

# **Oracle® Application Server 10g**

Quick Installation and Upgrade Guide

10g (9.0.4) for Microsoft Windows

**Part No. B13636-01**

March 2004

**ORACLE®**

# 1 Introduction

Oracle Corporation recommends reviewing the *Oracle Application Server 10g Installation Guide* and the *Oracle Application Server 10g Release Notes* before installing Oracle Application Server in a production environment or if there is an existing Oracle software installation on the computer

This guide, *Oracle Application Server Quick Installation Guide*, describes procedures for installing the following Oracle Application Server installation types:

- **Java Developer Topology** - this consists of a J2EE and Web Cache middle tier.
- **Portal and Wireless Developer Topology** - this consists of a Portal and Wireless middle tier and an OracleAS Infrastructure 10g.

[Table 1](#) shows the contents of the this guide:

**Table 1 Content of This Guide**

<b>Section</b>	<b>Contents</b>
Section 2, "Requirements"	Section 2.1, "System Requirements" Section 2.2, "Operating System User" Section 2.3, "Environment Variables" Section 2.4, "Windows System Files (wsf.exe)" Section 2.5, "Check Port Use" Section 2.6, "Starting up the Installer"
Section 3, "Installation"	Section 3.1, "Installing a Java Developer Topology" Section 3.2, "Installing a Portal and Wireless Developer Topology" <ul style="list-style-type: none"><li>■ Section 3.2.1, "Installing an OracleAS Infrastructure 10g"</li><li>■ Section 3.2.2, "Installing a Portal and Wireless Instance"</li></ul> Section 3.3, "Accessing the Welcome Page"

**Table 1 Content of This Guide (Cont.)**

<b>Section</b>	<b>Contents</b>
Section 4, "Install OracleAS Metadata Repository in an Existing Oracle Database"	
Section 5, "Upgrade"	Section 5.1, "Conventions" Section 5.2, "Performing Pre-Upgrade Tasks" <ul style="list-style-type: none"><li>Section 5.2.1, "Install Oracle Application Server 10g (9.0.4)"</li></ul> Section 5.3, "Performing a J2EE and Web Cache Upgrade" Section 5.4, "Performing a Portal and Wireless Upgrade"
Section 6, "Additional Resources"	Section 6.1, "Oracle Support Services" Section 6.2, "Version Updates" Section 6.3, "Premium Services" Section 6.4, "Quick Reference"

**Table 1 Content of This Guide (Cont.)**

Section	Contents
Section 7, "Documentation Accessibility"	Section 7.1, "Accessibility of Code Examples in Documentation"

---

---

**Note:** If you are installing on a computer with an existing Oracle home, Oracle recommends that you read the *Oracle Application Server 10g Installation Guide* and the *Oracle Application Server 10g Release Notes* before installation.

---

---

## 2 Requirements

This section describes requirements for installation of Oracle Application Server. Oracle recommends that you review and complete the tasks listed in the following sections:

- [Section 2.1, "System Requirements"](#)
- [Section 2.2, "Operating System User"](#)
- [Section 2.3, "Environment Variables"](#)
- [Section 2.4, "Windows System Files \(wsf.exe\)"](#)
- [Section 2.5, "Check Port Use"](#)
- [Section 2.6, "Starting up the Installer"](#)

## 2.1 System Requirements

Check that your computer meets the following requirements:

	<b>Java Developer Topology</b>	<b>Portal and Wireless Middle Tier</b>	<b>OracleAS Infrastructure 10g</b>
Operating system	<ul style="list-style-type: none"><li>■ Microsoft Windows NT with Service Pack 6a</li><li>■ Microsoft Windows 2000 with Service Pack 3 or above</li><li>■ Microsoft Windows Server 2003 (32-bit)</li><li>■ Microsoft Windows XP is supported for:<ul style="list-style-type: none"><li>- J2EE and Web Cache middle tier without OracleAS Infrastructure 10g</li></ul>You can install other Oracle Application Server installation types on Windows XP (the installer displays a warning, but allows you to continue), but they are not supported on Windows XP.</li></ul>		
Memory	512 MB (524288 KB)	1 GB (1048576 KB)	1 GB (1048576 KB)

	<b>Java Developer Topology</b>	<b>Portal and Wireless Middle Tier</b>	<b>OracleAS Infrastructure 10g</b>
Disk space	340 MB (348160 KB)	850 MB (870400 KB)	2.6 GB (2726298 KB)
Space in TEMP directory	256 MB (262144 KB)	256 MB (262144 KB)	256 MB (262144 KB)
Total Pagefile size (Virtual Memory)	512 MB (524288 KB)	512 MB (524288 KB)	1 GB (1048576 KB)

**See Also:** *Oracle Application Server 10g Installation Guide* for additional system hardware requirements.

## 2.2 Operating System User

The operating system user performing the installation must belong to the Administrators group.

Perform the following steps to check if you belong to the Administrators group:

### Windows NT

1. Select **Start > Programs > Administrative Tools > User Manager**. This displays the User Manager dialog.
2. Select the user.
3. Select **User > Properties**. This displays the User Properties dialog.
4. In the User Properties dialog, click the **Groups** icon. This displays the Group Memberships dialog.

### Windows 2000, Windows 2003, Windows XP

1. Display the Computer Management dialog.
  - Windows 2000 / Windows XP: Right-click **My Computer** on the desktop and select **Manage**.
  - Windows 2003: Right-click the local computer icon on the desktop and select **Manage**.

2. On the left side, expand **Local Users and Groups**, and click **Users**.
3. On the right side, right click the user and select **Properties**. This displays the Properties dialog.
4. In the Properties dialog, select the **Member Of** tab.

If you are not a member of the Administrators group, get an administrator to add you to the group or log in as a user who is a member of the Administrators group.

### 2.3 Environment Variables

The operating system user who will be installing Oracle Application Server needs to set (or unset) the environment variables shown in [Table 2](#).

**Table 2 Environment Variables**

<b>Environment Variable</b>	<b>Set or Unset</b>
ORACLE_HOME and ORACLE_SID	Does not matter (the installer unsets these variables for you).
TNS_ADMIN	Must not be set.
PATH and CLASSPATH	Must not contain references to directories in any Oracle home directories
TEMP	Optional. If unset, defaults to C:\temp.

### 2.3.1 How to Set Environment Variables

This section describes how to set environment variables in Windows:

#### Windows NT

1. Select **Start > Settings > Control Panel**.
2. Double-click the **System** icon.
3. Select the **Environment** tab.
4. To change the value of a variable, select the variable and edit its value in the **Value** field. Click **Set** when you are done.

#### Windows 2000/Windows 2003/Windows XP

1. Display the System Control Panel.  
Windows 2000: Select **Start > Settings > Control Panel > System**.  
Windows 2003: Select **Start > Control Panel > System**.  
Windows XP: Select **Start > Control Panel** then double-click **System**.
2. Select the **Advanced** tab.
3. Click **Environment Variables**.

4. To change the value of a variable, select the variable and click **Edit**.

## 2.4 Windows System Files (wsf.exe)

---

---

**Note:** This step is required only if you are running on Windows NT.

---

---

Run `wsf.exe`, available on Oracle Application Server Disk 1 CD-ROM or on the Oracle Application Server DVD, to ensure that you have the latest Windows system files. When you run the installer to install Oracle Application Server, the installer checks these files. If it finds that these files that are not up-to-date, you have to exit the installer to run `wsf.exe`.

To run `wsf.exe`:

1. If you have any open or unsaved documents from other applications, save and close them. This is important because **wsf.exe will reboot the computer automatically** when it is complete.

2. Start `wsf.exe`, which starts up Oracle Universal Installer to install the Windows system files.

CD-ROM (assumes E: is the CD-ROM drive):

```
E:\> wsf.exe
```

DVD (assumes E: is the DVD-ROM drive):

```
E:\> cd application_server  
E:\application_server> wsf.exe
```

3. If the installer does not detect any Oracle products installed on the computer, it displays the Welcome and the Specify File Locations screens. If it detects existing Oracle products installed on the computer, it skips these screens (go to step 4).

- a. Welcome screen: click **Next**.

- b. Specify File Locations screen:

**Destination Name**: Enter a name for the Oracle home for `wsf`.

**Destination Path**: Enter any full path. The installer installs the files in the proper system directories, regardless of the value you enter in this field.

Click **Next**.

4. Warning: System Reboot Required screen: click **Next** to install the Windows system files.

When `wsf.exe` finishes, it reboots the computer if necessary. It does not display the Installation Finished screen.

## 2.5 Check Port Use

This section is applicable only if you are installing a Portal and Wireless Developer topology.

If you have other applications listening on port 1521, you may need to configure them so that they listen on a different port.

If port 1521 is in use by a database listener, then you may share the port with your installation of Portal and Wireless. Refer to the *Oracle Application Server 10g Installation Guide* for documentation on sharing ports.

If port 1521 is in use by a third-party application, you need to configure the application to use a different port. Refer to the *Oracle Application Server 10g Installation Guide* or third-party documentation for information on sharing ports.

## 2.6 Starting up the Installer

Follow these steps to start Oracle Universal Installer and install Oracle Application Server:

1. Log in to the computer as a user who is a member of the Windows Administrators group.

2. Insert the disk:

CD-ROM users: Insert Oracle Application Server Disk 1 into the CD-ROM drive.

DVD users: Insert the Oracle Application Server DVD into the DVD-ROM drive. The DVD is in DVD-ROM format.

3. If your computer supports the auto run feature, the installer launches automatically.

If your computer does not support the auto run feature, you have to start up the installer manually:

CD-ROM users: Double-click the `setup.exe` file.

DVD users: Double-click the `setup.exe` file located in the `application_server` directory.

This launches Oracle Universal Installer, through which you can install Oracle Application Server.

### 3 Installation

This section describes how to install these two Oracle Application Server topologies:

- **Java Developer topology:** Install this topology if you need a simple container for deploying and testing J2EE applications.
- **Portal and Wireless Developer topology:** Install this topology if you plan to develop applications that use OracleAS Portal, OracleAS Wireless, or Identity Management services, such as Oracle Internet Directory and OracleAS Single Sign-On. You must install OracleAS Infrastructure 10g to install this topology.

These topologies are intended for development environments. See the *Oracle Application Server 10g Installation Guide* and the *Oracle Application Server 10g Advanced Topologies for Enterprise Deployments* guide for additional topologies, including deployment topologies.

### 3.1 Installing a Java Developer Topology

A Java Developer topology consists of a J2EE and Web Cache instance, on which you can deploy and run J2EE applications.

Perform the following procedure to install a J2EE and Web Cache instance:

1. Start up the installer. See [Section 2.6, "Starting up the Installer"](#) for details.
2. Welcome screen: Click **Next**.
3. Specify File Locations screen:

**Name:** Enter a name to identify this Oracle home.

Example: OH\_J2EE\_904

**Destination Path:** Enter the full path to the destination directory. This is the Oracle home directory. This is the Oracle home. If the directory does not exist, the installer creates it.

Example: C:\oracle\OraJ2EE\_904

Click **Next**.

4. Select a Product to Install screen: Select **Oracle Application Server** and click **Next**.

5. Select Installation Type screen: Select **J2EE and Web Cache** and click **Next**.
6. Preview of Steps for Middle Tier Installation screen: Click **Next**.
7. Select Configuration Options screen:

Select **OracleAS Web Cache** if you want to use caching capabilities with this Oracle Application Server instance.

Do not select **Identity Management Access**.

Do not select **OracleAS Database-Based Cluster**.

Do not select **OracleAS File-Based Cluster**.

Click **Next**.

8. Specify OracleAS Instance Name and ias\_admin Password screen:

**Instance Name:** Enter a name for this instance. Instance names can contain the \$ and \_ (underscore) characters in addition to any alphanumeric characters. If you have more than one Oracle Application Server instance on a computer, the instance names must be unique.

Example: J2EE\_904

**ias\_admin Password** and **Confirm Password**: Enter and confirm the password for the ias\_admin user. This is the administrative user for this instance.

Passwords must consist of at least five characters, and one of the characters must be a number.

Click **Next**.

#### 9. Summary screen

Verify your selections and click **Install**.

Oracle Universal Installer is now installing the files and configuring Oracle Application Server components.

#### 10. Configuration Assistants screen

The Configuration Assistants screen displays the progress of the configuration assistants. The configuration assistants configure Oracle Application Server components.

#### 11. End of Installation screen

Click **Exit** to quit the installer.

## 3.2 Installing a Portal and Wireless Developer Topology

In this topology, you install a Portal and Wireless middle tier, which enables you to deploy applications that use components such as OracleAS Portal and OracleAS Wireless. The Portal and Wireless middle tier requires an OracleAS Infrastructure 10g, which you will install before installing the Portal and Wireless middle tier.

### 3.2.1 Installing an OracleAS Infrastructure 10g

This procedure installs an infrastructure with a new database and a new Oracle Internet Directory.

1. Start up the installer. See [Section 2.6, "Starting up the Installer"](#) for details.
2. Welcome screen: Click **Next**.
3. Specify File Locations screen:

**Name:** Enter a name to identify this Oracle home.

Example: OH\_INFRA\_904

**Destination Path:** This is the Oracle home. If the directory does not exist, the installer creates it.

Example: C:\oracle\appserver904\infra\_904

Click **Next**.

4. Select a Product to Install screen: Select **OracleAS Infrastructure 10g** and click **Next**.
5. Select Installation Type screen: Select **Identity Management and OracleAS Metadata Repository** and click **Next**.
6. Preview of Steps for Infrastructure Installation screen: Click **Next**.
7. Select Configuration Options screen:  
Select **Oracle Internet Directory**.  
Select **OracleAS Single Sign-On**.  
Select **Delegated Administration Service**.  
Select **Oracle Directory Integration and Provisioning**.  
Do not select **OracleAS Certificate Authority**.  
Do not select **High Availability Addressing**.  
Click **Next**.
8. Specify Namespace in Internet Directory screen: Select **Suggested Namespace** and click **Next**.

9. Enter information to create the OracleAS Metadata Repository database:

a. Specify Database Identification screen

**Global Database Name:** Enter a name for the OracleAS Metadata Repository database, and append the domain name of your computer to the database name.

Example: `asdb.acme.com`

**SID:** Enter the system identifier for the OracleAS Metadata Repository database. Typically this is the unique global database name, but without the domain name. The SID must be unique across all databases.

Example: `asdb`

Click **Next**.

b. Specify and confirm the Passwords for the SYS and SYSTEM Users screen: Set the passwords for these database users, which are privileged accounts used for database administration.

Click **Next**.

c. Specify Database File Location screen:

**Enter or select a directory for database files:** Enter the directory where you want the installer to create data files for the OracleAS Metadata Repository database.

Example: <Oracle\_Home>\as\_dbfiles\

Click **Next**.

d. Specify Database Character Set screen: Select **Use the default character set**.

Click **Next**.

10. Specify OracleAS Instance Name and ias\_admin Password screen:

**Instance Name:** Enter a name for this instance. Instance names can contain the \$ and \_ (underscore) characters in addition to any alphanumeric characters. If you have more than one Oracle Application Server instance on a computer, the instance names must be unique.

Example: infra\_904

**ias\_admin Password** and **Confirm Password:** Enter and confirm the password for the ias\_admin user. This is the administrative user for this instance.

Passwords must consist of at least five characters, and one of the characters must be a number.

Example: welcome99

Click **Next**.

#### 11. Summary screen

Verify your selections and click **Install**.

Oracle Universal Installer is now installing the files and configuring Oracle Application Server components.

#### 12. Configuration Assistants screen

The Configuration Assistants screen displays the progress of the configuration assistants. The configuration assistants configure Oracle Application Server components.

#### 13. End of Installation screen

Click **Exit** to quit the installer.

**3.2.2 Installing a Portal and Wireless Instance** This procedure installs a Portal and Wireless instance and configures it to use the infrastructure installed in [Section 3.2.1, "Installing an OracleAS Infrastructure 10g"](#).

1. Start up the installer. See [Section 2.6, "Starting up the Installer"](#) for details.
2. Welcome screen: Click **Next**.
3. Specify File Locations screen:

**Name:** Enter a name to identify this Oracle home.

Example: OH\_PORTAL\_904

**Destination Path:** Enter the full destination path to the Oracle home directory. This is the Oracle home. If the directory does not exist, the installer creates it.

Example: C:\oracle\OraPortal\_904

Click **Next**.

4. Specify Hardware Cluster Installation Mode screen: This screen appears only if you are installing on a computer that is part of a hardware cluster. Select **Single Node Installation** and click **Next**.
5. Select a Product to Install screen: Select **Oracle Application Server** and click **Next**.

6. Select Installation Type screen: Select **Portal and Wireless** and click **Next**.
7. Preview of Steps for Middle Tier Installation screen: Click **Next**.
8. Select Configuration Options screen:  
Select **OracleAS Portal**.  
Select **OracleAS Wireless**.  
Click **Next**
9. Enter connect information for Oracle Internet Directory:
  - a. Register with Oracle Internet Directory screen  
**Hostname**: Enter the name of the computer where Oracle Internet Directory is running.  
**Port**: Enter the port number at which Oracle Internet Directory is listening. To determine Oracle Internet Directory's port number, look in the `portlist.ini` file located in the `ORACLE_HOME\install` directory of the infrastructure.

If you select **Use only SSL connections with this Oracle Internet Directory**, then you must obtain the port number from "Oracle Internet Directory (SSL)" parameter in the `portlist.ini` file.

Click **Next**.

**b.** Specify Login for Oracle Internet Directory screen

**Username:** Enter `orcladmin`. This is the name of the Oracle Internet Directory administrator.

**Password:** The password for `orcladmin` is the same as the password for the `ias_admin` user in the infrastructure. You entered this password when you installed the infrastructure (see step 10 in [Section 3.2.1, "Installing an OracleAS Infrastructure 10g"](#)).

Click **Next**.

**10.** Select Metadata Repository screen

**Repository:** Select the OracleAS Metadata Repository that you want to use for this middle tier instance and click **Next**.

**11. Specify OracleAS Instance Name and ias\_admin Password screen:**

**Instance Name:** Enter a name for this instance. Instance names can contain the \$ and \_ (underscore) characters in addition to any alphanumeric characters. If you have more than one Oracle Application Server instance on a computer, the instance names must be unique.

Example: PORTAL\_904

**ias\_admin Password and Confirm Password:** Enter and confirm the password for the ias\_admin user. This is the administrative user for this instance.

Passwords must consist of at least five characters, and one of the characters must be a number.

Example: welcome99

Click **Next**.

**12. Summary screen**

Verify your selections and click **Install**.

Oracle Universal Installer is now installing the files and configuring Oracle Application Server components.

### 13. Configuration Assistants screen

The Configuration Assistants screen displays the progress of the configuration assistants. The configuration assistants configure Oracle Application Server components.

### 14. End of Installation screen:

Click **Exit** to quit the installer.

## 3.3 Accessing the Welcome Page

After installation, access the Oracle Application Server Welcome page to verify that the installation was successful. The URL for the Welcome page is:

```
http://hostname.domainname:http_port
```

Determine the *http\_port* by looking in the `portlist.ini` file, located in the `ORACLE_HOME\install` directory. The *http\_port* is listed on the "Oracle HTTP Server listen port" line.

---

---

**Note:** If you have multiple instances of Oracle Application Server installed on a computer, each instance has its own set of port numbers. Check the `portlist.ini` file to be sure you are using the correct port numbers.

---

---

The Welcome page provides links to these useful pages:

- What is new in Oracle Application Server 10g (9.0.4)
- Oracle Enterprise Manager Application Server Control (Application Server Control), which is a browser-based administrative tool.
- Release Notes
- Demos

## 4 Install OracleAS Metadata Repository in an Existing Oracle Database

If you want to install the OracleAS Metadata Repository in an existing Oracle database, you can run a tool called the Oracle Application Server Repository Creation Assistant (OracleAS RepCA). This tool loads the OracleAS Metadata Repository data into an existing database.

You can find the OracleAS RepCA and associated documentation in the *Installing the Oracle Application Server Metadata Repository into an Existing Database* document on the "OracleAS RepCA and Utilities" CD-ROM.

## 5 Upgrade

This section describes how to upgrade the J2EE and Web Cache installation type, and the OracleAS Portal component of the Portal and Wireless installation type from Release 2 (9.0.2) or Release 2 (9.0.3) to 10g (9.0.4).

This section does not explain how to upgrade the OracleAS Portal schema in the Infrastructure.

This section also includes instructions for using the Oracle Application Server Upgrade Assistant (OracleAS Upgrade Assistant), a tool that automates much of the upgrade process.

**See Also:** *Oracle Application Server 10g  
Upgrading to 10g (9.0.4)*

This section features the following topics:

- [Section 5.1, "Conventions"](#)
- [Section 5.2, "Performing Pre-Upgrade Tasks"](#)
- [Section 5.3, "Performing a J2EE and Web Cache Upgrade"](#)
- [Section 5.4, "Performing a Portal and Wireless Upgrade"](#)

## 5.1 Conventions

In [Section 5](#), references to Oracle homes use the following conventions:

- The Release 2 (9.0.2) or Release 2 (9.0.3) Oracle Application Server instance is designated in path names as `<source_MT_OH>`.
- The 10g (9.0.4) instance is designated in path names as `<desination_MT_OH>`.

## 5.2 Performing Pre-Upgrade Tasks

Before upgrading, perform the tasks in the following sections:

- [Section 5.2.1, "Install Oracle Application Server 10g \(9.0.4\)"](#)
- Refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* for component specific pre-upgrade tasks.

### 5.2.1 Install Oracle Application Server 10g (9.0.4)

Before upgrading, you must install Oracle Application Server 10g (9.0.4). Select the J2EE and Web Cache or Portal and Wireless installation type during Oracle Application Server 10g (9.0.4) installation. The upgrade cannot take place unless there is a destination Oracle Application Server instance. (Do not install a new infrastructure.)

The installation type of the source instance must match the installation type of the destination instance. The source and destination Oracle Application Server instance must exist on the same computer. If the source instance uses an infrastructure, the destination instance must use the same Oracle Internet Directory and Metadata Repository. (Do not install a new infrastructure.)

---

---

**Caution:** It is critical that all pre-installation requirements are met and all associated manual steps are performed. If they are not, the 10g (9.0.4) installation will not function with a Release 2 (9.0.2) Infrastructure. Specifically, the OracleAS Single Sign-on configuration will fail.

---

---

---

---

**Note:** During installation, the OracleAS Wireless schema in the OracleAS Metadata Repository is upgraded.

---

---

**See Also:**

- [Section 3.1, "Installing a Java Developer Topology"](#)
- [Section 3.2, "Installing a Portal and Wireless Developer Topology"](#)

### 5.3 Performing a J2EE and Web Cache Upgrade

This procedure enables you to upgrade a J2EE and Web Cache instance:

1. Stop all processes in the source and destination Oracle homes with the following commands:
  - a. Stop the Oracle Enterprise Manager Application Server Control:

```
<source_MT_OH>\bin\emctl stopall  
<destination_MT_OH>\bin\emctl stopall
```

- b. Stop OPMN and processes managed by it with this command:

```
<source_MT_OH>\opmn\bin\opmnctl stopall  
<destination_MT_OH>\opmn\bin\opmnctl stopall
```

- c. Stop OracleAS Web Cache with this command:

```
<source_MT_OH>\bin\webcachectl stopall  
<destination_MT_OH>\bin\webcachectl stopall
```

- d. Stop all other running processes in the source Oracle home.

2. Start the OracleAS Upgrade Assistant with the following command:

```
<destination_MT_OH>\upgrade\iasua.bat
```

3. Welcome screen: Click **Next**.

4. Oracle Homes screen:

Select the source J2EE and Web Cache Oracle home from the drop-down list and click **Next**.

5. Examining Components dialog screen:

Click **OK**.

6. The Pre-Upgrade Requirements screen:

Ensure that all requirements are fulfilled, and check the box for each. The **Next** button becomes active when all boxes are checked.

Click **Next**.

7. The Examining Components dialog box.

The OracleAS Upgrade Assistant examines each component in the source Oracle home to determine whether it needs to be upgraded.

8. Summary screen:

Click **Finish** to start the upgrade processing.

9. Upgrade Succeeded dialog screen:

Click **OK**.

**See Also:** *Oracle Application Server 10g Upgrading to 10g (9.0.4)*, section titled “Completing the Upgrade”.

## 5.4 Performing a Portal and Wireless Upgrade

Follow the steps below to upgrade the Portal and Wireless middle tier.

1. Stop all processes in the source and destination Oracle homes with the following commands:

- a. Stop the Oracle Enterprise Manager Application Server Control:

```
<source_MT_OH>\bin\emctl stopall  
<destination_MT_OH>\bin\emctl stopall
```

- b. Stop OPMN and processes managed by it with this command:

```
<source_MT_OH>\opmn\bin\opmnctl stopall  
<destination_MT_OH>\opmn\bin\opmnctl stopall
```

- c. Stop OracleAS Web Cache with this command:

```
<source_MT_OH>\bin\webcachectl stopall  
<destination_MT_OH>\bin\webcachectl stopall
```

- d. Stop all other running processes in the source Oracle home.

2. Start the OracleAS Upgrade Assistant with the following command:

```
<destination_MT_OH>\upgrade\iasua.bat
```

3. Welcome screen:

Click **Next**.

4. Oracle Homes screen:

Select the Portal and Wireless source Oracle home from the drop-down list and click **Next**.

5. Examining Components dialog screen:

Click **OK**.

6. Requirements screen:

Ensure that all the requirements are met, and check all checkboxes. Click **Next**.

7. Summary screen:

Click **Finish** to start the upgrade processing.

8. Upgrade Succeeded dialog screen:

Click **OK**.

**See Also:** *Oracle Application Server 10g Upgrading to 10g (9.0.4)*, section titled “Completing the OracleAS Portal Upgrade” if the Parallel Page Engine or the Portal Development Kit Services for Java were customized. These customizations must be copied from the files in *<source\_MT\_OH>* to the corresponding files in *<destination\_MT\_OH>*.

## 6 Additional Resources

For more information, see these Oracle resources:

- Oracle Application Server Documentation Library CD-ROM
- Oracle Application Server platform-specific documentation on Oracle Application Server Disk 1

Printed documentation is available for sale in the Oracle Store at:

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

You can also contact your Oracle representative to purchase printed documentation.

To download free release notes, installation documentation, white papers, or other collateral, please visit the Oracle Technology Network (OTN). You must register online before using OTN; registration is free and can be done at

<http://otn.oracle.com/membership/index.htm>

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

<http://otn.oracle.com/docs/index.htm>

## 6.1 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 on how to access 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 MetaLink, Oracle Support Services premier Web support offering. MetaLink 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.

MetaLink options include:

- Technical Assistance Request (TAR) access
- patch downloads
- bug database query access
- product life-cycle information

You can access MetaLink at:

**<http://metalink.oracle.com/>**.

## **6.2 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 (**<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 MetaLink. 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, please provide the following information to the Client Relations Analyst:

- CSI number
- contact information
- platform
- product name
- shipping address
- version number of the product

Outside the U.S.A., please call your local Oracle Support Center.

### **6.3 Premium Services**

For information on our Premium Services, including onsite support, Oracle*GOLD*, remote services, and upgrade packages, visit the Support Web Center at <http://www.oracle.com/support> or call your Support Sales Representative in the U.S.A at **1-800-833-3536**.

## 6.4 Quick Reference

<b>Resource</b>	<b>Contact Information/ Web Site</b>
Purchase additional products, full-use licenses, version updates, and documentation in the U.S.A.	<a href="http://oraclestore.oracle.com">http://oraclestore.oracle.com</a>
Access technical resources for developers	<a href="http://otn.oracle.com">http://otn.oracle.com</a>
Access installation documentation	<a href="http://otn.oracle.com">http://otn.oracle.com</a>
Access information about technical support	<a href="http://www.oracle.com/support">http://www.oracle.com/support</a>
Locate local Oracle Support Centers outside the U.S.A.	<a href="http://www.oracle.com/support">http://www.oracle.com/support</a>
	select <b>Contact Support Services</b>
Locate local Oracle offices outside the U.S.A.	<a href="http://www.oracle.com/international/html/">http://www.oracle.com/international/html/</a>
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

---

**Resource****Contact Information/ Web Site**

---

TTY Access to technical support 1-800-446-2398  
in the U.S.A.

---

## 7 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 Corporation 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/>

## 7.1 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.

Copyright © 2003, 2004, Oracle Corporation. All Rights Reserved.

Oracle is a registered trademark, and Oracle*9i*, Oracle Discoverer, Oracle*MetaLink*, and SQL\*Net are trademarks or registered trademarks of Oracle Corporation. Other names may be trademarks of their respective owners.

