

Oracle® Collaboration Suite

Quick Installation Guide

10g Release 1 (10.1.1) for Microsoft Windows

B15795-01

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ORACLE®

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The information in this guide is provided for review purposes only. All information is subject to change.

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Introduction

This guide describes how to install Oracle Collaboration Suite. It contains the following topics:

- [Documentation Accessibility](#)
- [Installation Types Covered in This Guide](#)
- [Starting the Installer](#)
- [Performing Basic Installation](#)
- [Performing Infrastructure and Applications Installation on a Single Computer](#)
- [Performing Multiple-Computer Installation](#)
- [Checking Requirements](#)

- [Accessing the Welcome Page](#)
- [Additional Resources](#)

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Installation Types Covered in This Guide

This guide is intended for users who want to install Oracle Collaboration Suite in these configurations:

- Oracle Collaboration Suite Infrastructure and Applications Installation on a Single Computer

This topology installs Oracle Collaboration Suite on one computer. Both Oracle Collaboration Suite Infrastructure and

Oracle Collaboration Suite Applications are installed on the same computer.

- **Multiple-Computer Installation**

This topology installs Oracle Collaboration Suite Infrastructure on one computer and Oracle Collaboration Suite Applications on a separate computer.

If you want more complex topologies, then read *Oracle Collaboration Suite Installation Guide for Microsoft Windows* for complete installation instructions.

Before installing Oracle Collaboration Suite, you should read the *Oracle Collaboration Suite Release Notes for Microsoft Windows* for the latest information.

Starting the Installer

Follow these steps if your computer does not automatically mount the DVD-ROM:

1. Ensure that you have checked all the minimum requirements listed in [Checking Requirements](#).
2. Log in to the computer as a user who is a member of the Administrators group.

3. Insert the disk:

Insert the Oracle Collaboration Suite DVD.

4. If your computer supports the autorun feature, the installer launches automatically.

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

Double-click the `setup.bat` file located in the Oracle Collaboration Suite 10g Release 1 (10.1.1.0.2) for Microsoft Windows DVD.

This launches Oracle Universal Installer, through which you can install Oracle Collaboration Suite.

Performing Basic Installation

To install Oracle Collaboration Suite on one computer using the Basic installation method:

1. Start the installer. See [Starting the Installer](#) for details.
2. Select Installation Method screen

Basic Installation: Select this installation method to quickly install Oracle Collaboration Suite. This installation method

requires minimal user input. It installs the software using the following information that you specify on this screen:

- **Installation Directory:** Specify the full path to the directory where you want to install the software (the Oracle home directory).
- **Password:** Specify a common password for the administrative accounts (schema).
- **Confirm Password:** Reenter the password you specified previously to confirm that it is correct.
- Click **Select Components** to display the Select Components to Configure screen. This screen enables you to deselect the components that you do not want to configure during the install.
- Click **Set Languages** to display the Language Selection screen. This screen enables you to select the language in which Oracle Collaboration Suite will be installed.

Note: The default language selected in the Selected Languages list is English. However if the language of the operating system of the computer on which you are installing Oracle Collaboration Suite is not English, then that language will also be automatically added to Selected

Languages list. As a result, two languages, English and the locale language of your operating system, will be installed as a part of the basic Oracle Collaboration Suite installation.

Advanced Installation: Select this installation method if you want to:

- Perform a custom software installation, or choose a different database configuration.
- Select an installation type.
- Enable an existing database.
- Select different product languages.
- Specify different passwords for administrative schemas.

Select **Basic Installation** and click **Next**.

3. If this is the first Oracle product to be installed on this computer, the installer displays these additional screens:

- a. Specify Inventory Directory and Credentials screen

Enter the full path of the inventory directory: Enter a full path to the inventory directory. Enter a directory that is

different from the Oracle home directory for the product files.

Example: *C:/oracle/oraInventory*

Specify operating system group name: Select the operating system group that will have write permission for the inventory directory.

Example: oinstall

Click **Next**.

4. Summary screen

Verify your selections and click **Install**.

The installer now installs the files.

5. Configuration Assistants screen

This screen displays the progress of configuration assistants. Configuration assistants configure Oracle Collaboration Suite components.

6. End of Installation screen

Click **Exit** to quit the installer.

Note: The information displayed at the end of the installation is also available in the `$ORACLE_HOME\install\setupinfo.txt` file. This file contains summarized information about Oracle Collaboration Suite and links to the URLs.

Performing Infrastructure and Applications Installation on a Single Computer

This topology installs Oracle Collaboration Suite on one computer, which provides the following components:

- Oracle Collaboration Suite Database
- Identity Management
- Oracle Collaboration Suite Applications

To install Oracle Collaboration Suite on a single computer:

1. Start up the installer. See [Starting the Installer](#) for details.
2. Select Installation Method screen

Select **Advanced Installation** and click **Next**.

3. Specify File Locations screen (Advanced installation only)

Name: Enter a name to identify this Oracle home.

Example: *infra_home_10_1_1*

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

Example: C:\oracle\orainfra

Click **Next**.

4. Select a Product to Install screen (Advanced installation only)

Select **Oracle Collaboration Suite Infrastructure and Applications 10.1.1.0.2** and click **Next**.

5. Product-specific Prerequisite Checks screen (Advanced installation only)

This screen verifies that the system meets all the system requirements for installing and configuring Oracle Collaboration Suite.

Note: If the service pack check fails and you click **Retry** after making the required changes, the installer does not rerun the

check. To validate the changes, you may want to restart the installer.

6. Language Selection screen (Advanced installation only)

This screen enables you to select the language in which Oracle Collaboration Suite components will run.

Select the required language or languages from the Available Languages list and add them to the Selected Languages list.

Click **Next**.

7. Collaboration Suite Infrastructure and Applications Methodology screen (Advanced installation only)

Read the instructions on the screen carefully.

Click **Next**.

8. Select Components to Configure screen (Advanced installation only)

Select Oracle Collaboration Suite Applications components, which you want to install.

Click **Next**.

Note: If at any time during the installation (before you click **Install**) you need to make changes to the list of applications

that you want configured, then you will have to exit out of the installation and restart it.

9. Specify Namespace in Internet Directory screen (Advanced installation only)

Select the suggested namespace and click **Next**.

10. Specify Database Configuration Options screen (Advanced installation only)

Global Database Name: Enter a name for Oracle Collaboration Suite Database database, and append your domain name to the database name.

Example: `orcl.yourcompany.com`

SID: Enter the system identifier for the Oracle Collaboration Suite Database. Typically this is the global database name, but without the domain name. The SID must be unique across all databases.

Example: `orcl`

Specify Database File Location: Specify the full path to the parent directory for the data files directory. The directory you specify must exist, and you must have write permissions in it.

The installer installs the data files in a subdirectory of the path you specify. The installer uses the database name for the name of the subdirectory. For example, if you specify `orcl.yourcompany.com` for the global database name and `C:\data\dbfiles` for the database file location, the installer places database files in the following directory:
`C:\data\dbfiles\orcl`

Click **Next**.

11. Specify Database Schema Passwords screen (Advanced installation only)

Set the passwords for the administrative database users, which are privileged accounts used for database administration. You can use the same password for all users, or specify different passwords for each user.

Click **Next**.

12. Specify Application Passwords (Advanced installation only)

Set passwords for administrative accounts that are created for the applications that you selected during installation.

Click **Next**.

13. Specify Oracle Mail Domain Information screen (Advanced installation only)

Mail Domain: Specify the local (network) domain for IMAP/SMTP, or other mail protocols.

Click **Next**.

14. Specify Port Configuration Options screen (Advanced installation only)

To use default ports for the components, select **Automatic**.

Click **Next**.

Note: The Automatic option only uses ports in the range 7777-7877 for Oracle HTTP Server and 4443-4543 for Oracle HTTP Server with SSL. If you need to set the port numbers as 80 for Oracle HTTP Server and 443 for Oracle HTTP Server with SSL, then you must select the **Manually Specify Ports** option.

15. Summary screen

Verify your selections and click **Install**.

The installer now installs the files.

16. Configuration Assistants screen

This screen displays the progress of configuration assistants. Configuration assistants configure Oracle Collaboration Suite components.

17. End of Installation screen

Click **Exit** to quit the installer.

Note: The information displayed at the end of the installation is also available in the `$ORACLE_HOME\install\setupinfo.txt` file. This file contains summarized information about Oracle Collaboration Suite and links to the URLs.

Performing Multiple-Computer Installation

This topology installs Oracle Collaboration Suite Infrastructure on one computer and Oracle Collaboration Suite Applications on a separate computer.

Setting up the multiple-computer topology involves:

1. [Installing Oracle Collaboration Suite Infrastructure](#)
2. [Installing Oracle Collaboration Suite Applications](#)

Oracle Collaboration Suite Applications use services from the Oracle Collaboration Suite Infrastructure, so you must install the infrastructure first.

Installing Oracle Collaboration Suite Infrastructure

To install Oracle Collaboration Suite Infrastructure with a new database and a new Oracle Internet Directory:

1. Start up the installer. See [Starting the Installer](#) for details.
2. Select Installation Method screen

Select **Advanced Installation** and click **Next**.

3. Specify File Locations screen (Advanced installation only)

Name: Enter a name to identify this Oracle home.

Example: `infra_home_10_1_1`

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

Example: `C:\oracle\orainfra`

Click **Next**.

4. Select a Product to Install screen (Advanced installation only)

Select **Oracle Collaboration Suite Infrastructure** and click **Next**.

5. Select Installation Type screen (Advanced installation only)

Select **Identity Management and Oracle Collaboration Suite Database** and click **Next**.

6. Product-specific Prerequisite Checks screen (Advanced installation only)

This screen verifies that the system meets all the system requirements for installing and configuring Oracle Collaboration Suite.

Note: If the service pack check fails and you click **Retry** after making the required changes, the installer does not rerun the check. To validate the changes, you may want to restart the installer.

Click **Next**.

7. Language Selection screen (Advanced installation only)

This screen enables you to select the language in which Oracle Collaboration Suite components will run.

Select the required language or languages from the Available Languages list and add them to the Selected Languages list.

Click **Next**.

8. Select Configuration Options screen (Advanced installation only)

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 and Replication**.

Click **Next**.

9. Specify Namespace in Internet Directory screen (Advanced installation only)

Select **Suggested Namespace** and click **Next**.

10. Specify Port Configuration Options screen (Advanced installation only)

To use default ports for the components, select **Automatic**.

If you do not want to use the default ports, then select **Manually specify ports** and select the component for which you want to select the port.

Note: The Automatic option only uses ports in the range 7777-7877 for Oracle HTTP Server and 4443-4543 for Oracle HTTP Server with SSL. If you need to set the port numbers as 80 for Oracle HTTP Server and 443 for Oracle HTTP Server with SSL, then you must select the **Manually Specify Ports** option.

Click **Next**.

11. Guest Account Password screen (Advanced installation only)

Enter and confirm the password for the guest account and click **Next**.

12. Specify Database Configuration Options screen (Advanced installation only)

Global Database Name: Enter a name for Oracle Collaboration Suite Database database, and append your domain name to the database name.

Example: orclpdb.yourcompany.com

SID: Enter the system identifier for the Oracle Collaboration Suite Database. Typically this is the global database name, but without the domain name. The SID must be unique across all databases.

Example: `orcl`

Specify Database File Location: Specify the full path to the parent directory for the data files directory. The directory you specify must exist, and you must have write permissions in it.

The installer installs the data files in a subdirectory of the path you specify. The installer uses the database name for the name of the subdirectory. For example, if you specify `orcl.db.yourcompany.com` for the global database name and `C:\data\dbfiles` for the database file location, the installer places database files in the following directory:
`C:\data\dbfiles\orcl`

Click **Next**.

13. Specify Database Schema Passwords screen (Advanced installation only)

Set the passwords for the administrative database users, which are privileged accounts used for database administration.

You can use the same password for all users, or specify different passwords for each user.

Click **Next**.

14. Specify Instance Name and ias_admin Password screen
(Advanced installation only)

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

Example: *infra*

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.

For example: `welcome99`

Click **Next**.

15. Summary screen

Verify your selections and click **Install**.

The installer now installs the files.

16. Configuration Assistants screen

This screen displays the progress of configuration assistants. Configuration assistants configure Oracle Collaboration Suite components.

17. End of Installation screen

Click **Exit** to quit the installer.

Note: The information displayed at the end of the installation is also available in the `$ORACLE_HOME\install\setupinfo.txt` file. This file contains summarized information about Oracle Collaboration Suite and links to the URLs.

Installing Oracle Collaboration Suite Applications

The following procedure installs a Oracle Collaboration Suite Applications and configures it to use the Oracle Collaboration

Suite Infrastructure installed according to the steps explained in [Installing Oracle Collaboration Suite Infrastructure](#).

1. Start the installer. See [Starting the Installer](#) for details.

2. Select Installation Method screen

Select **Advanced Installation** and click **Next**.

3. Specify File Locations screen (Advanced installation only)

Name: Enter a name to identify this Oracle home.

Example: *apptier_home_10_1_1*

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

Example: *home/oracle/oraapptier*

Click **Next**.

4. Specify Hardware Cluster Installation Mode screen
(Advanced installation only)

This screen appears only if the computer is part of a hardware cluster.

If you are installing Oracle Collaboration Suite Applications, select Local Installation because hardware clusters are not supported for Oracle Collaboration Suite Applications.

Click **Next**.

5. Select a Product to Install screen (Advanced installation only)

Select **Oracle Collaboration Suite Applications 10.1.1.0.2**.

To install additional languages, click **Product Languages**.

Click **Next**.

6. Product-specific Prerequisite Checks screen (Advanced installation only)

This screen verifies that the system meets all the system requirements for installing and configuring Oracle Collaboration Suite.

Note: If the service pack check fails and you click **Retry** after making the required changes, the installer does not rerun the check. To validate the changes, you may want to restart the installer.

Click **Next**.

7. Language Selection screen (Advanced installation only)

This screen enables you to select the language in which Oracle Collaboration Suite components will run.

Select the required language or languages from the Available Languages list and add them to the Selected Languages list.

Click **Next**.

8. Select Components to Configure screen (Advanced installation only)

Select the Oracle Collaboration Suite Applications components that you would like to configure during the installation.

Click **Next**.

Note: If at any time during the installation (before you click the **Install** button) you need to make changes to the list of applications that you want configured, then you will have to exit out of the installation and restart it.

9. Register with Oracle Internet Directory (Advanced installation only)

Host: Enter the name of the computer where Oracle Internet Directory is running.

Port: Enter the port number at which Oracle Internet Directory is listening. If you do not know the port number, see the

portlist.ini file for the port of Oracle Internet Directory. This file is located in the `ORACLE_HOME\install` directory.

Use SSL to connect to Oracle Internet Directory: Select this option if you want Oracle Collaboration Suite components to use only SSL to connect to Oracle Internet Directory.

Click **Next**.

10. Specify UserName and Password for Oracle Internet Directory screen (Advanced installation only)

Username: Enter the user name to use to log in to Oracle Internet Directory. Use `cn=orcladmin` as the user name if you are the Oracle Internet Directory Superuser.

Password: Enter the user password.

Click **Next**.

11. OracleAS Metadata Repository screen (Advanced installation only)

Database Connection String: Select the OracleAS Metadata Repository that you want to use for this application tier instance. The installer will register this instance with the selected OracleAS Metadata Repository.

Click **Next**.

12. Select Database for Components screen (Advanced installation only)

This screen shows the database to be used for each of the components that you earlier selected in the Select Components to Configure screen.

Click **Next**.

13. Specify Port Configuration Options screen (Advanced installation only)

To use default ports for the components, select **Automatic**.

If you do not want to use the default ports, then select **Manually specify ports** and select the component for which you want to specify the port.

Note: The Automatic option only uses ports in the range 7777-7877 for Oracle HTTP Server and 4443-4543 for Oracle HTTP Server with SSL. If you need to set the port numbers as 80 for Oracle HTTP Server and 443 for Oracle HTTP Server with SSL, then you must select the **Manually Specify Ports** option.

Click **Next**.

14. Specify Administrative Password and Instance Name screen (Advanced installation only)

Instance Name: Specify the name of the OracleAS instance for the Oracle Collaboration Suite administrative accounts.

Administrative Password: Specify the initial password for the Oracle Collaboration Suite administrative accounts.

Confirm Password: Confirm the password.

Click **Next**.

15. Oracle Calendar Server Host Alias screen (Advanced installation only)

Host or Alias: Specify either the host address or the alias of the Calendar server instance.

Note: Oracle recommends that you use alias in place of host name if later you may want to move the Calendar server instance or change the host name. Specify the host name if an alias is not configured.

Click **Next**.

16. Specify Oracle Mail Domain Information screen (Advanced installation only)

Local Domain: Specify the local (network) domain for IMAP/SMTP, or other mail protocols.

Click **Next**.

17. Summary screen

Verify your selections and click **Install**.

The installer now installs the files.

18. Configuration Assistants screen

This screen displays the progress of configuration assistants. Configuration assistants configure Oracle Collaboration Suite components.

19. End of Installation screen

Click **Exit** to quit the installer.

Note: The information displayed at the end of the installation is also available in the `$ORACLE_HOME\install\setupinfo.txt` file. This file contains summarized information about Oracle Collaboration Suite and links to the URLs.

Checking Requirements

Check that your computer meets the minimum requirements:

- [Checking Hardware Requirements](#)
- [Setting the User to Belong to the Administrators Group](#)
- [Checking Environment Variables](#)
- [Installing Windows System Files \(wsf\)](#)
- [Checking If Port 1521 Is in Use](#)

Checking Hardware Requirements

Your computer must meet the hardware requirements mentioned in the following sections.

Operating Systems Supported

- Windows 2000 with Service Pack 3 or higher

Other System Requirements

[Table 1](#) shows other system requirements.

Table 1 Minimum System Requirements

Item	Minimum Requirement
Memory	Oracle Collaboration Suite Infrastructure: 1 Gigabyte (GB) Oracle Collaboration Suite Applications: 1 GB Oracle Collaboration Suite Database: 1 GB Note: For Oracle Collaboration Suite Infrastructure and Applications installation on a single computer, 2 GB or more is recommended.
Disk space	Oracle Collaboration Suite Infrastructure: 8 GB Oracle Collaboration Suite Applications: 5 GB Oracle Collaboration Suite Database: 5.4 GB
Space in tmp directory	250 Megabytes (MB)
Swap space	1.5 GB
Monitor	256 color display

Setting the User to Belong to the Administrators Group

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

To check if you belong to the Administrators group:

1. Display the Computer Management dialog:
 - Right-click **My Computer** 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.

Checking Environment Variables

The operating system user who will be installing Oracle Collaboration Suite needs to set (or unset) the following environment variables.

Table 2 *Environment Variables*

Environment Variable	Set or Unset
ORACLE_HOME	Must not be set.
ORACLE_SID	Must not be set.
TNS_ADMIN	Must not be set.
TEMP	Optional. If unset, defaults to C:\temp.

How to Set Environment Variables This section describes how to set environment variables in Windows:

1. Display the System Control Panel.
Windows 2000: Select **Start. Select Settings. Select Control Panel. Select System.**
2. Select the **Advanced** tab.
3. Click **Environment Variables.**
4. To change the value of a variable, select the variable and click **Edit.**

Installing Windows System Files (wsf)

Note: Perform this step only if prompted by the installer.

When you run the installer to install Oracle Collaboration Suite, the installer checks the Windows system files on your computer. If it finds that these files that are not up-to-date, it prompts you to exit the installer and run `wsf.exe` to install the latest Windows system files. You can find `wsf.exe` in the same directory as the installer.

To run `wsf.exe`:

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

Assumes E: is the DVD-ROM drive):

```
E:\> cd ocs
```

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

2. Welcome screen

Click **Next**.

3. 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

If you see this screen, you need to restart your computer after installing Windows system files. If you do not see this screen, you do not have to restart your computer. Click **Next**.

5. Summary screen

Click **Next** to start installing the Windows system files.

6. End of Installation screen

Click **Exit** to exit the installer.

7. If the installer displayed the "Warning: System Reboot Required" screen during installation, restart your computer.

Checking If Port 1521 Is in Use

This section is applicable only if you are installing the Oracle Collaboration Suite Infrastructure.

The Oracle Collaboration Suite Infrastructure installs an Oracle database, which uses port 1521 by default.

To check if port 1521 is in use:

```
C:\> netstat -an | find "1521"
```

If port 1521 is in use by a third-party application, you need to configure the application to use a different port.

If port 1521 is in use by an existing Oracle database listener, you need to stop the listener before installing the Oracle Collaboration Suite Infrastructure.

Accessing the Welcome Page

After installation, access the Oracle Collaboration Suite 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 `ORACLE_HOME\install\portlist.ini` file. The port is listed on the "Oracle HTTP Server listen port" line.

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

The Welcome page provides links to these useful pages:

- What is new in Oracle Collaboration Suite 10g Release 1 (10.1.1)
- Oracle Enterprise Manager Application Server Control ("Application Server Control"), which is a browser-based administrative tool
- Release Notes
- Demos

Additional Resources

For more information, see these Oracle resources:

- Oracle Collaboration Suite Documentation Library CD-ROM
- Oracle Collaboration Suite platform-specific documentation on Oracle Collaboration Suite documentation CD-ROM

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, 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/>

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<http://www.oracle.com/support>

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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.

Oracle*MetaLink* options include:

- Technical Assistance Request (TAR) access

- patch downloads
- bug database query access
- product life-cycle information

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<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 Oracle*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, 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., call your local Oracle Support Center.

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**.

Quick Reference

Resource	Contact Information or Web Site
Oracle <i>MetaLink</i>	http://metalink.oracle.com
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/index.html
Access all documentation	http://www.oracle.com/technology/documentation/collab.html
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/index.html
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 or Web Site
TTY Access to technical support in the U.S.A.	1-800-446-2398