

SQL Optimizer for Oracle® 9.3
Installation Guide



**Copyright 2018 Quest Software Inc.
ALL RIGHTS RESERVED.**

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.
Attn: LEGAL Dept
4 Polaris Way
Aliso Viejo, CA 92656

Refer to our Web site (<https://www.quest.com>) for regional and international office information.

Patents

SQL Optimizer for Oracle is protected by U.S. Patents No. 8,332,346 and 8,499,001. Additional patents pending. For the most current information about applicable patents for this product, please visit our website at <https://www.quest.com/legal>.

Trademarks

Quest, Quest Software, Foglight, Spotlight, Toad, and the Quest logo are trademarks of Quest Software Inc. in the U.S.A. and other countries. For a complete list of Quest Software trademarks, please visit our website at <https://www.quest.com/legal/>. Microsoft, Windows, Windows Server, and Windows Vista are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Oracle is a trademark or registered trademark of Oracle and/or its affiliates in the United States and other countries. Citrix and XenApp are trademarks of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered in the United States Patent and Trademark Office and in other countries. Other trademarks are property of their respective owners.

Legend

i **IMPORTANT, NOTE, TIP, MOBILE, VIDEO:** An information icon indicates supporting information.

! **CAUTION:** A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.

SQL Optimizer for Oracle 9.3
Installation Guide
Wednesday, August 15, 2018

Table of Contents

Installation	4
System Requirements	4
Virtualization Support	5
Install SQL Optimizer	6
Silent Install of SQL Optimizer	6
Upgrade SQL Optimizer	7
To upgrade from a previous version of SQL Optimizer	7
To upgrade from SQL Tuning for Oracle	7
Uninstall SQL Optimizer	8
 Configuration	 9
Start SQL Optimizer	9
Review Option Settings	9
Review Data File Locations	9
Troubleshooting	10
Failing to Connect to Oracle	10
 About Us	 11
We are more than just a name	11
Our brand, our vision. Together.	11
Contact Quest	11
Technical Support Resources	11
SQL Optimizer Community	12

Installation

System Requirements

Before installing SQL Optimizer for Oracle®, ensure your system meets the following minimum hardware and software requirements:

Requirement	Details
Platform	1 GHz Processor
Memory	1 GB of RAM for SQL Optimizer for Oracle 32-bit 2 GB of RAM for SQL Optimizer for Oracle 64-bit i Note: The memory required may vary based on the following: <ul style="list-style-type: none"> • Applications that are running on your system • Size and complexity of the database • Amount of database activity • Number of concurrent users accessing the database
Hard Disk Space	180 MB of disk space for SQL Optimizer for Oracle 32-bit 217 MB of disk space for SQL Optimizer for Oracle 64-bit i Note: The disk space required may vary based on options selected for installation.
Operating System	Microsoft Windows Server 2008 R2 Microsoft Windows 7 32-bit and 64-bit Microsoft Windows 8 32-bit and 64-bit Microsoft Windows 8.1 32-bit and 64-bit Microsoft Windows 8.1 (with Update) 32-bit and 64-bit Microsoft Windows Server 2012 R1 Microsoft Windows Server 2012 R2 Microsoft Windows Server 2012 R2 (with Update) Microsoft Windows 10 32-bit and 64-bit Microsoft Windows Server 2016
.NET Framework	Microsoft .NET Framework 4.0 Full Profile
Browser	Microsoft Internet Explorer 6.0 or later i Note: Other browsers may also be used.
PDF Viewer	Adobe Acrobat Reader 7.0 or later (for viewing the Installation Guide)

Requirement	Details
Database Client	<p>Oracle v10 Client (Net10) Oracle v11 Client (Net11) Oracle 12c Client Oracle 18c Client Oracle Instant Client</p> <p>i Note: You must use the 32-bit version of SQL Optimizer if you use the 32-bit Oracle Client, and the 64-bit version of SQL Optimizer if you use the 64-bit Oracle Client.</p>
Database Server	<p>Oracle 10g R2, 11g R1, 11g R2, 12c Release 1, 12c Release 2, 18c</p> <p>SQL Optimizer has been tested on Oracle Exadata 2.0 running Oracle database 11g R2.</p> <p>i Important: It is recommended that you use an Oracle Client of the same release/version (or later) as your database server. This is an Oracle recommendation to prevent performance issues.</p>
Cloud Database Service	<p>Oracle Database as a Service Oracle databases running on Amazon EC2, Amazon RDS, and Microsoft Azure</p>

Virtualization Support

Before installing SQL Optimizer for Oracle®, review the following for virtualization support:

Type	Details
Application Virtualization	<p>SQL Optimizer has been tested with the following:</p> <ul style="list-style-type: none"> • Citrix XenApp 6.5 on Windows Server 2008 R2 • Microsoft Application Virtualization (App-V) 5.0 on Windows 7 and Windows Server 2012
Server Virtualization	<p>SQL Optimizer has been tested with the following:</p> <ul style="list-style-type: none"> • Oracle VM 2.2.0 running on Oracle Enterprise Linux 5 Update 2 64-bit with Oracle 10g R2 • Oracle VM 2.2.0 running on Oracle Enterprise Linux 5 Update 3 32-bit with Oracle 11g R1 • Oracle VM 3.1.1 running on Windows Server 2008 R2 with Oracle 11g R2 • Oracle VM 3.2.2 running on Oracle Linux Release 6 Update 4 Media Pack v1 for x86 (32-bit) with Oracle 10g R2. • Oracle VM 3.2.2 running on Windows Server 2008 R2 64-bit with Oracle 11g R1. • Oracle VM 3.2.2 running on Oracle Linux Release 6 Update 4 for x86_64 (64-bit) with Oracle 11g R2.
<p>i Note: SQL Optimizer may work in virtualization environments other than the ones in which it was tested.</p>	

Install SQL Optimizer

i Note: SQL Optimizer supports side-by-side installation. If you have a previous version of SQL Optimizer installed, when you run the installation program for the current version, you can either install the upgrade into the existing directory or you can install it into a new directory to have both versions installed side-by-side.

To install SQL Optimizer

1. Run the SQL Optimizer installation program.
2. In the License Agreement page, review and accept the license agreement. Click **Next**.
3. In the Select the Products to Install page, select SQL Optimizer for Oracle and select an installation directory. Click **Install**.
4. When the installation finishes, click **Finish**.

The commercial, trial, and beta versions of SQL Optimizer are installed independently of one another. You can install or uninstall one without impacting the other.

i Notes:

- A known Oracle issue causes the database connection to fail when using a pre-11g client and when the application directory path contains parentheses. In a 64-bit environment, the default directory for a 32-bit application is "C:\Program Files (x86)". In this situation, if you use the default directory when installing SQL Optimizer, you cannot connect to Oracle. To work around this issue, install SQL Optimizer into a directory path that does not contain parentheses (if you are using a pre-11g client).
- When installed as part of a Quest Software suite, SQL Optimizer is located within the suite root folder.

Silent Install of SQL Optimizer

To perform a silent installation of SQL Optimizer

- Execute the following command:

```
msiexec /i "path to msi file\SQLOptimizerForOracle_version.msi" /qn
```

i Note: The following command line parameters are used:

Command-Line Parameters	Definition
/i	Installs a product.
/qn	Sets user interface to No UI .
Optional Command-Line Parameters	Definition
INSTALLDIR= "InstallDir"	Specifies the install directory path.
LANG= "LangOption"	Specifies the language version.

Command-Line Parameters	Definition
	<p>LANG="EN"—Installs the English language version of the application.</p> <p>i Note: If you do not specify a language during install, the default is English. If you do not specify a language when repairing after install, the old language option is overwritten by the English language option.</p>

To perform a silent installation of SQL Optimizer in a directory other than the default product directory

- Execute the following command:

```
msiexec /i "path to msi file\SQLOptimizerForOracle_version.msi" /qn INSTALLDIR="InstallDir"
```

i Note: Use the INSTALLDIR parameter if you are upgrading and want to install the new version side-by-side with the previous version. Otherwise, the upgrade overwrites the current version.

Upgrade SQL Optimizer

To upgrade from a previous version of SQL Optimizer

To perform a standard upgrade from a previous version of SQL Optimizer, follow the instructions in the previous section "Install SQL Optimizer". For side-by-side installation or to upgrade from a 32-bit version to a 64-bit version (or vice versa), see the following special instructions.

Side-by-side installation

SQL Optimizer supports side-by-side installation. If you have a previous version of SQL Optimizer installed, when you run the installation program for the current version, you can either install the upgrade into the existing directory or you can install it into a new directory to have both versions installed side-by-side.

To upgrade from a 32-bit version to a 64-bit version (or vice versa)

Starting with release 8.7, SQL Optimizer is available in a 32-bit version and a 64-bit version.

SQL Optimizer 8.7 (or later) does not support an *upgrade* from the 32-bit version to the 64-bit version (or 64-bit to 32-bit). To upgrade to a newer version of SQL Optimizer that has a different "bitness" (i.e., from 32-bit to 64-bit, or from 64-bit to 32-bit), you must first uninstall the previous version.

i Note: SQL Optimizer 8.7 (or later) supports side-by-side installation of versions with different "bitness" as long as they are also different releases (for example, 8.6 and 8.7) or different editions (for example, Commercial and Trial, or Trial and Beta).

To upgrade from SQL Tuning for Oracle

If you are upgrading from SQL Tuning for Oracle 6.1.2 or earlier, SQL Optimizer requires a full installation.

Uninstall SQL Optimizer

To uninstall SQL Optimizer

1. Uninstall SQL Optimizer using your Windows add/remove programs feature.
2. For example, in Windows 7, select **Control Panel | Programs | Programs and Features | Uninstall a program**.
3. Select SQL Optimizer for Oracle (the version or edition that you want to uninstall).
4. Click **Uninstall**.

Configuration

Start SQL Optimizer

To start SQL Optimizer

- Select **Start | All Programs | Quest Software | SQL Optimizer for Oracle | SQL Optimizer version for Oracle**.

i Note: When installed as part of a Quest Software suite, SQL Optimizer is located within the suite root folder.

Review Option Settings

Starting with version 7.0, SQL Optimizer uses a new Windows registry location and the entire registry structure has been revised. If you have been using SQL Tuning version 6.1.2. or earlier or SQL Optimizer 3.8.5 or earlier, you may want to review the option settings and reselect your preferences.

Review Data File Locations

In a Side-by-Side Installation

Starting with version 7.5, you can install SQL Optimizer versions side-by-side. If installed separately, each new version has its own data directory. The **data directory** path now includes the version number. The following is the default data directory path in SQL Optimizer 9.3:

```
C:\Users\<user>\AppData\Roaming\Quest Software\Quest SQL Optimizer for Oracle\<version number>\<i>data directory</i>
```

Troubleshooting

Failing to Connect to Oracle

A known Oracle issue causes the database connection to fail when using a pre-11g client and when the application directory path contains parentheses. In a 64-bit environment, the default directory for a 32-bit application is "C:\Program Files (x86)\". In this situation, if you use the default directory when installing SQL Optimizer, you cannot connect to Oracle. To work around this issue, install SQL Optimizer into a directory path that does not contain parentheses (if you are using a pre-11g client).

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece—you—to the community, to the new Quest.

Contact Quest

For sales or other inquiries, visit www.quest.com/contact.

Technical Support Resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

SQL Optimizer Community

You can also find help and additional information at the SQL Optimizer community at:

<https://blog.toadworld.com/tag/sql-optimizer-for-oracle>