

Oracle® Database

Quick Installation Guide

10g Release 2 (10.2) for AIX 5L Based Systems (64-Bit)

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ORACLE®

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This guide describes how to quickly install Oracle Database 10g on IBM AIX 5L (64-Bit) systems. It includes information about the following:

1. [Reviewing Information About This Guide](#)
2. [Logging In to the System as root](#)
3. [Checking the Hardware Requirements](#)
4. [Checking the Software Requirements](#)
5. [Creating Required Operating System Groups and User](#)
6. [Creating Required Directories](#)
7. [Configuring the oracle User's Environment](#)
8. [Mounting the Product Disc](#)
9. [Installing Oracle Database](#)
10. [Installing Products from the Oracle Database 10g Companion CD](#)
11. [What to Do Next?](#)
12. [Additional Information](#)
13. [Documentation Accessibility](#)

Reviewing Information About This Guide

This guide describes how to install Oracle Database by using the default installation options.

Tasks Described in This Guide

The procedures in this guide describe how to:

- Configure your system to support Oracle Database
- Install Oracle Database on a local file system by using the Basic Installation option
- Configure a general-purpose Oracle Database installation that uses the local file system for database file storage

Results of a Successful Installation

After you successfully install Oracle Database:

- The database that you created and the default Oracle Net listener process run on the system.
- Oracle Enterprise Manager Database Control and iSQL*Plus are running and can be accessed by using a Web browser.

Tasks Not Described in This Guide

This guide covers the Basic Installation scenario and does *not* describe how to complete the following tasks:

- Using the Advanced Installation option to install the software
- Installing the software on a system that has an existing Oracle software installation
- Installing Oracle Clusterware and Oracle Real Application Clusters (RAC) on a cluster
- Enabling Enterprise Manager e-mail notifications or automated backups
- Using alternative storage options such as Automatic Storage Management or raw devices for database storage

Where to Get Additional Installation Information

For more information about installing Oracle Database, including information about the tasks not described in this guide, refer to one of the following guides:

- If you want to install the software on a single system, then refer to *Oracle Database Installation Guide for AIX 5L Based Systems (64-Bit)*.

- If you want to perform a RAC installation, then refer to *Oracle Database Oracle Clusterware and Oracle Real Application Clusters Installation Guide for AIX Based Systems*. This guide also describes how to install Oracle Clusterware, which is a prerequisite for RAC installations.

Both these guides are available on the product disc. To access them, use a Web browser to open the `welcome.htm` file located in the top-level directory of the installation media, and then select the **Documentation** tab.

Logging In to the System as root

Before you install Oracle Database, you must complete several tasks as the `root` user. To log in as the `root` user, complete one of the following procedures:

Note: You must install the software from an X Window System workstation, an X terminal, or a PC or other system with X server software installed.

- If you are installing the software from an X Window System workstation or X terminal, then:

1. Start a local terminal session, for example, an X terminal (`xterm`).
2. If you are not installing the software on the local system, then enter the following command to enable the remote host to display X applications on the local X server:

```
$ xhost fully_qualified_remote_host_name
```

For example:

```
$ xhost somehost.us.acme.com
```

3. If you are not installing the software on the local system, then use the `ssh`, `rlogin`, or `telnet` command to connect to the system where you want to install the software:

```
$ telnet fully_qualified_remote_host_name
```

4. If you are not logged in as the `root` user, then enter the following command to switch user to `root`:

```
$ su - root  
password:  
#
```

- If you are installing the software from a PC or other system with X server software installed, then:

Note: If necessary, refer to your X server documentation for more information about completing this procedure. Depending on the X server software that you are using, you may need to complete the tasks in a different order.

1. Start the X server software.
2. Configure the security settings of the X server software to permit remote hosts to display X applications on the local system.
3. Connect to the remote system where you want to install the software, and start a terminal session on that system, for example, an X terminal (`xterm`).
4. If you are not logged in as the `root` user on the remote system, then enter the following command to switch user to `root`:

```
$ su - root
```



```
password:  
#
```

Checking the Hardware Requirements

The system must meet the following minimum hardware requirements:

- At least 1024 MB of physical RAM
- The following table describes the relationship between installed RAM and the configured swap space requirement.

RAM	Swap Space
Between 1024 MB and 2048 MB	1.5 times the size of RAM
Between 2049 MB and 8192 MB	Equal to the size of RAM
More than 8192 MB	0.75 times the size of RAM

On AIX systems with 1 GB or more of memory, do not increase the swap space above 2 GB. Refer to *Oracle Database Administrator's Reference for AIX 5L Based Systems (64-Bit)* for more information about configuring swap space.

- 400 MB of disk space in the /tmp directory
- Up to 3 GB of disk space for the Oracle software, depending on the installation type
- 1.2 GB of disk space for a preconfigured database that uses file system storage (optional)

Note: The disk space requirement for databases that use Automatic Storage Management or raw device storage is described later in this chapter.

Additional disk space, either on a file system or in an Automatic Storage Management disk group, is required for the flash recovery area if you choose to configure automated backups.

To ensure that the system meets these requirements, follow these steps:

1. To determine the physical RAM size, enter the following command:

```
# /usr/sbin/lsattr -E -l sys0 -a realmem
```

If the size of the physical RAM installed in the system is less than the required size, then you must install more memory before continuing.

2. To determine the size of the configured swap space, enter the following command:

```
# /usr/sbin/lspcs -a
```

If necessary, refer to your operating system documentation for information about how to configure additional swap space.

3. To determine the amount of free disk space available in the `/tmp` directory, enter the following command:

```
# df -k /tmp
```

If there is less than 400 MB of disk space available in the `/tmp` directory, then complete one of the following steps:

- Delete unnecessary files from the `/tmp` directory.
- Set the `TEMP` and `TMPDIR` environment variables when setting the `oracle` user's environment (described later).
- Extend the file system that contains the `/tmp` directory. If required, contact your system administrator for information about extending file systems.

- To determine the amount of free disk space available on the system, enter the following command:

```
# df -k
```

The following table shows the approximate disk space requirements for software files for each installation type.

Installation Type	Requirement for Software Files (GB)
Enterprise Edition	2.0
Standard Edition	3.0
Custom (maximum)	2.5

- To determine whether the system architecture can run the software, enter the following command:

```
# /usr/bin/getconf HARDWARE_BITMODE  
64
```

If you do not see the expected output, then you cannot install the software on this system.

Checking the Software Requirements

The system must meet the following minimum software requirements, depending on the distribution and version of your operating system:

Note: Oracle Universal Installer performs checks on your system to verify that it meets the listed requirements. To ensure that these checks pass, verify the requirements before you start Oracle Universal Installer.

- The operating system version must be AIX 5L version 5.2, Maintenance Level 04 or later , or AIX 5L version 5.3, Maintenance Level 02 or later.
- The following operating system filesets are required:

```
bos.adt.base
bos.adt.lib
bos.adt.libm
bos.perf.libperfstat
bos.perf.perfstat
bos.perf.proctools
```

xlC.aix50.rte:7.0.0.4 or later
xlC.rte:7.0.0.1 or later

For the Oracle products that you want to install, the system must meet the following product-specific requirements:

- Oracle Messaging Gateway

This product supports the integration of Oracle Streams Advanced Queuing (AQ) with the following software:

IBM WebSphere MQ V5.3, client and server:

```
mqm.Client.Bnd  
mqm.Server.Bnd
```

- PL/SQL native compilation, Pro*C/C++, Oracle Call Interface, Oracle C++ Call Interface, and Oracle XML Developer's Kit (XDK)

May 2005 XL C/C++ Enterprise Edition V7.0 for AIX PTF (7.0.0.2)

You can download this software from the following link:

http://www-1.ibm.com/support/docview.wss?uid=s_wg24009787

gcc 3.3.2

Note: If you do not install the IBM XL C/C++ Enterprise Edition V7.0 compiler, you need to install the IBM XL C/C++ Enterprise Edition V7.0 for AIX Runtime Environment Component. The runtime environment file sets can be downloaded with no license requirements from the following link:

<http://www-1.ibm.com/support/docview.wss?uid=swg24009788>

- Oracle JDBC/OCI Drivers

You can use the following versions of JDK with the Oracle JDBC/OCI drivers:

- JDK 1.4.2 (64-bit)
- JDK 1.3.1.11 (32-bit)
- JDK 1.2.2.18

IBM JDK 1.4.2 (32-bit) is installed with this release.

To ensure that the system meets these requirements, follow these steps:

1. To determine which version of AIX is installed, enter the following command:

```
# oslevel -r
```

If the operating system version is lower than AIX 5.2.0.0 Maintenance Level 04 (5200-04), then upgrade your operating system to this level. AIX 5L version 5.2 maintenance packages are available from the following Web site:

<http://www-912.ibm.com/eserver/support/fixes/>

2. To determine whether the required filesets are installed and committed, enter a command similar to the following:

```
# lsllpp -l bos.adt.base bos.adt.lib bos.adt.libm  
bos.perf.perfstat bos.perf.libperfstat  
bos.perf.proctools
```

If a fileset is not installed and committed, then install it. Refer to your operating system or software documentation for information about installing filesets.

In addition, you need to verify that the following patches are installed on the system. The procedure following this list describes how to check these requirements.

Note: There may be more recent versions of the patches listed installed on the system. If a listed patch is not installed, determine whether a more recent version is installed before installing the version listed.

- For all installations on AIX, the following patches are required:

Authorized Problem Analysis Reports (APARs) for AIX 5L v5.2 ML 04:

IY63133: large percentage of CPU time spent in ldata_balance routine

IY64978: deadlock with concurrent renaming and unlinking under JFS

IY63366: dlsym returns null even for valid symbol in AIX520 ML-4

IY64691: chvg -b can cause corruption and crash

IY64737: AIO can hang in knotunlock

IY65001: mklvcopy on a striped lv is failing to update lvcb

Authorized Problem Analysis Reports (APARs) for AIX 5L v5.3 ML 02:

IY58143: REQUIRED UPDATE FOR AIX 5.3

IY59386: libdepend.mk files are all empty

IY60930: Unable to delete network routes

IY66513: LDR_CNTRL turns on undesirable option when initialized with incorrect value

IY70159: krtl relocation problem

- For PL/SQL native compilation and installation of Pro*C/C++, Oracle Call Interface, Oracle C++ Call Interface, or Oracle XML Developer's Kit (XDK)

May 2005 XL C/C++ Enterprise Edition V7.0 for AIX PTF (7.0.0.2):

IY64361: Exception in putdiag_no_handler() when -O is specified

IY65361: May 2005 XL C Enterprise Edition V7.0 for AIX PTF

IY65362: MAY 2005 XL C/C++ Enterprise Edition V7 for AIX

- For Oracle Messaging Gateway installation, the following corrective service diskettes (CSDs) for WebSphere MQ are required:

Corrective service diskettes (CSDs) for WebSphere MQ:
CSD03 or later for WebSphere MQ V5.3 FP 9

- Oracle JDBC/OCI Drivers

Note: These APARs are required only if you are using the associated JDK version.

APAR required for JDK 1.4.2 (64-bit):

IY63533: DK 1.4.2 64-bit SR1 caix64142-20040917

APARs required for JDK 1.3.1.11 (32-bit):

IY58350: SDK 1.3.1 32-BIT SR7P : CA131IFX-20040721A

IY65305: JAVA142 32-BIT PTF : CA142IFX-20041203

APAR required for JDK 1.2.2.18:

IY40034: SDK 1.2.2 PTF: CA122-20030115

To ensure that the system meets these requirements, follow these steps:

1. To determine whether an APAR is installed, enter a command similar to the following:

```
/usr/sbin/instfix -i -k "IY63133 IY64978 IY63366 \  
IY64691 IY65001 IY64737 IY64361 IY65305 IY58350 \  

```

IY63533"

If an APAR is not installed, then download it from the following Web site and install it:

<http://www-912.ibm.com/eserver/support/fixes/>

2. If you require a CSD for WebSphere MQ, refer to the following Web site for download and installation information:

<http://www.ibm.com/software/integration/mqfamily/support/summary/aix.html>

Creating Required Operating System Groups and User

The following local operating system groups and users are required if you are installing Oracle Database:

- The Oracle Inventory group (oinstall)
- The OSDBA group (dba)
- The Oracle software owner (oracle)
- An unprivileged user

To determine whether these groups and users already exist, and if necessary, to create them, follow these steps:

1. To determine whether the `oinstall` group exists, enter the following command:

```
# more /etc/oraInst.loc
```

If the output of this command shows the `oinstall` group name, then the group already exists.

If the `oraInst.loc` file exists, then the output from this command is similar to the following:

```
inventory_loc=/u01/app/oracle/oraInventory  
inst_group=oinstall
```

The `inst_group` parameter shows the name of the Oracle Inventory group, `oinstall`.

2. If necessary, create the `oinstall` group as follows:
 - a. Enter the following command:

```
# smit security
```
 - b. Choose the appropriate menu items to create the `oinstall` group.
 - c. Press F10 to exit.

Follow the same procedure to create the OSDBA group.

3. To determine whether the `oracle` user exists and belongs to the correct groups, enter the following command:

```
# id oracle
```

If the `oracle` user exists, this command displays information about the groups to which the user belongs. The output should be similar to the following, indicating that `oinstall` is the primary group and `dba` is a secondary group:

```
uid=440(oracle) gid=200(oinstall)  
groups=201(dba),202(oper)
```

4. To create the `oracle` user:
 - a. Enter the following command:

```
# smit security
```

- b. Choose the appropriate menu items to create the `oracle` user, specifying the following information:

In the **Primary GROUP** field, specify the Oracle Inventory group. For example, `oinstall`.

In the **Group SET** field, specify the OSDBA group and if required, the OSOPER group. For example, dba or dba, oper.

- c. Press F10 to exit.
- d. Set the password of the oracle user as follows:

```
# passwd oracle
```

- 5. To determine whether the nobody user exists, enter the following command:

```
# id nobody
```

If this command displays information about the nobody user, then you do not have to create the user.

If the nobody user does not exist, then enter the following command to create it:

```
# smit security
```

Specify the appropriate options to create an unprivileged nobody user, then press F10 to exit.

Creating Required Directories

Create directories with names similar to the following, and specify the correct owner, group, and permissions for them:

- The Oracle base directory
- An optional Oracle data file directory (optional)

The Oracle base directory must have 3 GB of free disk space, or 4 GB of free disk space if you choose not to create a separate Oracle data file directory.

Note: If you do not want to create a separate Oracle data file directory, you can install the data files in a subdirectory of the Oracle base directory. However, this is not recommended for production databases.

To determine where to create these directories:

1. Enter the following command to display information about all mounted file systems:

```
# df -k
```


This command displays information about all the file systems mounted on the system, including:

- The physical device name
 - The total amount, used amount, and available amount of disk space
 - The mount point directory for that file system
2. From the display, identify either one or two file systems that meet disk space requirements.

The file system that you identify can be a local file system, a cluster file system, or an NFS file system on a certified NAS device.

3. Note the name of the mount point directory for each file system that you identified.

In the following examples, `/u01` is the mount point directory used for the software, and `/u02` is the mount point directory used for the Oracle data file directory. You must specify the appropriate mount point directories for the file systems on your system.

To create the required directories and specify the correct owner, group, and permissions for them:

Note: In the following procedure, replace /u01 and /u02 with the appropriate mount point directories that you identified in Step 3 previously.

1. Enter the following command to create subdirectories in the mount point directory that you identified for the Oracle base directory:

```
# mkdir -p /u01/app/oracle
```

2. If you intend to use a second file system for the Oracle Database files, then create an `oradata` subdirectory in the mount point directory that you identified for the Oracle data file directory (shown as /u02 in the examples):

```
# mkdir /u02/oradata
```

3. Change the owner and group of the directories that you created to the `oracle` user and the `oinstall` group:

```
# chown -R oracle:oinstall /u01/app/oracle
# chown -R oracle:oinstall /u02/oradata
```

4. Change the permissions on the directories that you created to 775:

```
# chmod -R 775 /u01/app/oracle
# chmod -R 775 /u02/oradata
```

Configuring the oracle User's Environment

You run Oracle Universal Installer from the `oracle` account. However, before you start Oracle Universal Installer, you must configure the environment of the `oracle` user. To configure the environment, you must:

- Set the default file mode creation mask (`umask`) to 022 in the shell startup file.
- Set the `DISPLAY` environment variable.

To set the `oracle` user's environment:

1. Start a new terminal session.
2. Enter the following command to ensure that X Window applications can display on this system:

```
$ xhost fully_qualified_remote_host_name
```

3. Complete one of the following steps:

- If the terminal session is not connected to the system where you want to install the software, then log in to that system as the `oracle` user.
- If the terminal session is connected to the system where you want to install the software, then switch user to `oracle`:

```
$ su - oracle
```

4. To determine the default shell for the `oracle` user, enter the following command:

```
$ echo $SHELL
```

5. Open the `oracle` user's shell startup file in any text editor:

C shell (`csh` or `tcsh`):

```
% vi .login
```

6. Enter or edit the following line in the shell startup file, specifying a value of `022` for the default file mode creation mask:

```
umask 022
```

7. If the `ORACLE_SID`, `ORACLE_HOME`, or `ORACLE_BASE` environment variable is set in the file, then remove the corresponding lines from the file.
8. Add one of the following lines to the file to set the `AIXTHREAD_SCOPE` environment variable to `S` (system-wide thread scope):
 - Bourne shell (`sh`), Bash shell (`bash`), or Korn shell (`ksh`):

```
AIXTHREAD_SCOPE=S; export AIXTHREAD_SCOPE
```
 - C shell (`cs`h or `tcsh`):

```
setenv AIXTHREAD_SCOPE S
```
9. Save the file, and exit from the editor.
10. To run the shell startup script, enter the following command:
 - Bash shell:

```
$ . ./bash_profile
```
 - Bourne shell or Korn shell:

```
$ . ./profile
```

- C shell:

```
% source ../.login
```

11. If you are not installing the software on the local system, then enter a command similar to the following to direct X applications to display on the local system:

- Bourne, Bash, or Korn shell:

```
$ DISPLAY=local_host:0.0 ; export DISPLAY
```

- C shell:

```
% setenv DISPLAY local_host:0.0
```

In this example, *local_host* is the host name or IP address of the system that you want to use to display Oracle Universal Installer (your workstation or PC).

12. If you determined that the `/tmp` directory had insufficient free disk space when checking the hardware requirements, then enter the following commands to set the `TEMP` and `TMPDIR` environment variables. Specify a directory on a file system with sufficient free disk space.

- Bourne, Bash, or Korn shell:

```
$ TEMP=directory
$ TMPDIR=directory
$ export TEMP TMPDIR
```

- C shell:

```
% setenv TEMP directory
% setenv TMPDIR directory
```

13. Enter commands similar to the following to set the ORACLE_BASE and ORACLE_SID environment variables:

- Bourne, Bash, or Korn shell:

```
$ ORACLE_BASE=/u01/app/oracle
$ ORACLE_SID=sales
$ export ORACLE_BASE ORACLE_SID
```

- C shell:

```
% setenv ORACLE_BASE /u01/app/oracle
% setenv ORACLE_SID sales
```

In these examples, */u01/app/oracle* is the Oracle base directory that you created earlier, and *sales* is the name that

you want to call the database (typically no more than five characters).

14. Enter the following commands to ensure that the `ORACLE_HOME` and `TNS_ADMIN` environment variables are not set:

- Bourne, Bash, or Korn shell:

```
$ unset ORACLE_HOME
$ unset TNS_ADMIN
```

- C shell:

```
% unsetenv ORACLE_HOME
% unsetenv TNS_ADMIN
```

15. To verify that the environment has been set correctly, enter the following commands:

```
$ umask
$ env | more
```

Verify that the `umask` command displays a value of `22`, `022`, or `0022` and the environment variables that you set in this section have the correct values.

Mounting the Product Disc

On most AIX systems, the product disc mounts automatically when you insert it into the drive. If the disc does not mount automatically, then follow these steps to mount it:

1. Switch user to root:

```
$ su - root
```

2. If necessary, enter a command similar to the following to eject the currently mounted disc, then remove it from the drive:

```
# umount /dvd
```

In this example, `/dvd` is the mount point directory for the disc drive.

3. Insert the disc into the disc drive.
4. Enter a command similar to the following:

```
# /usr/sbin/mount -rv cdrfs /dev/cd0 /dvd
```

In this example, `/dev/cd0` is the device name of the disc drive and `/cdrom` is the mount point directory.

5. If Oracle Universal Installer displays the Disk Location dialog box, then enter the disc mount point directory path. For example:

```
/dvd
```

Installing Oracle Database

After configuring the `oracle` user's environment, start Oracle Universal Installer and install Oracle Database, as follows:

1. To start Oracle Universal Installer, enter the following commands:

```
$ cd /tmp  
$ /directory_path/runInstaller
```

If Oracle Universal Installer does not start, then refer to *Oracle Database Installation Guide for AIX 5L Based Systems (64-Bit)* for information about how to troubleshoot X Window display problems.

2. The following table describes the recommended action for each Oracle Universal Installer screen. Use the following guidelines to complete the installation:

- If you need more assistance, or if you want to choose an option that is not a default, then click **Help** for additional information.
- If you encounter errors while installing or linking the software, then refer to *Oracle Database Installation Guide for AIX 5L Based Systems (64-Bit)* for information about troubleshooting.

Note: If you have completed the tasks listed previously, then you can complete the installation by choosing the default values on most screens.

Screen	Recommended Action
Select Installation Method	The Basic Installation option is selected by default. Specify the directory path of the Oracle home. Ensure that the UNIX DBA group <code>oinstall</code> is selected. If you want to create a starter database, then specify a name and password for it. Then, click Next .

Screen	Recommended Action
Specify Inventory Directory and Credentials	<p>This screen is displayed only during the first installation of Oracle products on a system.</p> <p>Specify the full path of the Oracle Inventory directory. Ensure that the operating system group selected is <code>oinstall</code>. Then, click Next.</p>
Product-Specific Prerequisite Checks	<p>Verify that all of the prerequisite checks succeed, then click Next.</p> <p>Oracle Universal Installer checks the system to verify that it is configured correctly to run Oracle software. If you have completed all of the preinstallation steps in this guide, all of the checks should pass.</p> <p>If a check fails, then review the cause of the failure listed for that check on the screen. If possible, rectify the problem and rerun the check. Alternatively, if you are satisfied that your system meets the requirements, then you can select the check box for the failed check to manually verify the requirement.</p>
Summary	<p>Review the information displayed on this screen, and then click Install.</p>
Install	<p>This screen displays status information while the product is being installed.</p>

Screen	Recommended Action
Configuration Assistants	This screen displays status information for the configuration assistants that configure the software and create a database. When the message is displayed at the end of this process, click OK to continue.
Execute Configuration Scripts	When prompted, read the instructions and then run the scripts mentioned on this screen. Click OK to continue.
End of Installation	<p>The configuration assistants configure several Web-based applications, including Oracle Enterprise Manager Database Control. This screen displays the URLs configured for these applications. Make a note of the URLs used. The port numbers used in these URLs are also recorded in the following file:</p> <pre><i>oracle_home/install/portlist.ini</i></pre> <p>To exit from Oracle Universal Installer, click Exit and then click Yes.</p>

Installing Products from the Oracle Database 10g Companion CD

The Oracle Database 10g Companion CD contains additional products that you can install. Whether you need to install these products depends on which Oracle Database products or features you plan to use. If you plan to use the following products or features, then you must complete the Oracle Database 10g Products installation from the Companion CD:

- JPublisher
- Oracle JVM
- Oracle *interMedia*
- Oracle JDBC development drivers
- Oracle SQLJ
- Oracle Database Examples
- Oracle Text supplied knowledge bases
- Oracle Ultra Search
- Oracle HTML DB
- Oracle Workflow server and middle-tier components

For more information about installing software from the Companion CD, refer to *Oracle Database Companion CD Quick Installation Guide for AIX 5L Based Systems (64-Bit)*.

What to Do Next?

To become familiar with this release of Oracle Database, it is recommended that you complete the following tasks:

- Log in to Oracle Enterprise Manager Database Control using a Web browser.

Oracle Enterprise Manager Database Control is a Web-based application that you can use to manage a single Oracle Database installation. The default URL for Database Control is similar to the following:

```
http://host.domain:1158/em/
```

To log in, use the user name SYS and connect as SYSDBA. Use the password that you specified for this user during the Oracle Database 10g installation.

- Refer to *Oracle Database Installation Guide for AIX 5L Based Systems (64-Bit)* for information about required and optional

postinstallation tasks, depending on the products that you want to use.

- Refer to *Oracle Database Installation Guide for AIX 5L Based Systems (64-Bit)* for information about how to use Database Control to learn about the configuration of your installed database.
- To learn more about using Oracle Enterprise Manager Database Control to administer a database, refer to *Oracle Database 2 Day DBA*.

This guide, designed for new Oracle DBAs, describes how to use Database Control to manage all aspects of an Oracle Database installation. It also provides information about how to enable e-mail notifications and automated backups, which you might not have configured during the installation.

Additional Information

This section contains information about the following:

- [Product Licenses](#)
- [Purchasing Licenses, Version Updates, and Documentation](#)
- [Contacting Oracle Support Services](#)

- [Locating Product Documentation](#)

Product Licenses

You are welcome to install and evaluate the products included in this media pack for 30 days under the terms of the Trial License Agreement. However, you must purchase a program license if you want to continue using any product after the 30 day evaluation period. See the following section for information about purchasing program licenses.

Purchasing Licenses, Version Updates, and Documentation

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<http://oraclestore.oracle.com>

Contacting Oracle Support Services

If you have purchased Oracle Product Support, you can call Oracle Support Services for assistance 24 hours a day, seven days a week. For information about purchasing Oracle Product Support or contacting Oracle Support Services, go to the Oracle Support Services Web site:

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Documentation for Oracle products is available in both HTML and Adobe portable document format (PDF) formats from several locations:

- On discs in the media pack:
 - Platform-specific documentation is available on the product discs. To access this documentation, see the `welcome.htm` file located in the top-level directory of the installation media.
 - Generic product documentation is available in the Oracle Documentation Library.
- From the Oracle Technology Network Web site:
<http://www.oracle.com/technology/documentation/index.html>

To view PDF documents, download the free Adobe Acrobat Reader from the Adobe Web site, if necessary:

<http://www.adobe.com>

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