier*.

This guide contains instructions for installing and configuring Oracle Web Tier on a single host in a stand-alone 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.

Figure 1 Oracle Web Tier Stand-Alone Installation Topology



Note that although Oracle WebLogic Server is not required 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 a stand-alone mode, the directory structure is still 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, "Verifying System Environment"](#)
- [Section 2.2, "Installing on a DHCP Host"](#)
- [Section 2.3, "Installing on a Non-Networked Computer"](#)
- [Section 2.4, "Installing on a Multihomed Computer"](#)

2.1 Verifying System Environment

This section contains information to help you verify that your system environment meets the minimum requirements for installation:

- [Reviewing System Requirements and Certification](#)
- [Understanding Oracle Fusion Middleware Support of 64-bit JDK](#)
- [Installing 32-bit Oracle Web Tier on a 64-bit Operating System](#)

2.1.1 Reviewing System Requirements and Certification

Before performing any installation, you should read the system requirements and certification documents to ensure that your environment meets the minimum installation requirements for the products you are installing. Both of these documents are available on Oracle Technology Network (OTN):

- "Oracle Fusion Middleware System Requirements and Specifications for Oracle Fusion Middleware 11g Release 1 (11.1.1)" at:

<http://www.oracle.com/technetwork/middleware/ias/downloads/fusion-requirements-100147.html>

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 Supported System Configurations" at:

<http://www.oracle.com/technetwork/middleware/ias/downloads/fusion-certification-100350.html>

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

For interoperability and compatibility issues that may arise when installing, see the *Oracle Fusion Middleware Interoperability and Compatibility Guide*.

2.1.2 Understanding Oracle Fusion Middleware Support of 64-bit JDK

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

For more information, refer to the "System Requirements and Supported Platforms for Oracle Fusion Middleware 11gR1" document, available on the following page:

<http://www.oracle.com/technetwork/middleware/ias/downloads/fusion-certification-100350.html>

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

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

This section contains important information regarding the installation of 32-bit Oracle Web Tier products on a 64-bit operating system. If this does not describe your environment, then, you can skip this section.

2.1.3.1 Windows Operating Systems 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.

2.1.3.2 Linux Operating Systems A 32-bit Linux version of Oracle Web Tier may be installed on most 64-bit Linux platforms. To see which platforms are supported, refer to the "System Requirements and Supported Platforms for Oracle Fusion Middleware 11gR1" document, available on the following page:

<http://www.oracle.com/technetwork/middleware/ias/downloads/fusion-certification-100350.html>

Ensure that you complete the pre-requisites procedure described in "Starting the 32-Bit Oracle Web Tier Installer on a 64-Bit Linux Operating System" in the *Oracle Fusion*

Middleware System Requirements and Specifications document, available on the following page:

<http://www.oracle.com/technetwork/middleware/ias/downloads/fusion-requirements-100147.html>

2.2 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.

2.2.1 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
```

2.2.2 For Windows x86 Platforms

On Windows operating systems, install a loopback adapter on the DHCP server (see [Section 2.2.3, "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.

2.2.3 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: From the **Start** menu, select **Control Panel**, and then **Add Hardware**.

Windows XP: From the **Start** menu, select **Control Panel**, and 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**, and 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**, and 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**, and then click **Next**.

6. In the "From the list of hardware types, select the type of hardware you are installing" window, select **Network adapters**, and 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". Select **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 that you have entered, you will need them 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.

2.2.4 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: From the **Start** menu, select **Control Panel**, and then **System**.
Windows XP: From the **Start** menu, select **Control Panel**, and 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**.

2.3 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 2.2, "Installing on a DHCP Host"](#) to install a loopback adapter and modify the `hosts` file on your system.

2.4 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` file, on UNIX, and `%SYSTEMROOT%\system32\drivers\etc\hosts` file, on Windows. So if your file looks like the following:

```
127.0.0.1 localhost.localdomain localhost
10.222.333.444 examplehost1.example.com examplehost1
20.222.333.444 examplehost2.example.com examplehost2
```

`examplehost1.example.com` would be picked for configuration.

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

3 Understanding the 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 installs the product binaries in an Oracle home directory, and create and configure a working instance in an Oracle instance directory. Common product binaries are also copied to the `oracle_common` directory. If you choose to install Web Tier, and associate it with the Fusion Middleware (EM) Control, then you should be able to begin configuring and managing your products using the Enterprise Manager.

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 the `bin` directory in your Web Tier Oracle home 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, see the "Oracle Fusion Middleware Directory Structure" in *Oracle Fusion Middleware Installation Planning Guide*.

4 Installing and Configuring Oracle Web Tier

The instructions in this section describe how to install and configure a single instance of Oracle Web Tier on a single host in stand-alone mode, by choosing the **Install and Configure** installation type.

4.1 Obtaining the Software

Table 1 describes the Oracle Web sites where you can download the latest Oracle Fusion Middleware software.

Table 1 *Where to Download Oracle Fusion Middleware Software*

Oracle Website	Purpose and Location
Oracle Technology Network	<p>If you are a developer, go to the Oracle Technology Network (OTN) to download Oracle software under the terms of the OTN Developer License:</p> <p>http://www.oracle.com/technetwork/middleware/fusion-middleware/overview/index.html</p> <p>For more information, refer to the <i>Download and Certification Frequently Asked Questions</i> document, which is available by clicking the FAQ icon on the main Middleware download page.</p> <p>http://www.oracle.com/technetwork/middleware/downloads/index.html</p> <p>Note: Oracle Technology Network requires free registration.</p>
My Oracle Support	<p>If you are a customer with a valid support agreement with Oracle and you want to download software updates and fixes, then go to My Oracle Support:</p> <p>http://support.oracle.com/</p> <p>To obtain the specific patch set numbers for your installation, as well as additional information about maintaining your software, refer to My Oracle Support document ID 1073776.1.</p>
Oracle E-Delivery	<p>If you have purchased an Oracle software license and you want to download software under the terms of that license, or if you want to download Oracle software under the terms of the Oracle Electronic Delivery Trial License then go to Oracle E-Delivery:</p> <p>http://edelivery.oracle.com/</p>

After you download the archive file, unpack the archive file into a directory of your choice on the machine where you will be performing the installation.

4.2 Starting the Installer

To start the installer, go to the directory where you unpacked the archive file and switch to the `Disk1` directory.

On UNIX:

```
cd unpacked_archive_directory/Disk1
./runInstaller
```

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

On Windows:

```
cd unpacked_archive_directory\Disk1
setup.exe
```

4.3 Following the Installation Instructions

Follow the instructions below to install and configure Oracle Web Tier:

1. Welcome Screen

Click **Next**.

2. Install Software Updates Screen

If you want to search for and download software updates from My Oracle Support, enter My Oracle Support Account **Username** and **Password**, and then click **Test Connection**.

If you want to search your local directory for updates, select **Search Local Directory for Updates**, and then click **Search For Updates**.

If you want to skip software updates, then select **Skip Software Updates**.

Click **Next** to continue.

3. Select Installation Type Screen

Select **Install and Configure**.

Click **Next**.

4. Prerequisite Checks Screen

Click **Next**.

5. 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 is referred to as *Web_Tier_ORACLE_HOME* throughout this document.

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

Click **Next**.

6. Specify Security Updates Screen

If you want to receive the latest product information and security updates, enter your E-mail address. If you have a My Oracle account and want to receive updates

through this mechanism, select **I wish to receive security updates via My Oracle Support**, then enter your account password.

If you do not want 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. Configure Components Screen

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

Since the instructions provided in this document are for a stand-alone Oracle Web Tier installation, make sure **Associate Selected Components with WebLogic Domain** is **not** selected.

Click **Next**.

8. 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**.

9. 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**.

10. Configure Ports Screen

Select **Auto Port Configuration**.

Click **Next**.

11. Installation Summary Screen

Click **Install**.

12. Installation Progress Screen

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

13. Installation Complete Screen

Click **Finish**.

5 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](#)

5.1 Verifying the Installation Logs

Check for the presence of installation log files in `logs` directory inside your Oracle Inventory directory. On UNIX, 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, the default location for the inventory directory is `C:\Program Files\Oracle\Inventory\logs`.

5.2 Verifying OPMN Status

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

```
> 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.

5.3 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 UNIX:

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

ias-component	process-type	pid	status	uid	memused	uptime	ports
webcache1	WebCache-admin	24057	Alive				
1067146469	http_admin			43712		14:43:29	7799
webcache1	WebCache	24056	Alive				
1067146468	http_stat			64072		14:43:29	7800,http_invalidation:7801,https_listen:7802,http_listen:7798
ohs1	OHS	23890	Alive				
1067146467	https			50260		14:43:39	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 2](#) to access the various pages from this configuration:

Table 2 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>

6 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 6.1, "Starting the Deinstaller"](#)).
2. Remove all managed or unmanaged Oracle Instances (see [Section 6.2, "Removing the Oracle Instances"](#)).
3. Run the deinstaller again to remove the Oracle home (see [Section 6.3, "Removing the Oracle Home"](#)).
4. Remove the Oracle Common home (see [Section 6.4, "Removing the Oracle Common Home"](#)).
5. If you are using a Windows operating system, remove the program groups (see [Section 6.5, "Removing the Program Groups \(Windows Only\)"](#)).
6. If you are using a Windows operating system, reboot your computer (see [Section 6.6, "Rebooting Your System \(Windows Only\)"](#)).

6.1 Starting the Deinstaller

To start the deinstaller, navigate to the `Web_Tier_ORACLE_HOME/oui/bin` directory, on UNIX and `Web_Tier_ORACLE_HOME\oui\bin` directory, on Windows, and start the deinstaller.

On UNIX:

```
./runInstaller -deinstall
```

On Windows:

```
setup.exe -deinstall
```

On Windows systems, you can also start the deinstaller from the Start menu by selecting **Programs**, then selecting **Oracle Web Tier 11g - Home1**, and then **Uninstall**.

6.2 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 4, "Installing and 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**.

6.3 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 6.1, "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.

6.4 Removing the Oracle Common Home

This section describes how to remove the `oracle_common` directory. This directory contains its own deinstaller in the `oui/bin` directory, on UNIX, and `oui\bin` directory, on Windows, 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 6.2](#)).
3. Remove the Oracle home directory (see [Section 6.3](#)).

To start the deinstaller, go to the `MW_HOME/oracle_common/oui/bin` directory, on UNIX, and `MW_HOME\oracle_common\oui\bin` directory, on Windows, and start the deinstaller.

To start the deinstaller:

On UNIX:

```
./runInstaller -deinstall
```

On Windows:

```
setup.exe -deinstall
```

After you start the deinstaller, follow the instructions in [Section 6.3](#) to remove the Oracle Common home.

6.5 Removing the Program Groups (Windows Only)

On Windows operating systems, you must also manually remove the program groups from the Start Menu\Programs folder. For 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 11.1.1.4.0
- Oracle HTTP Server 11g - Home1

6.6 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.

7 Additional Resources

For additional information, refer to the *Oracle Fusion Middleware Installation Guide for Oracle Web Tier*.

Printed documentation is available for sale through your Oracle representative or in the Oracle Store at:

<http://oraclestore.oracle.com>.

If you already have a username and password for OTN, you can go directly to the documentation section of OTN at:

<http://www.oracle.com/technetwork/indexes/documentation/>.

7.1 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://support.oracle.com>.

7.2 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.

7.3 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.

7.4 Quick Reference

For quick access to additional information, see [Table 3](#):

Table 3 *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
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
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