

Oracle[®] Field Service/Wireless

Implementation Guide

Release 11*i*

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1 Implementing Oracle Field Service/Wireless

This document provides descriptions of the setup and configuration tasks required to implement the application successfully. This topic group tells how to set up a user for the wireless option.

Topics covered are:

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2 Implementation Overview of Field Service/Wireless

Before setting up Oracle Field Service/Wireless, you must install and fully implement these Oracle applications or components:

- Oracle Field Service
- Oracle's 9i Application Server Wireless Edition

For information regarding the installation and implementation of these applications and components, see the appropriate documentation for each product.

The implementation tasks described here are tasks that are necessary to use the additional functionality included with Oracle Field Service/Wireless.

2.1 Implementation Checklist

Complete the following implementation steps in sequential order.

Step	Required	Step Title
1.	Yes	Confirm setup Oracle Field Service
2.	Yes	Confirm setup Oracle's 9i Application Server Wireless Edition 1.0.2.1.0 or above
3.	Yes	Confirm setup of Oracle Field Service/Wireless

3 Implementation Steps

3.1 Step 1: Confirm Setup of Oracle Field Service

Make sure Oracle Field Service is fully implemented and set up as described in *Oracle Field Service Implementation Guide*.

3.2 Step 2: Confirm Setup Oracle's 9i Application Server Wireless Edition

Make sure you set up Oracle's 9i Application Server Wireless Edition 1.0.2.1.0 or above, as described in *Oracle's 9i Application Server Wireless Edition Installation Guide*. Ensure that all the steps have been reviewed and completed as necessary.

3.3 Step 3: Set up Oracle Field Service/Wireless

Make sure that the Oracle Field Service/Wireless has been correctly set up. This setup involves the following tasks:

- [Setting up the User with Wireless Responsibility](#)
- [Setting up the Profile Options for the Wireless User](#)
- [Setting the Profile Options for the Task Summary Display Screen, Date Format](#)
- [Setting up the System for Route Directions](#)
- [Setting up the E-mail Server](#)

3.3.1 Setting up the User with Wireless Responsibility

Use this procedure to assign wireless responsibility to the applications user. The profile options for the Oracle Field Service/Wireless user are set up once per user.

Prerequisites

The user must be created in the database before you can assign Oracle Field Service/Wireless responsibility.

Steps

1. Log in to the Oracle applications with system administrator responsibility.
2. Navigate to **Security > User > Define**.

3. Enter a valid username, that is, one that is already in the database.
4. On the Responsibilities tab, enter the following new responsibility: **Field Service Wireless User, JTF Default User Responsibility**.
5. Choose **File > Save**.

3.3.2 Setting up the Profile Options for the Wireless User

Use this procedure to assign profile options to the wireless applications user.

Prerequisites

The user must be created in the database, and must have Oracle Field Service/Wireless responsibility.

Steps

1. Log in to the Oracle applications with system administrator responsibility.
2. Navigate to **Profile > System**. The **Find System Profile Values** screen appears.
3. In the **Profile** field, enter: **JTF%** and choose **Find**.
4. Enter values for the profile options shown in this section.

Options

You can set these options in any sequence.

Option	Description
JTFW_PROFILE_DEFAULT_WIRELESS_RESPONSIBILITY	Stores the default wireless responsibility ID for the user. Set at the User level. The default wireless responsibility is the wireless responsibility with which the user is logged in. Set to 22730 to set the wireless responsibility.
JTF_PROFILE_DEFAULT_APPLICATION	Stores the default application ID for the user. Set at the User level. The default application ID is the application to which the user is directed after login. Set to 513 to set a Field Service application.

Option	Description
JTF_PROFILE_DEFAULT_RESPONSIBILITY	Stores the default responsibility ID for the user. Set at the User level. The default responsibility is the responsibility with which the user is logged in. Set to 21685 for a Field Service representative.

3.3.3 Setting the Profile Options for the Task Summary Display Screen, Date Format

Use this procedure to set up the profile options for the task summary display screen, date format.

The profile options for the Task Summary Display Screen, and Date Format are set up at the system level but they can be overridden at user level.

Prerequisites

The user must be created in the database, and must have Oracle Field Service/Wireless responsibility.

Steps

1. Log in to the Oracle applications with system administrator responsibility.
2. Navigate to **Profile > System**. The **Find System Profile Values** screen appears.
3. In the **Profile** field, enter: **CSFW%** and choose **Find**.
4. Enter values for the profile options shown in this section.

Options

You can set these options in any sequence.

Option	Description
CSFW: DATE FORMAT	<p>Stores the date format mask. This option can be set at the site level but can be overwritten by the user. Valid date formats are:</p> <ul style="list-style-type: none"> ■ DD/MM/YYYY ■ DD-MM-YYYY ■ MM/DD/YYYY ■ MM-DD-YYYY ■ YYYY/MM/DD ■ YYYY-MM-DD
CSFW: TASK DISPLAY1	<p>This profile is used together with CSFW: TASK DISPLAY2 to display any two values on the Task Summary screen. The options chosen here determine what the field service engineers see when they start the Oracle Field Service/Wireless application. The options to choose from are:</p> <ul style="list-style-type: none"> ■ NUMBER ■ START_DATE ■ CUSTOMER ■ ADDRESS
CSFW: TASK DISPLAY2	<p>This profile is used together with CSFW: TASK DISPLAY1 to display any two values on the Task Summary screen. The options chosen here determine what the field service engineers see when they start the Oracle Field Service/Wireless application. The options to choose from are:</p> <ul style="list-style-type: none"> ■ NUMBER ■ START_DATE ■ CUSTOMER ■ ADDRESS
CSFW: TASK MAX	<p>This displays the number of tasks that should be displayed on the task summary screen. It will be determined by the size of the display. You can enter any valid number 1 and above.</p>

3.3.4 Setting up the System for Route Directions

Use this procedure to set up the profile options so that the Oracle Field Service/Wireless user can access route directions.

The route directions are set up only once for the system.

Prerequisites

None.

Steps

1. Perform the following steps to copy the file `csfwTextRouter.jsp`:
 1. You need to copy the file `csfwTextRouter.jsp` to the Portal-to-Go server and make it accessible through http. The skeleton file for routing is available at:
`$CSF_TOP/html/csfwTextRouter.jsp`
 2. Copy the skeleton file `csfwTextRouter.jsp` to the following location:
`E:\ORANT\panama\server\portal\WEB-INF\jsp`
 3. Make it accessible at:
`http://ptg-pc.us.oracle.com/portal/WEB-INF/jsp/csfwTextRouter.jsp`

Example:

<code>E:\ORANT\ :</code>	<code>\$ORACLE_HOME</code>
<code>E:\ORANT\panama :</code>	<code>\$PANAMA_HOME</code>
<code>ptg-pc.us.oracle.com :</code>	Name of the host machine where the Oracle 9i Application Server Wireless Edition is installed

2. Following the same example, set the CSFW: Router Location profile option to:
`ptg-pc.us.oracle.com/portal/WEB-INF/jsp.`
3. Perform the following steps to change the spatial property:
 1. Open the following file:
`$PANAMA_HOME/server/classes/oracle/panama/spatial/spatial.properties.template`
 2. Edit the paths for XML files listed in this file.
 3. Save the file in the same directory as:
`spatial.properties`
4. Perform the following steps to make changes in the file `router.xml`:
 1. This file is in the following directory:

\$PANAMA_HOME/server/classes/oracle/
panama/spatial/router/

2. Edit this file to set the username and password for your provider.
5. Bounce the Apache server that points to:
9iASwe

3.3.5 Setting up the E-mail Server

Use this procedure to set up the profile option for the e-mail server.

The e-mail server is set up only once for the system.

Prerequisite

None.

Steps

1. Log in to the Oracle applications with system administrator responsibility.
2. Navigate to **Profile > System**. The **Find System Profile Values** screen appears.
3. In the **Profile** field, enter: **JTFW%** and choose **Find**.
4. Enter values for the profile option shown in this section.

Option

Option	Description
JTFW: SMTP SERVER	Set this profile option to your SMTP server.

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