

Oracle Utilities Customer Care and Billing

Quick Install Guide

Release 2.3.1

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Contents

Preface	i-i
Audience	i-i
Related Documents	i-i
Updates to this Documentation	i-i
Conventions	i-ii
 Chapter 1	
Oracle Utilities Customer Care and Billing Installation Overview	1-1
Oracle Utilities Customer Care and Billing Media Pack Contents	1-2
Components for Oracle Utilities Customer Care and Billing	1-3
Network Environment Overview	1-4
Certified and Supported Platforms	1-5
Oracle Database Servers	1-5
SDK - Supported Combinations	1-5
Oracle WebLogic Server Information	1-5
COBOL Download Requirements by Platform	1-6
Installing Oracle Utilities Customer Care and Billing	1-7
Oracle VM Support	1-7
Oracle Support Policy Regarding VMware	1-7
Installation and Configuration Overview	1-8
Prerequisite Third-Party Software Overview	1-9
Installing Additional Software	1-10
Oracle WebLogic	1-10
Micro Focus	1-10
Business Objects	1-16
Contacting Oracle Support	1-17

Preface

This guide provides an overview of installing Oracle Utilities Customer Care and Billing.

This preface contains these topics:

- **Audience**
- **Related Documents**
- **Updates to this Documentation**
- **Conventions**

Audience

Oracle Utilities Customer Care and Billing Quick Install Guide is intended for anyone interested in the process of installing Oracle Utilities Customer Care and Billing.

Related Documents

For more information, see these Oracle documents:

- *Oracle Utilities Customer Care and Billing Installation Guide*
- *Oracle Utilities Customer Care and Billing Database Administrator's Guide*
- *Oracle Utilities Customer Care and Billing Optional Products Installation Guide*
- *Oracle Utilities Customer Care and Billing Operations and Configuration Guide*
- *Oracle Utilities Customer Care and Billing Batch Operations and Configuration Guide*

Updates to this Documentation

Refer to article 1191393.1 on My Oracle Support for up-to-date additional information.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Chapter 1

Oracle Utilities Customer Care and Billing Installation Overview

This section provides a high-level overview of the installation steps for Oracle Utilities Customer Care and Billing (CCB) Release 2.3.1 and selected additional software. For more information, see *Oracle Utilities Customer Care and Billing Installation Guide*.

Oracle Utilities Customer Care and Billing Media Pack Contents

The Oracle Utilities Customer Care and Billing Media Pack consists of the following packages:

- Oracle Utilities Customer Care and Billing V2.3.1 Quick Install Guide
- Oracle Utilities Customer Care and Billing V2.3.1 Install Documentation
- Oracle Utilities Customer Care and Billing V2.3.1 User Documentation
- Oracle Utilities Application Framework V2.2.0.8 for CCB V2.3.1 Multiplatform
- Oracle Utilities Customer Care and Billing V2.3.1 for <OS Platform>
- Oracle Utilities Customer Care and Billing V2.3.1 Oracle Database for UNIX (UNIX platform only)
- Oracle Utilities Customer Care and Billing V2.3.1 Oracle Database for Windows (for Windows platform only)
- Oracle Utilities Customer Care and Billing V2.3.1 Web Self Service
- Oracle Utilities Customer Care and Billing V2.3.1 Reports
- <OS Platform> Microfocus Server 5.1 with WrapPack 3 Install (UNIX platform only)
- <OS Platform> Microfocus Server Express 5.1 with WrapPack 3 Install (UNIX platform only)
- Micro Focus Net Express 5.1 (Windows platform only)
- Micro Focus Net Express 5.1 WrapPack 3 Update (Windows platform only)
- Windows Base Micro Focus 5.1 Install (Windows platform only)
- Windows Micro Focus Server 5.1 WrapPack 3 Update Install (Windows platform only)

Components for Oracle Utilities Customer Care and Billing

The system can include the following components:

- All application processes and HTML/JSP pages that make up the user interface
- This Installation Guide, which describes the installation/upgrade process
- The latest User Documentation
- Release Notes describing functional changes for this version
- Sample COBOL source files
- Database installation with demo data
- Database upgrade scripts
- Data Dictionary
- System Table Guide
- XAI Client Software
- Web Self Service
- Conversion Tool
- Sample Reports

Network Environment Overview

The application is split into multiple tiers:

Tier 1: Browser-Based Client

The central facility in the Oracle Utilities Customer Care and Billing browser-based client is Internet Explorer.

Operating System: Windows XP or Windows 7.

The following Operating System / Web Browser software is supported:

- Windows XP SP3 or higher with Internet Explorer 6.0 SP3 or higher, 7.0, or 8.0
- Windows 7 with Internet Explorer 8.0

Tier 2: Web Application Server

Oracle Utilities Customer Care and Billing supports the following Web application servers:

- Oracle WebLogic
- IBM WebSphere Application Server
- Apache Tomcat (for development only)

Tier 3: Database Server

Oracle Utilities Customer Care and Billing supports the following databases:

- Oracle

Certified and Supported Platforms

The installation has been certified to operate on many operating system, application server, and database server combinations. For the software requirements for each of these combinations, see the *Oracle Utilities Customer Care and Billing Installation Guide*.

The following table details the operating system and application server combinations on which Oracle Utilities Customer Care and Billing V2.3.1 has been tested and certified.

Operating System	Chipset	Application Server		
		Oracle WebLogic 10 MP2	IBM WebSphere Application Server 6.1.0.27	Tomcat 6.0.13
AIX 5.3 (64-bit) TL11 AIX 6.1 (64-bit) TL4	Power 64-bit	64-bit version	64-bit version	N/A
HP-UX 11.31 (64-bit)	Itanium	64-bit version	N/A	N/A
Oracle Enterprise Linux 5.5 (64-bit) Red Hat Enterprise Linux 5.5 (64-bit)	x86_64	64-bit version	N/A	N/A
Solaris 10 (64-bit)	SPARC	64-bit version	N/A	N/A
Windows 2008 Server SP2 (64-bit) Windows 2008 Server R2 (64-bit)	x86_64	64-bit version	N/A	32-bit version Development only. No production support.

Oracle Database Servers

Oracle Utilities Customer Care and Billing V2.3.1 is supported with Oracle Database Server 11.1.0.7 and 11.2.0.1 on all of the operating systems listed above.

The Oracle 11.2.0.1 client is required regardless of the version of the database server.

The following Oracle Database Server Editions are supported:

- Oracle Database Server Standard Edition
- Oracle Database Server Enterprise Edition

SDK - Supported Combinations

The SDK is to be installed on a Windows Tomcat platform.

Refer to the SDK documentation for installation instructions.

Oracle WebLogic Server Information

The following Oracle WebLogic Server Editions are supported:

- Oracle WebLogic Server Standard Edition.
- Oracle WebLogic Server Enterprise Edition.

COBOL Download Requirements by Platform

The following are for Unix/Linux platforms:

- Micro Focus Server 5.1 WrapPack 3
- Micro Focus Server Express 5.1 WrapPack 3

The following are for Windows platforms (32 bit and 64 bit):

- Micro Focus Server 5.1 WrapPack 3
- Micro Focus Server 5.1 WrapPack 3 Update
- Micro Focus Net Express 5.1 WrapPack 3
- Micro Focus Net Express 5.1 WrapPack 3 Update

Testing with Micro Focus Server 5.1 WrapPack 4 identified performance issues running on the Linux platform. Customers are advised not to upgrade to WrapPack 4 until further notice.

Installing Oracle Utilities Customer Care and Billing

For additional information on installing Oracle Utilities Customer Care and Billing, see the *Oracle Utilities Customer Care and Billing Installation Guide*.

To install Oracle Utilities Customer Care and Billing V2.3.1:

1. Install all required third-party software.
2. Install database. See *Oracle Utilities Customer Care and Billing Database Administrator's Guide* for complete details.
3. Install Oracle Utilities Application Framework V2.2.0.8 (Application server only).
4. Install Oracle Utilities Customer Care and Billing V2.3.1 (Application server only).
5. Generate Application Viewer items (this includes the Data Dictionary).

Oracle VM Support

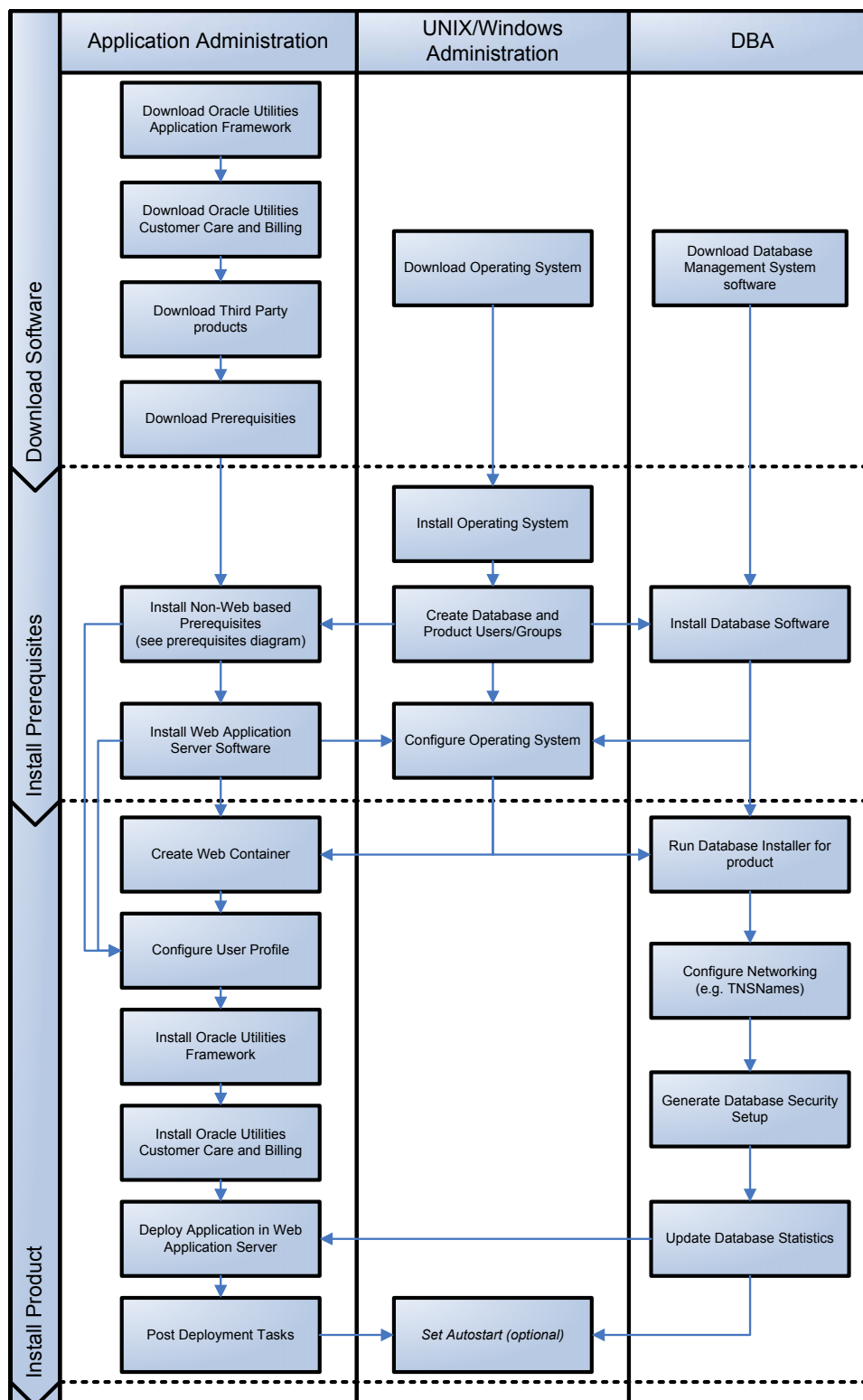
Oracle Utilities Customer Care and Billing V2.3.1 is supported on Oracle VM 2.2.1 for supported releases of Oracle Enterprise Linux and Microsoft Windows operating systems.

Oracle Support Policy Regarding VMware

Please refer to My Oracle Support knowledge base article 249212.1 for Oracle's support policy regarding VMWare.

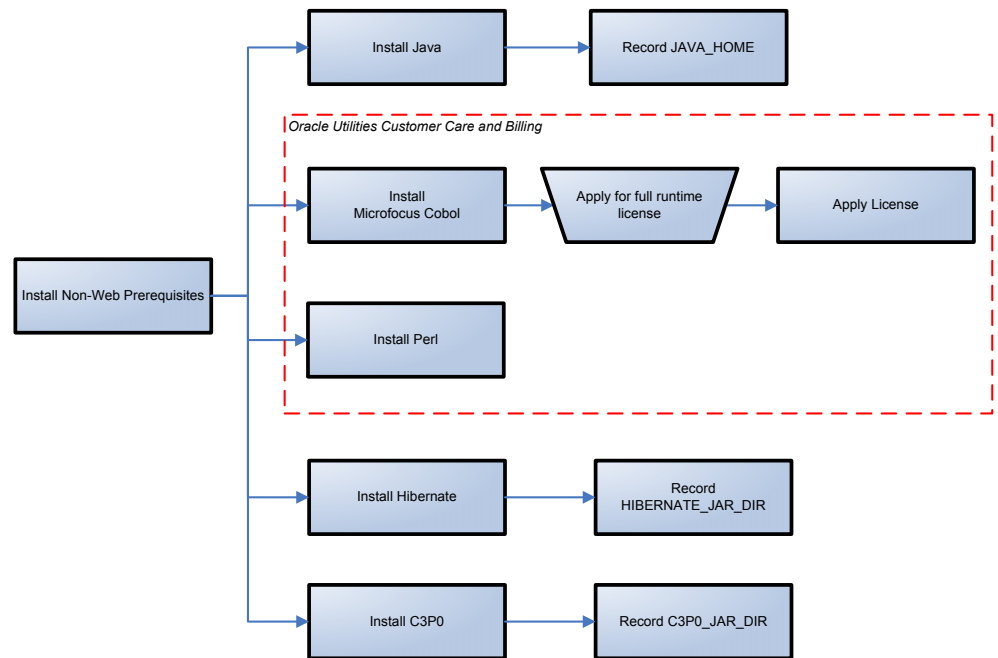
Installation and Configuration Overview

The following diagram provides an overview of the steps that need to be taken to install and configure Oracle Utilities Customer Care and Billing:



Prerequisite Third-Party Software Overview

The following diagram represents an overview of the prerequisite software installation:



Installing Additional Software

Please read this section and follow directions if you purchased a license from Oracle for any of the following products:

- Oracle WebLogic
- Micro Focus
- Business Objects

Oracle WebLogic

Customers must download Oracle WebLogic Server from the Oracle E-Delivery Web site. The version of Oracle WebLogic Server is in the Oracle Utilities Customer Care and Billing V2.3.1 Supported Platforms Summary section.

Note. If you install a temporary license for Oracle WebLogic, please note that this license is limited to 5 concurrent users. You will need to install the full license.

Install the Oracle WebLogic license

To apply a full license you will need to complete the following steps:

1. The license keys for Oracle WebLogic products are located at - <http://licensecodes.oracle.com/bea.html>
2. The following products are supported: Oracle WebLogic Server Standard Edition and Oracle WebLogic Server Enterprise Edition.
3. At the time of release of this document the license key on the Web site for Oracle WebLogic Server Standard Edition is BEA WebLogic Server Advantage Edition. The license key for Oracle WebLogic Server Enterprise Edition on the Web site is BEA WebLogic Server Premium Edition.
4. Shut down the Oracle Utilities Customer Care and Billing application server.
5. Follow the instructions from the Oracle WebLogic installation document to install the license key.
6. Start the Oracle Utilities Customer Care and Billing application server.

Micro Focus

Oracle Utilities Customer Care and Billing supports the following Micro Focus products:

Micro Focus Server (for UNIX or Windows) (REQUIRED). This is the runtime and licensing engine that allows the product's COBOL programs to run in a production environment. A 30-day temporary license is included with your Oracle Utilities Customer Care and Billing license fee.

Micro Focus Server Express (for UNIX) (OPTIONAL). This software is used to compile COBOL programs for deployment in a UNIX environment. This license is required if you will be developing your own COBOL programs.

Micro Focus Net Express (for Windows) (OPTIONAL). This software is used to compile COBOL programs for deployment in the Windows environment. This license is required if you will be developing your own COBOL programs.

Both Net Express and Server Express include a COBOL compiler and a COBOL run-time.

If you are developing using Java only, Micro Focus Server Express and Micro Focus Net Express are not required.

Note. This product installation does not automatically install permanent licenses. Permanent licenses for Micro Focus Application Server should be acquired through Oracle.

Caution:

If you are installing both Micro Focus Server and Micro Focus Server Express on the same UNIX machine, you must install Micro Focus Server first.

Note. Refer to **COBOL Download Requirements by Platform** on page 1-6.

UNIX Micro Focus Server

Micro Focus Server is the runtime and licensing engine that allows the COBOL programs to run in a production environment. Micro Focus Server is a required prerequisite to installing any Oracle Utilities Customer Care and Billing application.

Note: Install it before you install Server Express. Server Express is an optional additional component used for the development and deployment of COBOL applications only.

Installing UNIX Micro Focus Server Software

Caution: This software MUST be installed into /opt/SPLcobAS51 on UNIX systems.

To install the UNIX version of the Micro Focus server, complete the following steps:

1. For Linux/Unix Servers: Download and extract the software in the Micro Focus Server 5.1 WrapPack 3 package from <http://edelivery.oracle.com>.
2. If the file you downloaded from E-Delivery is compressed, uncompress it into a temporary directory so that you are left with a .tar file.

In this example we are using the file /tmp/SX51_WP3_redhat_x86_64_server.tar.Z

```
uncompress /tmp/SX51_WP3_redhat_x86_64_server.tar.Z
```

3. Create a directory to contain the COBOL executables:

```
mkdir /opt/SPLcobAS51
```

4. Extract the tar file into /opt/SPLcobAS51

```
cd /opt/SPLcobAS51; tar -xvf /tmp/SX51_WP3_redhat_x86_64_server.tar
```

5. Start the installation program:

```
COBDIR=/opt/SPLcobAS51; export COBDIR
cd $COBDIR; ./install
```

6. Enter the following responses to the installation questions:

- Do you want to make use of COBOL and Java working together? (y/n): y
- Which of these versions of Java do you want to be the default?: 1.6.0 64-bit
- Please enter either 32 or 64 to set the system default mode: 64
- Do you wish to configure Enterprise Server now? (y/n): n

Installing UNIX Micro Focus Server Temporary Licenses

Temporary license codes provided in the media pack will expire in 30 days. During this time you have to request a full license. If the temporary license is not converted within the 30-day temporary license period the system will stop functioning.

To install these license keys:

1. Log onto the target host server as 'root' user.
2. At the command prompt, execute the command:

```
export COBDIR=/opt/SPLcobAS51;/opt/SPLcobAS51/aslmf/apprack
```
3. When prompted for a password, create one of your own.
4. Select the License Install option to install the temporary license keys.

Serial Number: ORACLE_UTS30DAY32

License Code: 04038 10780 64AAF 5F705 7CD9 ILA

FOR AIX PLATFORMS, an additional license is required. Install the following license key:

Serial Number: ORACLE_UTS30DAY64

License Code: 04038 A0780 64AAF F2601 3788 ILA

Acquiring Permanent Micro Focus Licenses

To request a permanent license, contact licensecodes_ww@oracle.com with the following information:

- Your Company Name
- Your Customer Number
- CSI Number (if available) or a copy of your contract including attachment 1.
- The OS Platform and Version that you will be running on
- Full name of Product to be licensed: Micro Focus Server - UNIX

The turnaround time for getting license codes is 48 hours.

Installing UNIX Micro Focus Server Permanent Licenses

Oracle licensing (licensecodes_ww@oracle.com) will provide you a tar file named MFServerPermLicense.tar. Place this tar file on your UNIX server and extract the contents to a new directory. This directory will contain a readme.txt file with instructions on how to complete the license code installation.

Windows Micro Focus Server

Micro Focus Server is the runtime and licensing engine that allows the COBOL programs to run in a production environment. Micro Focus Server is a required prerequisite to installing any Oracle Utilities Customer Care and Billing application.

Note: Windows Micro Focus Server cannot be installed on the same machine as Micro Focus Net Express. You must have either one or the other per machine, but not both.

Installing Windows Micro Focus Server Software

1. Download the Micro Focus Server 5.1 package from E-Delivery and extract the software in the Micro Focus Server 5.1 package.
2. In the top directory of the extracted package run the executable setup.exe.
3. Select Install Micro Focus Server for COBOL Deployment on Windows.
4. On the **Customer Information** dialog box you don't need to enter a Serial Number or WO number.
5. On the **License Information** dialog box use:

Serial Number: ORACLE_UTS30DAYNX

License Number: 01280 10780 64AA2 1710A 0A83 ILA

This will install a 30 day TEMPORARY LICENSE

6. On the **Custom Setup** dialog box install the following components:

INSTALL Windows Unmanaged Run-time System Support

Do not install Enterprise Server

Do not install Support for Microsoft .NET

Also, see **Acquiring Permanent Micro Focus Licenses** on page 1-12 to ensure that you start the process of acquiring and installing a permanent license key.

Install Windows Micro Focus Required Patches

For Windows installs you will need to install the relevant COBOL patch.

This patch is provided in the Micro Focus 5.1 patches for Oracle Utilities Customer Care and Billing package available from <http://edelivery.oracle.com>.

The package contains a Micro Focus Server\Windows Server subdirectory that contains an .msp file. This file needs to be executed on the Windows machine.

Read the supplied readme.txt file in the same directory of the patch for separate install instructions for this patch. You do not need to provide a license number if asked.

Temporary License Codes

Temporary license codes provided are active for up to 30 days while you request a full license. If the temporary license is not converted within the 30-day temporary license period, you cannot run COBOL programs.

The temporary license codes would have been installed in the above section "Installing Windows Micro Focus Server software".

Acquiring Permanent Licenses

To request a permanent license, contact licensecodes_ww@oracle.com with the following information:

- Company Name
- Customer Number
- CSI Number (if available) or a copy of your contract including attachment 1.
- OS Platform and Version
- Full name of Product to be licensed: Micro Focus Server - Windows

The turnaround time for getting license codes is 48 hours.

Install Windows Micro Focus Server Permanent Licenses

Oracle licensing will email you a license key. This license key will be a plain text key that contains a Serial Number and a License Number component.

To install the license key:

1. Run the apptrack program to install this key. If you accepted the default installation locations for Micro Focus Server, then the executable will be in the following location:
`C:\Program Files\Micro Focus\Server 5.1\Bin\apptrack.exe`
2. Select License Install and follow the prompts.

Server Express

Licenses for Micro Focus Server Express are purchased separately for each developer.

Micro Focus Server Express is the COBOL development component for UNIX that allows you to compile COBOL programs. If COBOL development is not required, there is no need to purchase this product.

To complete the installation of Micro Focus Server Express, you must obtain a COBOL Serial Number and a License Key for the number of users licensed to use your system.

Installing the Server Express Software

This software can be installed into any location. For demonstration purposes we have chosen /opt/cobol5.1.

1. For Linux /UNIX servers: Download and extract the software in the Micro Focus Server Express 5.1 WrapPack3 package from <http://edelivery.oracle.com>.
2. If the file you downloaded from E-Delivery is compressed, uncompress it into a temporary directory so that you are left with a .tar file.

In this example we are using the file /tmp/SX51_WP3_redhat_x86_64_dev.tar.Z

```
uncompress /tmp/SX51_WP3_redhat_x86_64_dev.tar.Z
```

3. Create a directory to contain the COBOL executables

```
mkdir /opt/cobol5.1
```

4. Extract the tar file into /opt/SPLcobAS51

```
cd /opt/ cobol5.1; tar -xvf /tmp/SX51_WP3_redhat_x86_64_dev.tar.tar
```

5. Start the installation program

```
COBDIR=/opt/cobol5.1; export COBDIR  
cd $COBDIR; ./install
```

6. Enter the following responses to the installation questions:

Do you want to make use of COBOL and Java working together?: y

Versions of Java do you want to be the default?: 1.5.0 64-bit

Would you like to install LMF now?: y

Do you want license manager to be automatically started at boot time?: y

Please enter either 32 or 64 to set the system default mode: 64

Do you wish to configure Enterprise Server now?: n

Do you want to install XDB?: n

Installing Server Express Temporary Licenses

Temporary license codes provided are active for up to 30 days while you request a full license. If the temporary license is not converted within the 30-day temporary license period, you cannot compile COBOL programs.

After installing the COBOL license manager you will need to manually add the following licenses using the "mflmcmd" command.

If you installed the license manager into /opt/microfocus/mflmf then the commands to install the temporary license will be:

```
COBDIR=/opt/microfocus/mflmf  
export COBDIR
```

```
LD_LIBRARY_PATH=$COBDIR/lib:$LD_LIBRARY_PATH:/lib
export LD_LIBRARY_PATH
cd /opt/microfocus/mflmf
$COBDIR/mflmcmd
```

Select the option "I" for install and use the below Serial Number/License combination.

Serial Number: ORACLE_UTD30DAY32

License Code: 01030 10780 016A6 E700D 0464 ILA

FOR AIX PLATFORMS you need to additionally install the following license key:

Serial Number: ORACLE_UTD30DAY64

License Code: 01030 A0780 016A7 02E06 B500 ILA

Permanent License

To permanently license Server Express, you must obtain a COBOL Serial Number and a License Key for the number of users licensed to use your system.

To request a permanent license, contact licensecodes_ww@oracle.com with the following information:

- Company Name
- Customer Number
- CSI Number (if available) or a copy of your contract including attachment 1.
- OS Platform and Version
- Full name of Product to be licensed: Micro Focus Server Express

The turnaround time for getting license codes is 48 hours.

Installing UNIX Micro Focus Server Express Permanent Licenses

Oracle licensing will email you a license key. This license key will be a text-based key that contains a Serial Number and a License Number component.

If you installed the license manager into /opt/microfocus/mflmf then the commands to install the temporary license will be:

```
COBDIR=/opt/microfocus/mflmf
export COBDIR
LD_LIBRARY_PATH=$COBDIR/lib:$LD_LIBRARY_PATH:/lib
export LD_LIBRARY_PATH
cd /opt/microfocus/mflmf
$COBDIR/mflmcmd
```

Select the option "I" for install and use the provided Serial Number/License combination.

Micro Focus Net Express

Licenses for Micro Focus Net Express are purchased separately for each developer.

Micro Focus Net Express is the COBOL development component for Windows that allows you to compile COBOL programs. If COBOL development is not required, there is no need to purchase this product. The Net Express COBOL Compiler product contains the Application Server Run-Time System. When you install and license the COBOL Compiler on a machine, you can compile and run COBOL programs on that machine. It is not necessary to install or license the Application Server Run-Time System on machines where the Net Express COBOL Compiler is already installed and licensed.

Windows Micro Focus Server cannot be installed on the same machine as Micro Focus Net Express. You must have either one or the other per machine, but not both.

Installing Micro Focus Net Express

If you need to compile, or compile and run, COBOL programs on a Windows machine you can install and license the Micro Focus Net Express 5.1 COBOL Compiler.

1. Download the Micro Focus Net Express 5.1 package from <http://edelivery.oracle.com>.
2. Execute the setup.exe from the base directory of the install.
3. Go straight to the option **Install Net Express**.
4. On the **Customer Information** dialog box you do not need to enter a Serial Number or WO number.
5. On the **Custom Setup** dialog box install the following components:
Install Net Express support for Windows & Cross Platform.
Do not install anything else.
6. Download the NetExpress 5.1 WrapPack3 package from E-Delivery and execute the .msp file contained within the package.

Temporary License

The COBOL Compiler installation includes a temporary license, which is active for up to 30 days while you request a full license. If the temporary license is not converted within the 30-day temporary license period, you cannot compile or run COBOL programs.

Permanent License

Obtaining a full license requires a REQUESTKEY/RESPONSE KEY. A request key is generated during the Net Express installation by encrypting unique hardware identifiers. Access is granted when a response key is entered that matches the request key.

Completing the Permanent License Process

1. Request the response key by sending an email to licensecodes_ww@oracle.com. Include your Company Name, Customer ID, CSI number (if available), and the request key.
2. Click **Licensing** in the Protection System dialog box to determine your request key (and to enter your response key when you get it). Or, go to **Start, Program, Micro Focus Net Express X.X, Configuration, License Management System**.
3. Click **Generate Full License** to obtain the request key and to enter the response key. Note: Disregard any instructions during the installation, or in the online documentation, that direct you to contact Micro Focus for your response key.

Note. Disregard any instructions during the installation, or in the online documentation, that direct you to contact Micro Focus for your Response Key.

You can deploy Net Express to as many computers as allowed by your license. However, installation on a new machine generates a new request key. You must secure an additional, unique response key for each new installation.

The turnaround time for getting license codes is 48 hours.

Business Objects

Business Objects Enterprise XI 3.1 and Crystal Reports Developer XI can be downloaded from www.BusinessObjects.com.

The following temporary licenses, valid for 30 days, can be used for installation purposes:

- Business Objects Enterprise Professional for CR XIR2 1NUL 30 DAY EVAL: 2 named
CD506-YAUA0B7-CU0100Y-0JDM
CD50W-9BUA0B7-CU0100Y-0JDM

- Crystal Reports XI Developer key: 2 named
B6W64-01CS2K6-0002ZV0-UG51
B6W64-01CS2K6-0002ZN0-U4X1

If you purchased Business Objects Crystal Reports Developer or Business Objects Enterprise XI from Oracle, request a permanent license by contacting licensecodes_ww@oracle.com with the following information:

- Company Name
- Customer Number
- CSI Number (if available) or a copy of your contract including attachment 1.
- Full name of Product to be licensed.

The turnaround time for getting license codes is 48 hours.

Contacting Oracle Support

Please follow this link <http://www.oracle.com/support/index.html> to contact Oracle Support

