

# **Oracle Utilities Mobile Workforce Management**

Release Notes

Release 2.2.0 Service Pack 3

**E60090-03**

May 2015

Updated August 2015

Oracle Utilities Mobile Workforce Management, Release Notes, Release 2.2.0 Service Pack 3

Copyright © 2000, 2015 Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

# Contents

---

---

<b>Preface</b> .....	<b>i</b>
Audience .....	i
Related Documents .....	i
Conventions.....	ii
<b>Release Notes</b> .....	<b>1</b>
Release Overview.....	1
Relationship Between 2.2.0 Service Pack 3 and Prior Versions.....	2
Supported Platforms Notice.....	2
Database Changes .....	2
Integration Information.....	2
New Functionality .....	3
General Enhancements .....	3
Activity Enhancements .....	4
Dispatcher Enhancements.....	4
Mobile Application Enhancements.....	5
Integration Enhancements.....	5
Oracle Utilities Application Framework Enhancements.....	6
Bug Fixes.....	6
Known Issues.....	6
Known Issues in Oracle Utilities Application Framework.....	7
End of Support Notices .....	7
Demo Data Information .....	7

---

---

# Preface

These release notes provide an overview of the enhancements, known issues, and other changes in this release.

## Audience

This guide is intended for anyone installing or using Oracle Utilities Mobile Workforce Management 2.2.0 Service Pack 3.

## Related Documents

For more information, refer to 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 v4.2.0.2 Business Process Guide*
- *Oracle Utilities Application Framework v4.2.0.2 Administration Guide*
- *Oracle Utilities Application Framework v4.2.0.2 Release Notes*

### Supplemental Documents

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

- *Oracle Utilities Mobile Workforce Management Security Guide*

## Conventions

The following text conventions are used in this document:

<b>Convention</b>	<b>Meaning</b>
<b>boldface</b>	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.

---

---

# Release Notes

This document provides general information about the Oracle Utilities Mobile Workforce Management 2.2.0 Service Pack 3 release including new functionality, known issues and other important information.

Prior to installing this release, it is important that you review all of the release notes and review your business processes as they relate to the new enhancements. There may be steps to complete or information to review before accepting the release. Refer to the quick install guide and installation guide for information regarding supported platforms and installation steps.

This guide includes the following:

- [Release Overview](#)
- [Integration Information](#)
- [New Functionality](#)
- [Oracle Utilities Application Framework Enhancements](#)
- [Bug Fixes](#)
- [Known Issues](#)
- [End of Support Notices](#)
- [Demo Data Information](#)

## Release Overview

The release includes all the components and features previously released in earlier service packs, plus a number of fixes tested and released together. There are features introduced in this service pack which are highlighted in the [New Functionality](#) section.

- Refer to the Quick Install Guide for a full list of the media pack components and application components included with this release.
- Refer to the Release Notes available with previous service packs for functionality delivered with those versions.
- Visit My Oracle Support (<http://support.oracle.com>) for the most recent service packs and patches for this release to ensure you have the most current version of this product.

## Relationship Between 2.2.0 Service Pack 3 and Prior Versions

This release supports update paths as indicated below. Please refer to the *Oracle Utilities Mobile Workforce Management Installation Guide* for release v2.2.0.3 included in this release for complete information.

- **Initial Install:** If you are installing Oracle Utilities Mobile Workforce Management for the first time, you can install v2.2.0.3 directly.
- **Upgrade Install:** Oracle Utilities Mobile Workforce Management v2.2.0.3 supports the following upgrade paths:
  - Upgrading from version 2.1.0.6 to version 2.2.0.3
  - Upgrading from version 2.2.0.1.5 (2.2.0 Service Pack 1 Patch Set 5) to version 2.2.0.3
  - Upgrading from version 2.2.0.1.6 (2.2.0 Service Pack 1 Patch Set 6) to version 2.2.0.3
- **Oracle Utilities Application Framework:** Ensure that you have installed the latest version of Oracle Utilities Application Framework, v4.2.0.2, as indicated in the installation guide.

## Supported Platforms Notice

See the Supported Platforms section of the *Oracle Utilities Mobile Workforce Management Quick Install Guide* for release v2.2.0.3 included in this release for an updated list of supported platforms.

### Changes in Supported Platforms

The following platforms were newly certified in this release:

- Windows 2012 Server R2 (64-bit)
- Windows 8.1

### Changes in Supported Mobile Platforms

The following mobile platforms and devices were newly certified in this release:

- Android 4.4
- Panasonic Tablet FZ-G1

## Database Changes

This release includes database changes. For more information about these changes, refer to the *Oracle Utilities Mobile Workforce Management Database Administrator's Guide*.

## Integration Information

The following integrations are supported in this version of Oracle Utilities Mobile Workforce Management:

- **Oracle Utilities Analytics, 2.5.0**

Please note that the product name for Oracle Utilities Analytics, 2.5.0 was formerly “Oracle Utilities Advanced Spatial and Operational Analytics” in previous versions.

- **Oracle Process Integration Pack for Oracle Utilities Field Work 3.1**

The Process Integration Pack for Oracle Utilities Field Work supports the creation and synchronization of field work records between Oracle Utilities Customer Care and Billing 2.4 and 2.3, Oracle Utilities Work and Asset Management 1.9.1, and Oracle Utilities Mobile Workforce Management.

- **Oracle Process Integration Pack for Oracle Utilities Field Work 12.1**  
The Process Integration Pack for Oracle Utilities Field Work supports the creation and synchronization of field work records between Oracle Utilities Customer Care and Billing 2.5 and 2.4 and 2.3, Oracle Utilities Work and Asset Management/ Oracle Utilities Operational Device Management 2.1.0.0.0, and Oracle Utilities Mobile Workforce Management.
- Oracle Utilities Network Management System 1.12.0.2.0
- Oracle Service Order Management 2.1.0.3

Please refer to integration documentation on the Oracle Technology Network for more information.

## New Functionality

The following sections provide details on the new features implemented in this release with a summary of new user interface and functionality enhancements and some implementation and training information. While these notes provide high level configuration information, please refer to the Server Application User Guide and Configuration Guide for comprehensive guidelines on configuring and implementing the enhancements. You can also reference the [demo environment](#) for examples.

- [General Enhancements](#)
- [Activity Enhancements](#)
- [Dispatcher Enhancements](#)
- [Mobile Application Enhancements](#)
- [Integration Enhancements](#)

## General Enhancements

### Displaying Custom Colors in the Scheduling Gantt

Custom colors can now be applied to Gantt task bars, with colors based on field values in the Task, Task Type, and Task Schedule tables. Multiple color rules can be defined, and the user can toggle between them when viewing the Gantt. Custom icons that appear in the task bar can also be defined for all users for activity types and POU tasks.

With this release, a dispatcher may set up their own preference as to whether to show the task type description inside the task bar.

A new Plan View mode is also introduced to the Gantt to show the scheduled tasks irrespective of time. This, along with the Color Rule feature, provide dispatchers and resource planners with a better view of schedule conditions.

### Shift Auto-Completion

To accommodate cases in which the application is used only for scheduling purposes, a new auto-completion feature can be applied to mark crew shifts as completed. This feature automatically "works" the shift just as if a real crew worked it, completing activities based on scheduled times without the need for manual intervention.

### Inbound Web Services (IWS)

All existing XAI Inbound Services have been duplicated as Inbound Web Services as the application moves toward deprecation of XAI and full transition to IWS in the next release. The duplicated services are designed to work seamlessly in this release, and customers providing custom services are encouraged to migrate to IWS to take full advantage of the new, more efficient Web service technology.



---

For more information on migrating from XAI to IWS, please refer to *Migrating from XAI to IWS Oracle Utilities Application Framework (Doc ID 1644914.1)* on My Oracle Support.

## Activity Enhancements

### Worker Capabilities (Skills and Attributes)

Skills (personal proficiency) are now managed in the Skill List on the new **Worker Capability** portal, along with Attributes (things a person has been granted, such as a building access badge). Worker capabilities can now be used for security purposes, such as restricting access to site buildings or restricting activities to workers who possess only specified skills and security clearances.

In prior releases, all capabilities (worker- and vehicle-related) were required. Now, capabilities for an Activity Type or Activity can be designated as required or preferred. Preferred means that the Scheduler will do its best to find a Mobile Worker with the preferred capability. If no match is found, it will schedule the work to a worker possessing only the required capabilities. Preferred skills can be set up for Skill Levels.

In addition, a capability of any type can now be defined as required to be possessed by all members of the crew. If such a capability is defined as required for an activity, then the scheduler will only consider a crew for the activity if all members of the crew on a shift possess the capability.

Capabilities, except for skills, can also be designated as not allowed; when this designation is detected, the scheduler will not schedule the activity for a crew that possesses the capability.

In prior releases, skills on an activity overrode the skills specified on the activity type. Now worker capabilities (both skills and attributes) can either override or add to (extend) the worker capabilities on the activity type. For example, the host can send in an activity for a customer who prefers a mobile worker that speaks Spanish; this preferred skill is in addition to the worker capabilities specified on the activity type.

### Complex Activity Chains

Complex activities can now be part of a chain of activities, and can be preceded or followed by regular or complex activities.

### Resource Restrictions

Mobile Workers can now be excluded from a specific activity, and contractors (both shift-based and capacity-based) can be allowed on an activity. This enables activities to be assigned to specific capacity contractors.

## Dispatcher Enhancements

### Undispatch Threshold and Sequence Lock

In prior releases, dispatched work may have been un-dispatched as a result of an out-of-sequence event, such as a crew working its activities out of planned order. Once activities were dispatched to a crew shift in standard drip mode, their sequence was locked and newly arrived activities would not get dispatched to the crew, even if it yielded a more optimal route. The application now supports the ability to configure a shift to allow or disallow route changes in the form of un-dispatching or changing the order of the activities.

## Mobile Application Enhancements

### Mobile Contractor Tagging and Completion

Capacity Contractors can now complete their assigned activities on a mobile device, rather than using the Contractor Work Management portal. Specific activities can be assigned to workers using either a User ID or a free-form text tag.

The new mobile application for capacity contractor workers is available in either connected or disconnected mode. The application displays the activities assigned to the capacity contract worker (based on the tag) and enables them to enter completion information and mark the activity as complete. If using connected mode, mobile workers must use their own User ID (which is also their tag). Disconnected mode supports both an individual user for a worker as well as use of a shared User ID for the capacity contractor company, along with a unique tag for each worker.

### Windows 8.1 Support

Two new features have been added to support Windows 8.1 on tablets and other devices.

- The ability to open the Tablet/Laptop Runtime (MSD) in full screen mode on tablets. The window is now also re-sizeable on laptop and PC environments.
- Automatic popup of the touch keyboard when the user is entering any text in an editable field (input text boxes, text areas, etc.) for devices using Windows 8.1.

### LDAP Configuration for Mobile Applications

Customers can now use their own enterprise centralized external LDAP server to manage their user database and authenticate MDT users.

## Integration Enhancements

### Integration with Oracle Utilities Network Management System

Oracle Utilities Network Management System activity business objects have been added for Damage Assessment and Trouble. If Damage Assessment is part of a Trouble event, information is exposed in a crews' Activity screen as Damage Found Details (Trouble Details, Restoration Update, Outage Conditions, Trouble Location, Trouble Customers, Restoration Completion, and Failed Equipment) under Activity Assignment Completion Details. Network Management System Damage Assessment and NMS Trouble Activity Types can be viewed on the **Main > Service Management > Activity** page.

In addition, network map layers can be displayed on the CDI map or on the mobile map, and sample Network Management System themes have been added to the CDI map as well as the mobile map.

### Integration with Oracle Utilities Work and Asset Management

A new questionnaire-style form is available through the activity business Object Item Inspection Activity. The form (a series of questions and corresponding response types) is entirely sent in from the host. The form can be split into sections, and each section can contain multiple questions. A question can either have a yes/no answer, a lookup/multiple choice selection (drop-down), or a free-form text answer (with no edits). Each section may be set as repeatable, providing a way for the user to enter multiple responses.

## Oracle Utilities Application Framework Enhancements

This release includes Oracle Utilities Application Framework version 4.2.0 Service Pack 2, which includes enhancements. For information about these enhancements, refer to the following documents:

- The *Oracle Utilities Application Framework Service Pack 2 (v4.2.0.2.0) Release Notes*. This document provides information about specific framework modifications and is included in the documentation delivered with the Oracle Utilities Application Framework product.
- The Oracle Utilities Application Framework administration guide and business process guide. These documents are included with the documentation that is delivered with this media pack.
- The [Known Issues in Oracle Utilities Application Framework](#) section in this document provides a list of known Oracle Utilities Application Framework issues that impact this release of Oracle Utilities Mobile Workforce Management

## Bug Fixes

This section provides details on customer reported bugs that were fixed for this release.

- Bug 20411278 - Adding a new slot window to an existing ABG is not making the slot available in view slots
- Bug 17452277 - Breaks regenerated on change to mobile worker or shift template
- Bug 19869434 - Status Reason on BO lifecycle is required - not working on mobile device
- Bug 19790505 - Sync request not created for return assignment if MCP is offline

## Known Issues

This section describes known issues at the time of release. Single fixes may be released for these issues at a later date.

- Various Oracle Utilities Application Framework issues cause the Configuration Migration Assistant to respond unexpectedly. This functionality has been deprecated for this release.
- Bug 19320429 - Geocode values for an activity are not getting populated on Oracle Database 11.2.0.4 and 12.1.0.1.
- Bug 19544855 - The scheduler stops scheduling if the schedMode parameter within Scheduler Configuration set as “Variable”. Users should change this parameter to “Forever” for seamless scheduling.
- Bug 19667399 - Some batch controls have the **Batch Control Type** set as “timed” where they should be set as “not timed”. Your implementation should verify the settings and manually adjust the mode to “Not Timed” for the following:
  - ILM Crawler Initiator (Batch code: F1-ILMIN)
- Bug 20668147- The legend does not display correctly in the map in windows. Throughout the mapviewer API your implementation can prefix an object with a desired data source such as “cisadm2201:object”, however, this does not work in XML Requests sent to the omserver. Requests sent to the omserver must have the DB user name (owner) as the prefix. Example: cisadm:object.

Only Windows Mobile uses an XML Request and is therefore the only device affected.

Your implementation must ensure that the data source is named the same as the user. In the example above, you would change the data source name to “cisadm” in the mapviewer configuration and the mapping feature configuration.

- Bug 20725541 - Silent upgrade of the MCP runtime fails in Windows 7 and Windows Embedded. The workaround for this is to use the GUI option for silent upgrade of the MCP runtime as described in the Installation Guide.
- Bug 21126780 - The legend does not display correctly in the map in windows.

Throughout the mapviewer API your implementation can prefix an object with a desired data source such as “cisadm2201:object”, however, this does not work in XML Requests sent to the omsserver. Requests sent to the omsserver must have the DB user name(owner) as the prefix. Example: cisadm:object.

Only Windows Mobile uses an XML Request and is therefore the only device affected.

Your implementation must ensure that the data source is named the same as the user. In the example above, you would change the data source name to “cisadm” in the mapviewer configuration and the mapping feature configuration.

## Known Issues in Oracle Utilities Application Framework

This section describes known issues in the Oracle Utilities Application Framework that impact Oracle Utilities Mobile Workforce Management. Single fixes for these issues will be released at a later date.

- Bug 19452504 - When a user displays a multi query zone once, navigates away, then navigates back to the query screen through **History** or the back button, the drop downs do not display the descriptions. The query options are then displayed as code instead of a description.

## End of Support Notices

No platforms were deprecated in this release.

## Demo Data Information

The application delivers a demo database based on the application versions provided with the release, including Oracle Utilities Application Framework. Demo data provides sample configuration and data for key application features.

Oracle recommends that you do not clone the demonstration environment as a basis for a new production environment. The demonstration environment typically includes transactional data that will be irrelevant to your production environment and can cause unexpected issues if it is not purged correctly. The recommended process is to start a new production environment from a new installation and migrate “clean” system data (such as business objects and algorithms) and administrative data (such as sample activity types or other administrative entities) from the demonstration and/or test or development environments as applicable.

Please refer to the configuration guide for more information or contact Oracle Support.