Oracle® CRM Gateway for Mobile Devices

Oracle CRM Gateway for Mobile Devices Concepts and Procedures

Release 11*i* (11.5.2)

August 2000

Part No. A86060-01

Administering Oracle CRM Gateway for Mobile Devices

This document provides task-based procedures required for ongoing system maintenance and includes information on administration tools and utilities.

Topics covered are:

- Maintaining CRM Gateway for Mobile Devices Servers
- Creating Mobile Users
- Updating User Information
- Sending a Flash Message
- Viewing the Log File
- Checking Flash Message Confirmation
- Scheduling Concurrent Programs on the Oracle Applications System

ORACLE®

Maintaining CRM Gateway for Mobile Devices Servers

You can network one or many NT servers to one installation of Oracle Applications and used as CRM Gateway for Mobile Devices servers. Use this procedure to record the availability of a server and make it accessible for mobile devices.

Prerequisites

The NT server must be installed with the software specified in your installation documentation for Oracle CRM Gateway for Mobile Devices.

Steps

1. In the Gateway Server tab, choose **Create.**

    The Create Gateway Server page appears.

2. Enter the server name, address, and other information.

3. Enter passwords.

4. Click **Create.**

    The server is now available and you can give mobile users access to it.

5. Choose Gateway Servers.

    A list of existing servers appears. A newly created server shows a pending status until the system completes registering the new server. Then the status is confirmed.

6. Click the gateway server name.

    The Gateway Server Details page for the selected server appears.

7. If you want to change server information, then enter the changes, enter the gateway system password, and click **Update.**

8. If you want to change the passwords, then perform the following steps:

    a. Click **Reset Password.**

        The Reset Password page appears.

    b. If you want to change the password for the consolidator, then select Consolidator Password, enter the passwords, and click **Update.**

        The passwords are saved.

    c. If you want to change the password for the gateway server, then select Gateway Password, enter the passwords, and click **Update.**

        The passwords are saved.

Guidelines

The gateway server name must be the global name of the CRM Gateway for Mobile Devices database.

If the Oracle application database moves, you must click Restore Database Links and enter information in the page for each gateway server to link it to the new database location.

Creating Mobile Users

You can set up a user to use multiple devices and multiple applications. Use this procedure to record the relationship among the user, the device, the gateway server, and the application.

Prerequisites

The gateway server must be created and have a status of Confirmed.

Steps

1. In the Mobile User tab, choose **Create.**

    The Create Mobile User page appears.

2. Click **Go** and find the user to be set up as a mobile user.

    The Create Mobile User page displays existing user information.

3. Enter the user's mobile information.

4. Click **Update.**

    User information for the selected user, gateway server, and application is saved.

Guidelines

You can set up one user with multiple devices, gateway servers, applications, and mobile user names.

Updating User Information

Mobile users can reset their own passwords. The administrator can change all user information including a user's password. Use this procedure to update mobile information for a user.

Prerequisites

The user was created as a mobile user.

You must be an administrator to update user information other than your own password.

You must enter your system password before you can save changes to the gateway server detail page.

Steps

1. In the Mobile User tab, choose **Search.**

    The Mobile User Search page appears.

2. Enter search criteria and click **Search.**

    The Mobile User Search Results page lists mobile users, their gateway servers, and other user information.

3. If you want to delete a user, then select **Remove** and click **Update** to save.

4. If you want to change a password, then click **Reset Password**, enter your changes, and click **Submit.**

5. If you want to edit the settings for a listed gateway server, then click the server name, make your edits, and click **Update.**

6. Click the user name to be updated.

    The Mobile User Details page displays the detail information for the user.

1. Edit the information.

1. Click **Update.**

    The changes to user information are saved.

Guidelines

Click Submit in the Require Complete Reload column to refresh all data in the device the next time it is connected.

Sending a Flash Message

You can send immediate information to specified users through the use of a flash message. Flash messages can be delivered via e-mail, wireless devices, or other mobile devices. Use this procedure to send a flash message.

Prerequisites

Recipients must be created as mobile users and have flash message devices specified.

Steps

1. In the Flash Message tab, click **Go.**

    The Recipients page lists users who are available to receive a flash message.

2. Move users to the Selected column.

3. Click **Update.**

    The Flash Message page appears.

4. Type your message.

    The Character Count field displays the number of characters in your message.

5. If you want to receive confirmation from recipients of your message, select Confirmation Required.

6. Click **Update.**

    Your message is sent to all selected users to the devices designated as their flash message devices in their mobile user information.

References

See Creating Mobile Users for information about how to set up a user's flash message devices.

Viewing the Log File

You can view errors and other messages in a log file. For example, you can find information about synchronizations that did not work correctly. When you send in change information from a remote device that is in conflict with information from Oracle Applications, then the Oracle Applications information supersedes your device information and a note is placed in the log. Use this procedure to view the log file.

Prerequisites

None

Steps

1. In the Log File tab, enter search information.

2. Click **Search.**

   The log information that matches your search criteria appears.

3. If you want to delete a log entry, then select **Remove** and click **Update.**

Guidelines

If you want to view error messages generated by the gateway server, then do not select a mobile user. Select only a gateway server.

Checking Flash Message Confirmation

When you send a flash message, you can request confirmation of receipt from each device. Use this procedure to view your flash message confirmation messages.

Prerequisites

None

Steps

1. In the Flash Message tab, choose **Confirmation.**

   The Flash Message Confirmation page lists messages and the dates and times the messages were sent.

2. Double-click the message you want to check.

   The Flash Message Confirmation Details page displays the message, every potential recipient, and the receipt status for each recipient.

Scheduling Concurrent Programs on the Oracle Applications System

Schedule the following concurrent programs in Oracle Applications for each Oracle CRM Gateway for Mobile Devices:

Concurrent Program	Schedule
Refresh Lookup Snapshots	Schedule for CRM Gateway for Mobile Devices once every night.
Refresh Transaction Snapshots	Schedule for CRM Gateway for Mobile Devices every half hour.
Purge Snapshot Logs	Schedule once or twice every week.