Oracle Utilities Mobile Workforce Management

Quick Install Guide

Release 2.1.0 Service Pack 6

E26613-08

May 2014

ORACLE

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E26613-08

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Preface

This guide provides an overview of installing Oracle Utilities Mobile Workforce Management.

Audience

This guide is intended for anyone interested in the process of installing Oracle Utilities Mobile Workforce Management.

Related Documents

For more information, see these Oracle documents:

Installation, Configuration and Release Notes

- *Oracle Utilities Mobile Workforce Management Release Notes*
- *Oracle Utilities Mobile Workforce Management Quick Install Guide*
- *Oracle Utilities Mobile Workforce Management Installation Guide*
- *Oracle Utilities Mobile Workforce Management DBA Guide*
- *Oracle Utilities Mobile Workforce Management Configuration Guide*

User Guides

- *Oracle Utilities Mobile Workforce Management Server Application User's Guide*
- *Oracle Utilities Mobile Workforce Management Mobile Application User's Guide*

Map Editor Installation and User Guides

- *Oracle Utilities Mobile Workforce Management Map Editor User's Guide*
- *Oracle Utilities Mobile Workforce Management Map Editor Installation Guide*

Framework Guides

- *Oracle Utilities Application Framework V4.1.0.2 Business Process Guide*
- *Oracle Utilities Application Framework V4.1.0.2 Administration Guide*

Supplemental Documents

- *Oracle Utilities Mobile Workforce Management Server Administration Guide*
- *Oracle Utilities Mobile Workforce Management Batch Server Administration Guide*

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.
italic	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.

Installation Overview

This document provides a high-level overview of the installation steps for Oracle Utilities Mobile Workforce Management 2.1.0 Service Pack 6 and selected additional software.

> **Note:** This service pack is intended to be installed on top of an existing Oracle Utilities Mobile Workforce Management installation. Please refer to the installation guide chapter titled "Installing Service Packs" for information on installing this service pack.

For frequently asked questions and troubleshooting information during installation of the application and database components of Oracle Utilities Mobile Workforce Management, refer to articles 1475032.1 and 1475013.1 on My Oracle Support.

Oracle Utilities Mobile Workforce Management Media Pack Contents

The Oracle Utilities Mobile Workforce Management Media Pack consists of the following packages:

- Oracle Utilities Mobile Workforce Management v2.1.0.6 Oracle Database.zip - Database installation package
- Oracle Utilities Application Framework v4.1.0.2 for ORS 2.1.0.6.zip - Oracle Utilities Application Framework 4.1.0 SP2
- Oracle Utilities Application Framework v4.1.0 Multiplatform.zip - Oracle Utilities Application Framework v4.1.0 Multiplatform package
- ORS-v2.1.0.6-FW-PREREQ-Multiplatform.zip - Oracle Utilities Application Framework 4.1.0.2 Single-fix Convenience rollup
- Oracle Real-Time Scheduler v2.1.0.6 Multiplatform.zip - Oracle Real-Time Scheduler application server installation package
- Oracle Utilities Mobile Workforce Management v2.1.0.6 Multiplatform.zip - Oracle Utilities Mobile Workforce Management application server installation package
- Mobile Communication Client v2.1.0.6 for Android.zip - Android Mobile Runtime installation package
- Mobile Communication Client v2.1.0.6 for Windows.zip - Windows Runtime installation package
- Mobile Communication Client v2.1.0.6 for Windows Mobile.zip - Windows Mobile Runtime installation package
- Oracle Utilities Mobile Workforce Management v2.1.0.6 Release Notes.zip - Release notes for this service pack
- ORS-v2.1.0.6_PFDs.zip - Product Fix Documents for this service pack.
- MWM-v2.1.0.6_PFDs.zip - Product Fix Documents for this service pack.

Components for Oracle Utilities Mobile Workforce Management

The system includes the following components:

- All application processes and HTML/JSP pages that make up the user interface
- Release Notes describing functional changes for this version
- Database installation
- Data Dictionary
- System Table Guide
- XAI Client Software

Network Environment Overview

The application is split into multiple tiers:

Tier 1: Browser-Based Client

The central facility in the Oracle Utilities Mobile Workforce Management browser-based client is Internet Explorer.

Operating System: Windows 7

The following Operating System / Web Browser software is supported:

- Windows 7 (32-bit or 64-bit) with Internet Explorer 8.x
- Java plug-in 1.6.0_65

Tier 2: Mobile Client

This release of Oracle Utilities Mobile Workforce Management supports the following mobile clients:

- Windows 7 (64-bit)
- Windows Embedded Handheld 6.5
- Windows Mobile 6.5 Professional
- Android 2.3, 4.1

> **Note:** This release of Oracle Utilities Mobile Workforce Management has been tested on a Motorola MC75 device running Windows Mobile 6.5 Professional, a Panasonic Toughbook 30 running Windows 7 (32-bit), and a HTC Desire device running Android 2.3, 4.1.

Tier 3: Web Application Server

Oracle Utilities Mobile Workforce Management supports the following web application server:

- Oracle WebLogic 11gR1 (10.3.6)

Tier 4: Database Server

Oracle Utilities Mobile Workforce Management supports the following database:

- Oracle11gR2 (11.2.0.1+)

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 Mobile Workforce Management Installation Guide*.

The following table details the browser, operating system, and application server combinations on which this version of Oracle Utilities Mobile Workforce Management has been tested and certified.

Operating System and Web Browser (Client)	Operating System (Server)	Chipset	Application Server	Database
Windows 7* (IE 8.x)	AIX 7.1 TL0 (64-bit)	Power 64-bit	WebLogic 10.3.6	Oracle 11.2.0.1, 11.2.0.2, 11.2.0.3
	Oracle Linux 5.6, 5.8, or 6.2 (64-bit) (based on Red Hat Enterprise Linux **(64-bit)	x86_64	WebLogic 10.3.6	Oracle 11.2.0.1, 11.2.0.2, 11.2.0.3
	Sun Solaris 10 Update 8 (64-bit)	SPARC	WebLogic 10.3.6	Oracle 11.2.0.1, 11.2.0.2, 11.2.0.3
	Windows Server 2008 R2 (64-bit)	x86_64	WebLogic 10.3.6	Oracle 11.2.0.1, 11.2.0.2, 11.2.0.3

* Oracle support for Windows XP ended December 2013. Microsoft support for Windows XP ended April 2014.

** Oracle Utilities Mobile Workforce Management is supported on the versions of Oracle Linux specified. Because Oracle Linux is 100% userspace-compatible with Red Hat Enterprise Linux, Oracle Utilities Mobile Workforce Management also is supported on Red Hat Enterprise Linux for this release.

Platform Changes

Oracle Utilities Mobile Workforce Management 2.1.0 no longer requires the Oracle Spatial database option to operate properly. While this release supports Oracle Spatial, additional installation steps have been added which allow the application to run against a database without this option, including Oracle Standard Edition.

Oracle Database Servers

This version of Oracle Utilities Mobile Workforce Management is supported with Oracle Database Server 11.2.0.1+ on any of the operating systems listed above.

The Oracle 11.2.0.1+ client is required for this version of the database server.

The following Oracle Database Server Editions are supported:

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

Oracle WebLogic Server Information

The following Oracle WebLogic Server Editions are supported:

- Oracle WebLogic Server Standard Edition.

- Oracle WebLogic Server Enterprise Edition.

Application Dependencies for Oracle Business Intelligence for Utilities

When using Oracle Utilities Mobile Workforce Management version 2.1.0.6 with Oracle Business Intelligence for Utilities, you must upgrade to Oracle Utilities Advanced Spatial and Operational Analytics version 2.4.0 Service Pack 4. This release is not compatible with previous releases of Oracle Utilities Advanced Spatial and Operational Analytics. For more information, see the release notes and installation documentation for Oracle Utilities Advanced Spatial and Operational Analytics, version 2.4.0 Service Pack 4.

Please note that in release 2.5, the product name for Oracle Utilities Advanced Spatial and Operational Analytics was updated to "Oracle Utilities Analytics".

Installing Oracle Utilities Mobile Workforce Management

For additional information on installing Oracle Utilities Mobile Workforce Management, refer to the *Installation Guide*.

To Install Oracle Utilities Mobile Workforce Management 2.1.0 Service Pack 6:

1. Install the following required third-party software:
   - Oracle Client 11.2.0.1+ (for connecting to the Oracle database)
   - Java 1.6.0_65
   - Hibernate 3.3.2
   - JDeveloper 11g (11.1.1.6.0)

     Note: You can choose to install either JDeveloper or Oracle Application Developer Framework (ADF). Do **NOT** install JDeveloper if you plan to install and use Oracle ADF.
   - MapViewer 11.1.1.5.1
   - Map data
   - Oracle WebLogic 11gR1 (10.3.6).
   - wllfullclient.jar

   For more details about installing required third-party software, refer to Chapter 6 in the *Installation Guide*.
2. Install the database. Refer to the *Database Administrator's Guide* for more details.
3. Install Geocoding and map related data.

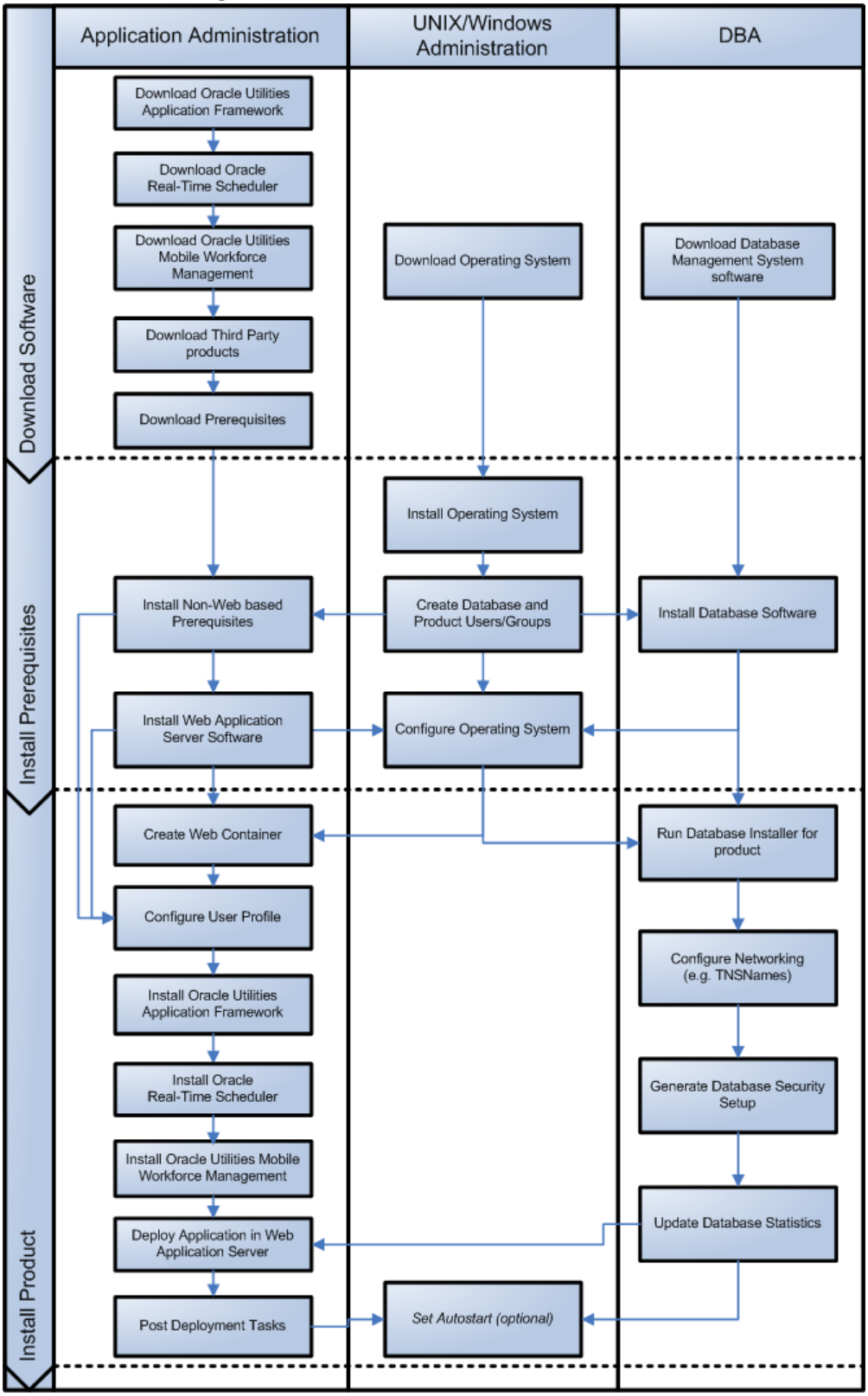
   Currently the application only supports Navteq as the provider of maps and location data. For instructions on installing geocoding and map related data, please contact your specific Navteq vendor. The disk space required for installation is around 60 GB.
4. Install the service pack for this release. For instructions, please refer to the chapter "Installing Service Packs" in the *Oracle Utilities Mobile Workforce ManagementInstallation Guide*.

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 to install and configure Oracle Utilities Mobile Workforce Management:



Additional Information for Installing Other Oracle Software

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

- Oracle WebLogic 11gR1 (10.3.6)
- Oracle JDeveloper 11g (11.1.1.6.0) Studio Edition or Oracle ADF 11g (11.1.1.6.0)
- Oracle Fusion Middleware MapViewer 11g (11.1.1.5.1)
- Oracle BPEL Process Manager 11g
- Map Editor 2.1.2

Oracle WebLogic 11gR1 (10.3.6)

Customers must download Oracle WebLogic Server from the Oracle Software Delivery Cloud. The version of Oracle WebLogic Server is in the Oracle Utilities Mobile Workforce Management Supported Platforms Summary section.

> **Note:** If you install a temporary license for Oracle WebLogic, please note that this license is limited to 5 non-current 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 Mobile Workforce Management application server.
5. Follow the instructions from the Oracle WebLogic installation document to install the license key.
6. Start the Oracle Utilities Mobile Workforce Management application server.

Oracle JDeveloper 11g (11.1.1.6.0) Studio Edition

JDeveloper 11g (11.1.1.6.0) Studio Edition is supported on any platform that runs JDK 6. It requires Oracle Weblogic Server 10.3.4+. It must be installed prior to installing the Oracle Utilities Application Framework.

Oracle JDeveloper can be downloaded from following link:

http://www.oracle.com/technology/software/products/jdev/index.html

Note: For an easy and quick installation of Oracle JDeveloper, please use silent mode. For more information, refer to http://docs.oracle.com/cd/E16764_01/install.1111/e13666/ojdig.htm#CHDCDFEA

Oracle Application Developer Framework (ADF) 11g (11.1.1.6.0)

Oracle WebLogic software can be downloaded from the Oracle web site. This application server will run as a 64-bit application.

- Download and install 64-bit Java (as documented above) before installing WebLogic.
- Download and install WebLogic Server 11gR1 (10.3.610.3.3 or 10.3.4).

Note: For an easy and quick installation of Oracle Weblogic please use silent mode. For more information, refer to http://docs.oracle.com/cd/E13196_01/platform/docs81/install/silent.html#1044118

Oracle MapViewer 11g (11.1.1.5.1)

Oracle Fusion Middleware MapViewer 11g Release 1 (11.1.1.5.1) is a tool that renders maps showing different kinds of spatial data. It can be downloaded from the following link:

http://www.oracle.com/technetwork/middleware/products/mapviewer/downloads/index-100641.html

Download mapviewer.ear from this link.

Oracle BPEL Process Manager 11g

Oracle BPEL Process Manager is optional software and is required only for SMS dispatching functionality. Oracle BPEL Process Manager 11gR1 is a component of Oracle SOA Suite 11gR1. The Oracle BPEL Process Manager version is determined by your SMS gateway application. You can download SOA Suite 11gR1 from the SOA Suite download page at the following link:

http://www.oracle.com/technology/products/soa/soasuite/collateral/downloads.html#11g

Map Editor 2.1.2

The Map Editor software is used to convert the map files from third party vendors into a format recognized by the application. The Map Editor software is bundled with the application package. Please refer to the *Oracle Utilities Mobile Workforce Management Map Editor User's Guide* for more information on using the Map Editor software.

Contacting Oracle Support

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

For a list of available maintenance releases and patches for Oracle Utilities Mobile Workforce Management, refer to article ID 1270044.1 on MyOracle Support.