

# Oracle<sup>®</sup> Field Service/Wireless

## Implementation Guide

Release 11i

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## 1 Introduction

- [Field Service/Wireless Overview](#)
- [Field Service/Wireless Features](#)

### 1.1 Field Service/Wireless Overview

Field Service Wireless enables the field representatives (engineers) to wireless access data directly from the enterprise database. The field representative also can perform certain tasks using the voice interface when he/she is out of wireless coverage.

Field Service Wireless is a solution for field service representatives on tethered mobile devices. This means that the device has a continuous connection to the Oracle Enterprise Applications. Field service representatives connect to this application by choosing a URL on their mobile device's Web Browser. After completing the required login, they can access real time information from the enterprise database. Now the field service engineer can carry on his daily tasks using his mobile device (any) with Internet capabilities (with a web browser). For the voice interface only a phone is required which does not have to be a wireless phone.

Oracle Field Service/Wireless can be deployed over any protocols including WML, HDML, Tiny HTML or Voice XML. This solution works over any wireless standard such as CDMA, CDPD, GSM, GPRS, HSCSD, and TDMA. To make this possible, data is delivered from Oracle Enterprise Applications as XML data, which uses the Oracle 9i Application Server's (Wireless Edition) transformers to transform this XML data to appropriate markup language for the device that is connected through internet/intranet to the 9iAS wireless server.

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## 1.2 Field Service/Wireless Features

The Oracle Field Service/Wireless application includes the following features:

- Ability to search on the following:
  - Service request Number
  - Task number
  - Date
  - Task status
  - Task priority
  - Customer Name
  - Customer account
  - Serial Number of the product
  - Tag of the product
  - Parts, based on part number and/or part description, sub inventory, and quantity
- Ability to view and update tasks, including:
  - Check the scheduled start time and planned effort
  - Parts Requirements for the task, if any
  - Notes for the task, if any
  - Update the status
  - Capture Counter readings
- Ability to report Labor, Expense and Materials used to perform a task.
- Ability to manage customer information, including:
  - View customer information including customer name, contact name and customer 's address
  - Contact the contact person by either sending him an Email or by calling him using the telephone
- Ability to view service request information including:
  - Product number and Serial number associated with the Service Request.
  - Contract details, if any, for the product associated with the Service Request.

- Notes for the SR, if any.
- Ability to view contract details including:
  - Contract number
  - Date fixed
  - Other contractual elements such as cost of labor and parts covered
- Ability to create a follow up task at the customer site just incase the task assigned was not completed. With the creation of the follow-up task, the field service engineer also can specify the parts requirements, if any, for completing the task.
- Ability to add notes for Service Request, Tasks.
- Ability to get driving directions between two tasks or from any location to another.
- Ability to transfer parts and manage spare parts with a facility to order parts either for him (resource) or for a particular task.
- Service Request History for the product number associated with the Service Request.

## 2 Technology, Requirements, and Performance

Field Service/Wireless enables read and write functions to the enterprise database through wireless connection between mobile device, Internet Service Provider (ISP) and the 9iAS wireless edition.

The following components are involved:

- Enterprise Database: This is the enterprise data that field service engineer will access through wireless device.
- Enterprise Applications Web Server: This is the http server used to connect to enterprise applications.
- Oracle 9iAS Wireless Edition (9iASwe): This server is used to transform XML to any markup language (WML, HDML, Voice XML).
- WEB enabled wireless device: This device is capable of displaying Web pages in a web-enabled browser.

In this section please refer to the following:

- [Architectural Overview](#)
- [Minimum Software Requirements](#)
- [Minimum Hardware Requirements](#)
- [Terminologies](#)

### 2.1 Architectural Overview

Field Service/Wireless uses Java Server Pages (JSP) and Java beans defining its functions.

#### **Presentation Layer:**

This layer is responsible for look and feel of the application. Java server pages are responsible for generating Simple Result Mobile XML, a XML language understood by Oracle 9i Application Server, which is transformed into different mark up languages depending on the wireless device and sent to the device in the form of the HTTP response to the HTTP request the device requested in the first place.

#### **Control Layer:**

The flow of the application is controlled by a series of Java Server Pages.

### **Application Logic:**

All the Business APIs are written in PL/SQL. They are accessed using Java Beans. If the data can be accessed using database views, no PL/SQL is required and data is fetched directly from the application database.

Following are the steps for the flow of information.

1. The device sends a request to 9iASWE through the gateway
2. 9iASwe sends the request to the Enterprise Application server
3. A JSP is invoked and the request is processed.
4. The JSP generates the Mobile XML.
5. The Mobile XML forms the response back to the 9iASwe.
6. 9iASwe transforms the XML data to appropriate mark up language depending on the device using appropriate style sheets and transformers.
7. The response is sent back to the device for display.

## **2.2 Minimum Software Requirements**

The following software is required to run the Field Service/Wireless application:

- Field Service 11.5.8
- Oracle 9iAS Wireless Edition
  - Version 1.0.2.2.X with patches (Software is available for SUN Solaris, Windows NT, HP UX, IBMAIX, Linux, and Compaq).
    - 1111 - Bug # 1821463 (NOT REQUIRED IF using version 1.0.2.2.2)
    - 1112 - Bug # 1808639
    - 1113 - Bug # 1927214(No need to upload the style sheet)
    - 1114 - Bug # 2210848 (Style sheet also must be uploaded)
  - Version 9.0.2 (2.0)
    - Inter operability Patch (this would not be required if using 9iASwe version 9.0.2.0.1)
- Please verify the Installation Guide for Oracle 9iAS Wireless Edition for additional information
- Oracle 8.1.6 or higher database required as a repository for Oracle 9iASwe(only for 1.0.2.2 version)

## 2.3 Minimum Hardware Requirements

Please refer to the installation guide of Oracle 9iAS Wireless Edition for details

### 2.3.1 Hosting Option

Telephone companies have a wireless network in place for cell phone users and provide wireless carrier services. The telephone companies also provide end users with a Wireless Portal to access the web and other content. Under this alternative, the telephone company completely operates and maintains the gateways and Oracle9iASWireless Edition. There are also specialized Wireless Portal provider, which can provide individual telephone companies or enterprises hosting services for their gateways and Oracle9iASWireless Edition. These are often referred to as wireless application service providers (WASPs). OracleMobile.com is one such WASP that can host the wireless and voice infrastructure and give value-added services such as consulting and security to corporations and enhance end user experience. For accessing voice interface this is a preferable option.

### 2.3.2 In House Option

Using the in-house option, corporations can run Oracle9iASWireless Edition infrastructure themselves. In this situation, the corporations have to deploy and maintain their own infrastructure. The corporations also need to have their own firewall-based security infrastructure in place.

## 2.4 Terminologies

The following terms are used in the later section of this document:

**WIRELESS\_SERVER:** This is the Web-Server for the 9iAS Wireless Edition (e.g., <http://ap897sun.us.oracle.com:7778>, 7778 is the non-ssl http port).

**ENTERPRISE SERVER:** This is the web server for the Oracle Enterprise Applications (e-Business Applications). Typically since there is a lot of URLs to go to the Enterprise Applications depending on which applications you are using (jtflogin.jsp, csfwlgnm.jsp etc.), This would mean the common HTML directory. So if [http://ap103jvm.us.oracle.com:13351/OA\\_HTML/jtflogin.jsp](http://ap103jvm.us.oracle.com:13351/OA_HTML/jtflogin.jsp) is the JTF URL for the Enterprise application and [http://ap103jvm.us.oracle.com:13351/OA\\_HTML/csfwlgnm.jsp](http://ap103jvm.us.oracle.com:13351/OA_HTML/csfwlgnm.jsp) is the Field Service Wireless Application, ENTERPRISE\_SERVER is [http://ap103jvm.us.oracle.com:13351/OA\\_HTML](http://ap103jvm.us.oracle.com:13351/OA_HTML), where 13351 is the non-ssl http port for the web server.

**MIDDLE\_TIER:** This is the wireless option of the 9iASwe. For IAS1.0.2.2.x this is the same as the 9iASwe server installation but IAS 2.0 version is

divided into two installations, infrastructure installation and server installation. So this would refer to the Server Installation where Wireless Option is selected.

**\$ORACLE\_HOME:** This is where the wireless option of the 9iASwe is installed. Please note that for IAS2.0 there might be 2 ORACLE\_HOMEs (Infrastructure Home and the middle tier home). Here \$ORACLE\_HOME is used only for the middle tier home (e.g., /d1/db/IAS1022HOME).

**\$PANAMA\_HOME:** For IAS version 1.0.2.2.x. This would be \$ORACLE\_HOME/panama and for IAS2.0 this would be \$ORACLE\_HOME/wireless.

**\$OA\_HTML** is the common html directory for all the products in the Oracle Enterprise Application.

**OA\_HTML\_URL** is the URL for the Enterprise Applications. (Example: ENTERPRISE\_SERVER)

## 3 Dependency Requirements and Verification

- [Mandatory Dependencies](#)
- [Conditional Dependencies](#)
- [Installation and Dependency Verification](#)

### 3.1 Mandatory Dependencies

- Field Service 11.5.8 must be implemented and running
- Oracle 9iAS Wireless Edition should be at the 9iASWe 1114-patch level. The following patches need to be applied:
  - Version 1.0.2.2.X with patches (Software is available for SUN Solaris, Windows NT, HP UX, IBMAIX, Linux, and Compaq).
    - 1111 - Bug # 1821463 (NOT REQUIRED IF using version 1.0.2.2.2)
    - 1112 - Bug # 1808639
    - 1113 - Bug # 1927214(No need to upload the style sheet)
    - 1114 - Bug # 2210848 (Style sheet also must be uploaded)
  - Version 9.0.2 (2.0)
    - Inter operability Patch (this would not be required if using 9iASwe version 9.0.2.0.1)

### 3.2 Conditional Dependencies

To use the Directions module of Field Service Wireless use one of the following procedures in this section:

- [Using 9iASwe Version 1.0.2.2.x](#)
- [Using 9iASwe Version 9.0.2](#)

#### 3.2.1 Using 9iASwe Version 1.0.2.2.x

- [Configure JServ's jserv.properties](#)
- [Modify the spatial properties \(for NT\)](#)
- [Modify the Routers.xml](#)
- [Setting the Proxy Setting](#)

## Configure JServ's jserv.properties

To configure the JServ's properties, you must modify the CLASSPATH. Make sure the following files exist in the appropriate directories. Please note that these files are not shipped with Oracle 9i Application Server. The client has to buy licenses for the same.

For NT:

```
wrapper.classpath=%PANAMA_HOME%\lib\MapQuestX.jar  
wrapper.classpath=%PANAMA_HOME%\lib\MQJavaCore.jar  
wrapper.classpath=%PANAMA_HOME%\lib\RoutingJServerClient.jar
```

For Unix:

```
wrapper.classpath=$PANAMA_HOME/lib/MapQuestX.jar  
wrapper.classpath=$PANAMA_HOME/lib/MQJavaCore.jar  
wrapper.classpath=$PANAMA_HOME/lib/RoutingJServerClient.jar
```

## Modify the spatial properties (for NT)

The spatial properties file is located in this directory:

```
%PANAMA_HOME%\server\classes\oracle\panama\spatial
```

Make sure that the paths to all the XML files are correct and valid. The path in the following example is valid,

```
C:/Oracle/panama/server/classes/oracle/panam/spatial/geocoder/  
Geocoders.xml
```

However, the following path is not valid

```
C:\Oracle/panama/server/classes/oracle/panam/spatial/geocoder/  
Geocoders.xml
```

## Modify the Routers.xml

The Routers.xml file is located in this directory:

```
%PANAMA_HOME%\server\classes\oracle\panama\spatial\router
```

Make sure your provider is at the top of the file and has the appropriate attributes, that is, Username and User Password.

## Setting the Proxy Setting

By default the proxy settings in 9iASwe is false, i.e., it assumes that the machine where the 9iASwe is installed is directly accessible to Internet.

However, if the server is inside a firewall, the firewall address is to be given. The file is in:

`$ORACLE_HOME/panama/server/classes/oracle/panama/core/admin` directory. File name `ProxyFirewall.properties`.

An Example:

```
http.use.proxy = true
http.proxy.host = www-proxy.us.oracle.com
http.proxy.port = 80
```

### 3.2.2 Using 9iASwe Version 9.0.2

- [Configure JServ's jserv.properties](#)
- [Setting Proxy Settings](#)
- [Setting Location Services](#)

#### Configure JServ's jserv.properties

To configure the jserv properties, you must modify the CLASSPATH. Make sure the following files exist in the appropriate directories. Please note that these files are not shipped with Oracle 9i Application Server. The client has to buy licenses for the same.

```
wrapper.classpath=$PANAMA_HOME/lib/MapQuestX.jar
wrapper.classpath=$PANAMA_HOME/lib/MQJavaCore.jar
wrapper.classpath=$PANAMA_HOME/lib/RoutingJServerClient.jar
```

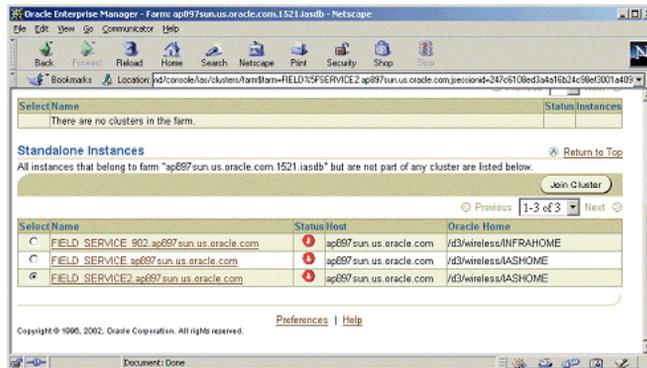
#### Setting Proxy Settings

##### Steps

1. Log into Enterprise manager of 9iASwe version 9.0.2 using the URL `http://WIRELESS_SERVER:portName` (default 1810)



2. Log into Enterprise Manager as ias\_admin. After login the screen would have at least two stand alone instances, one being the Infrastructure and the other being the middle tier.

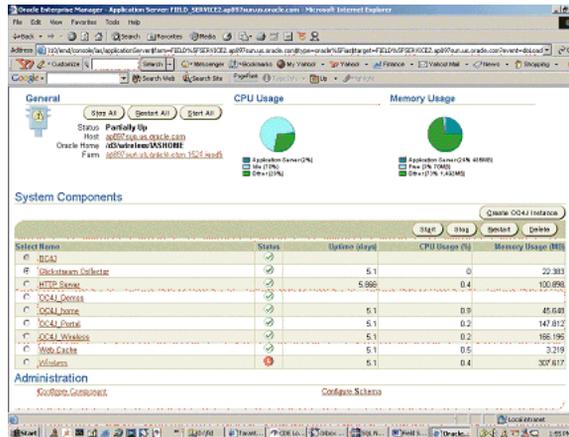



---

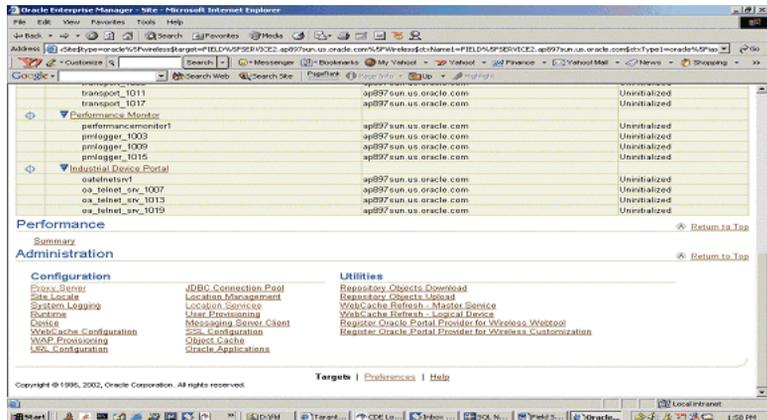
**Note:** FIELD\_SERVICE2.ap897sun.us.oracle.com is the middle tier in this case.

---

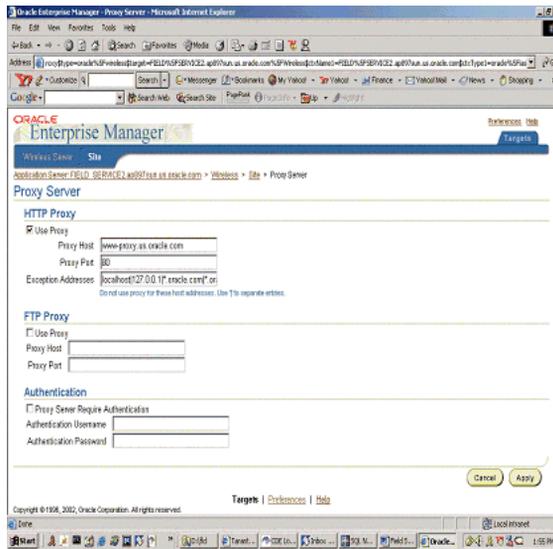
3. Click on the Stand-alone middle tier instance.



4. Navigate to the configuration page by clicking on **Wireless > Site**.



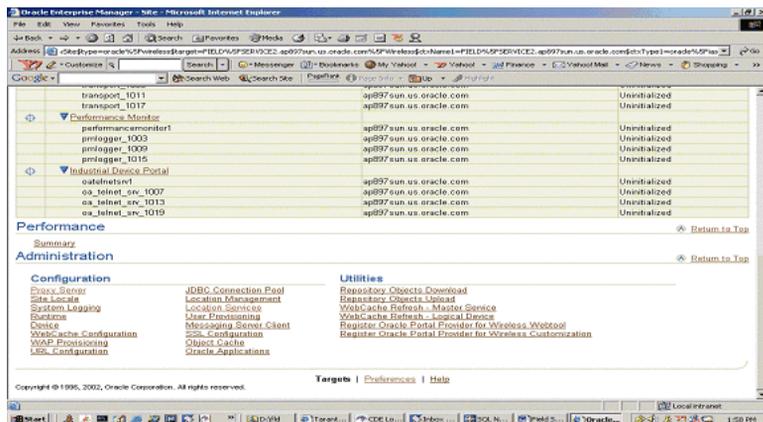
5. Click on **Proxy Server**. Enter the appropriate values.



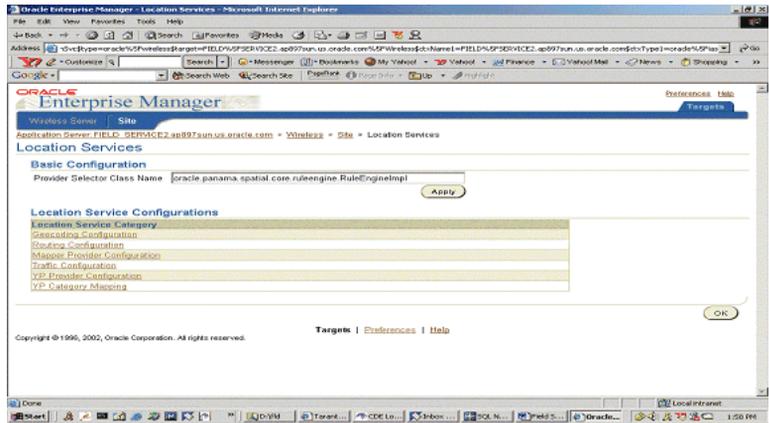
## Setting Location Services

### Steps

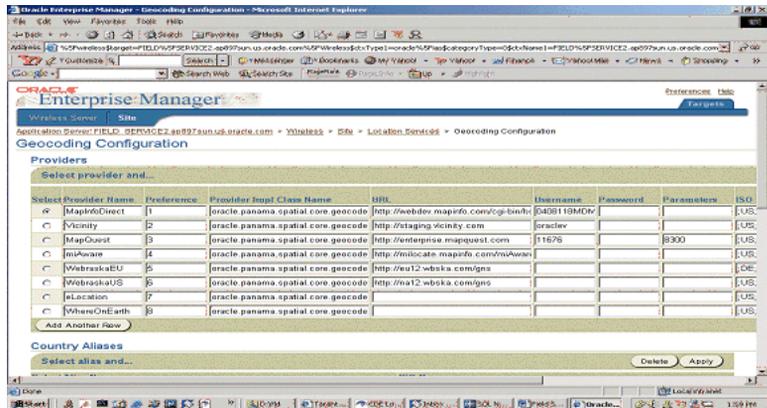
1. Navigate back to **Middle tier Instance > Wireless > Site**.



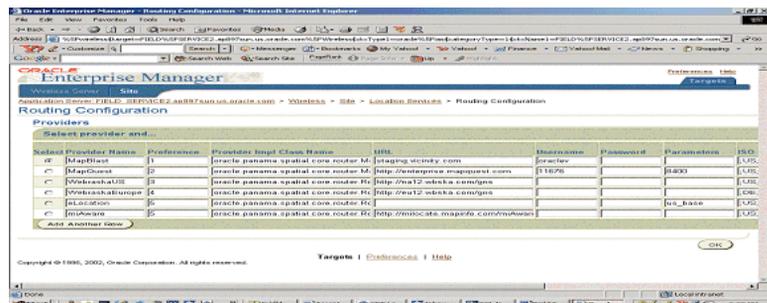
2. Click on **Location Services**.



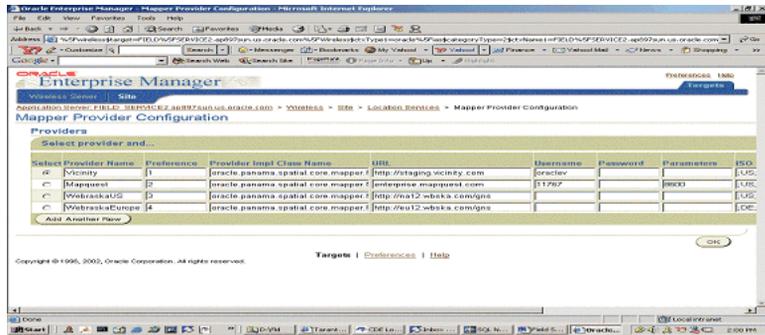
### 3. Set up the geocoding configurations.



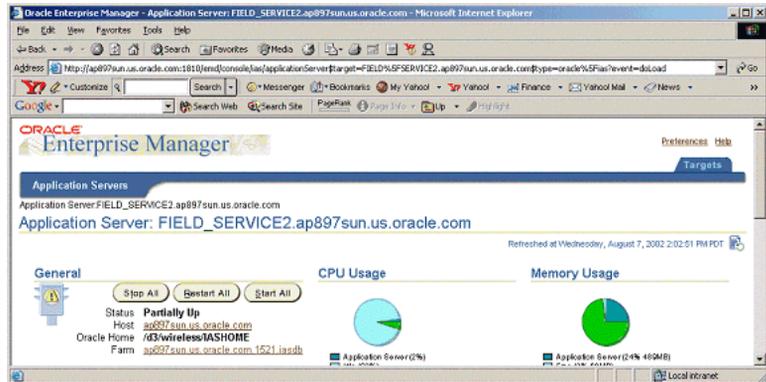
### 4. Set the Routing Configuration.



## 5. Set the Map Provider Configuration.



## 6. Restart all for the Mid-tier.



## 3.3 Installation and Dependency Verification

To verify the installation and dependencies, review the logs of all installations that have errors.

## 4 Implementation Overview

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:

- [Process Description](#)
- [Implementation Task Sequence](#)

### 4.1 Process Description

Before setting up 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 Field Service/Wireless.

### 4.2 Implementation Task Sequence

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 1.0.2.2 or 2.0
3.	Yes	Confirm setup of Field Service/Wireless

## 5 Implementation Tasks

- Step 1: Confirm Setup of Oracle Field Service
- Step 2: Confirm Setup Oracle's 9i Application Server Wireless Edition
- Step 3: Set up Field Service/Wireless
- Step 4: Set up Master Service to Point to Self Service CRM Applications
- Step 5: Set up Master Service to Point to Oracle Field Service Applications for IAS 2.0 and verification

### 5.1 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*.

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

Make sure you set up Oracle's 9i Application Server Wireless Edition 1.0.2.2.0 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.

### 5.3 Step 3: Set up Field Service/Wireless

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

#### 5.3.1 Setting up the User with Wireless Responsibility

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

### Prerequisites

The user must be created in the database before you can assign 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, Field Service Representative Responsibility**
5. Choose **File > Save**.

### 5.3.2 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 Field Service/Wireless and Field Service Representative 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.

### 5.3.3 Setting up Default Organization and Sub inventory

Please set up the default organization and sub inventory for the Resource.

#### Prerequisites

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

#### Steps

1. Log in to the Oracle applications with system Field Service Dispatcher responsibility.
2. Navigate to **Spares > Setup > Resource Address and sub inventories**. The screen appears with the list of sub inventories assigned to the resource.
3. Make any of the assigned sub inventories to be the default IN sub inventory.
4. **Save** the settings.

### 5.3.4 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 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"> <li>■ DD/MM/YYYY</li> <li>■ DD-MM-YYYY</li> <li>■ MM/DD/YYYY</li> <li>■ MM-DD-YYYY</li> <li>■ YYYY/MM/DD</li> <li>■ YYYY-MM-DD</li> <li>■ DD/MM/YY</li> <li>■ DD-MM-YY</li> <li>■ MM/DD/YY</li> <li>■ MM-DD-YY</li> <li>■ YY/MM/DD</li> <li>■ YY-MM-DD</li> </ul>
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 Field Service/Wireless application. The options to choose from are:</p> <ul style="list-style-type: none"> <li>■ TASK_NUMBER</li> <li>■ SCHEDULE START TIME</li> <li>■ CUSTOMER NAME</li> <li>■ CUSTOMER ADDRESS</li> </ul>

Option	Description
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 Field Service/Wireless application. The options to choose from are:</p> <ul style="list-style-type: none"> <li>■ TASK_NUMBER</li> <li>■ SCHEDULE START TIME</li> <li>■ CUSTOMER NAME</li> <li>■ CUSTOMER ADDRESS</li> </ul>
CSFW: Home Page	<p>This profile option applies to the PDA application. For WML application home page always remains as the Main Menu and for the voice application the home page always remains Today's Task Page. However, for PDA application, the user does have an option to pick from Main Menu or Today's Task as his Home Page.</p>
CSFW: Audio Path	<p>This profile option is used only for Voice application. This is a site level profile option, which tells the URL where the audio files are located. For example if the csfwTaskNumber_en_US.wav file is accessible through HTTP protocols at <a href="http://ap103jvm.us.oracle.com:13351/OA_MEDIA/csfwTaskNumber_en_US.wav">http://ap103jvm.us.oracle.com:13351/OA_MEDIA/csfwTaskNumber_en_US.wav</a>, this profile option would be <a href="http://ap103jvm.us.oracle.com:13351/OA_MEDI">http://ap103jvm.us.oracle.com:13351/OA_MEDI</a></p>

### 5.3.5 Setting up the System for Route Directions

Use this procedure to set up the profile options so that the 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:
  - a. The file is located at \$OA\_HTML directory.
  - b. Copy the file csfwTextRouter.jsp to the following location:

\$ORACLE\_HOME/panama/server/portal/WEB-INF/jsp (IAS 1.0.2.2)

\$ORACLE\_HOME/j2ee/OC4J\_Wireless/applications/ptg/ptg-web (IAS 2.0)

- c. After copying the file it would be accessible at

http://WIRELESS\_SERVER:port/portal/WEB-INF/jsp/csfwTextRouter.jsp (IAS1.0.2.2)

http://WIRELESS\_SERVER:port/ptg/csfwTextRouter.jsp (IAS 2.0)

where Port is the HTTP port for the 9iASwe wireless Web Server

2. Set the CSFW: Router Location profile option to:  
WIRELESS\_SERVER/portal/WEB-INF/jsp. (for 1.0.2.2)  
WIRELESS\_SERVER/ptg (IAS 2.0)
3. Set CSFW: Return Location to the Oracle Enterprise Application server where all the jsp files reside(OA\_HTML\_URL).  
[please note that if the protocols are not supplied then the system assumes that it is http. If you are using https protocols then please use the protocols also in step 2 and 3]
4. Perform the following steps to change the spatial property (only for IAS 1.0.2.2.x):
  - a. 1. Open the following file:  
\$PANAMA\_HOME/server/classes/oracle/panama/spatial/spatial.properties
  - b. Edit the paths for XML files listed in this file.
  - c. Save the file in the same directory as: spatial.properties
5. Perform the change in Router.xml (see 3.2.1 and 3.2.2 above) for IAS 1.0.2.2 and IAS 2.0 respectively.
6. Bounce the Apache server that points to 9iASwe.

The following table summarizes the implementation of driving directions:

Task	IAS 1.0.2.2.x	IAS 2.0
Copy the file from	\$OA_HTML	\$OA_HTML

<b>Task</b>	<b>IAS 1.0.2.2.x</b>	<b>IAS 2.0</b>
Copy the file to	\$ORACLE_HOME/panama/server/port al/WEB-INF/jsp	\$ORACLE_HOME/j2ee/OC4J_ Wireless/applications/ptg/ptg-web
After copying the files can be viewed at	http://WIRELESS_SERVER:port/portal/WEB-INF/jsp/csfwTextRouter.jsp	http:// WIRELESS_SERVER:port/ptg/csfwTextRouter.jsp
CSFW: Router Location	Protocol://ptg-WIRELESS_SERVER:port/portal/WEB-INF/jsp	Protocol:/ WIRELESS_SERVER :port/ ptg
CSFW: Return Location	OA_HTML_URL	OA_HTML_URL

### 5.3.6 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.

#### Prerequisites

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

<b>Option</b>	<b>Description</b>
JTFW: SMTP SERVER	Set this profile option to your SMTP server.

## 5.4 Step 4:Set up Master Service to Point to Self Service CRM Applications

### Prerequisites

None.

### Steps

#### 5.4.1 Log into Service Designer (for 1.0.2.2.x only)

1. Start the Service Designer on 9iAS Wireless Edition (Portal to Go Server).
2. Log into the 9iAS Wireless Edition as Administrator/manager.

#### 5.4.2 Create Master Service (for 1.0.2.2.x only)

1. Click on Master Service and then on the Master Service Creation Wizard.
2. Create or Select an existing Service Folder under Master Service.
3. Enter the name of the Master Service and click on **Valid** and **Visible**.
4. Click on **URL Adapter** and enter the Data Source URL:  
`http://ENTERPRISE_SERVER:port/OA_HTML/csfwlgnm.jsp`

#### 5.4.3 Create Service Group (for 1.0.2.2.x only)

1. Right-click on **Groups** and enter the name of the group.
2. Add the Service Folder created previously to this group.

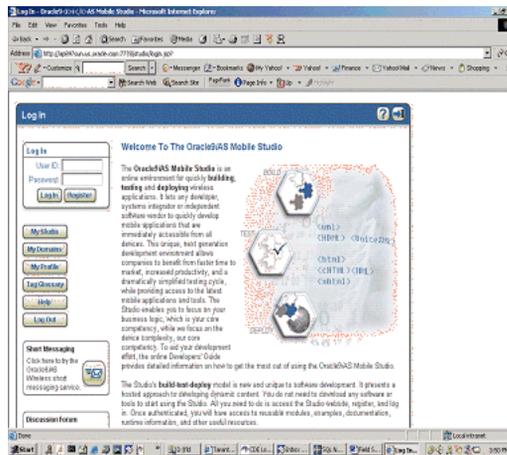
#### 5.4.4 Assign New Service Group to Field Service Users (for 1.0.2.2.x only)

1. Log into the 9iAS Wireless Edition Portal as:  
`http://webserver:port/portal/Login.jsp`
2. Create the users and assign them to the group created previously.

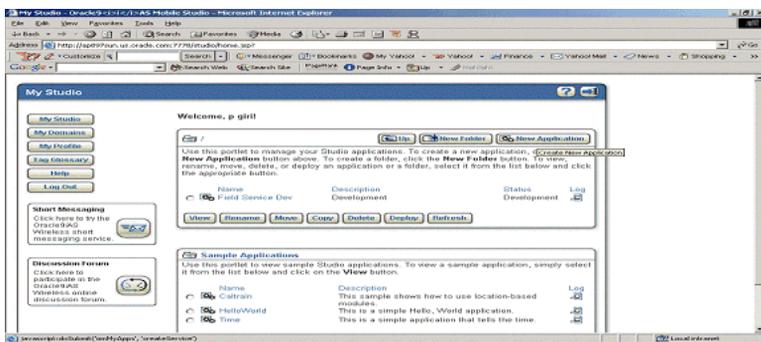
## 5.5 Step 5:Set up Master Service to Point to Oracle Field Service Applications for IAS 2.0 and verification

### Steps

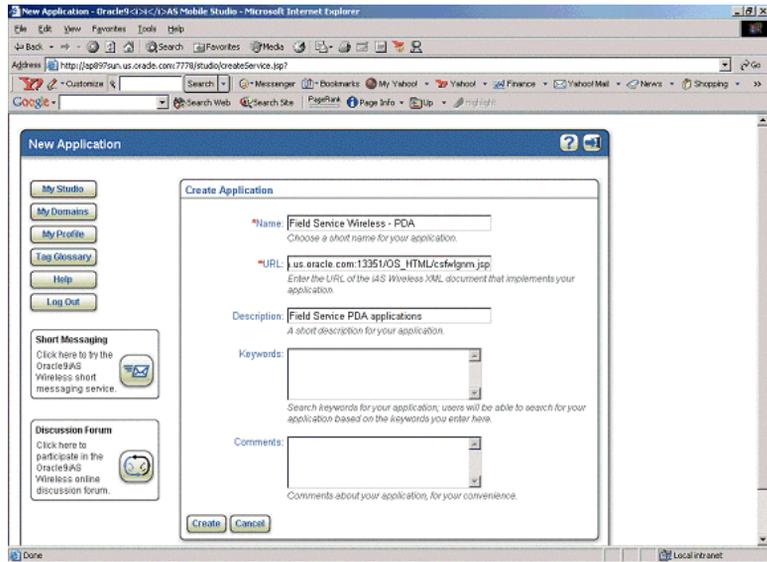
1. All the users should register them selves in the studio of the 9iASwe version 2.0 or there can be a common user for the all the users. Note that while using the common users, the voice would not work, as the voice URL does need the user name and password for Oracle Applications to be provided at the URL.



2. After registering log into the studio and create a new application.



3. Now supply the application Name and other parameters.



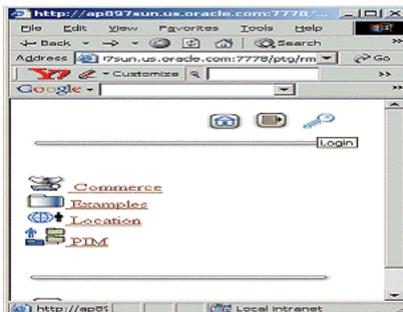
4. Please note that for PDA and WML applications the URL would look like:

`http://machineName:port/OA_HTML/csfwlgm.jsp`

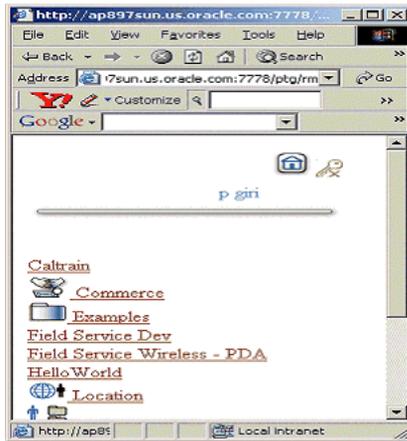
where as for voice it would be:

`http://machineName:port/OA_HTML/csfwvoice.jsp?username=APPSUSERNAME&password=APPSPASSWORD`

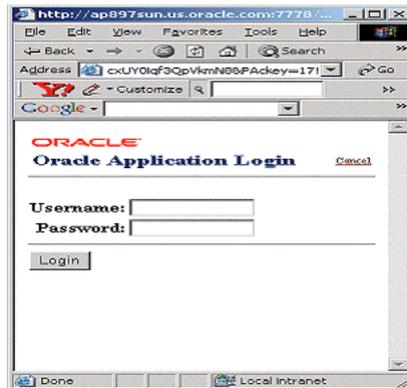
5. Click on **Create**.
6. Now login to `http://serverName:port/ptg/rm` and use the user id and password used to register in the studio.



7. After logging in you would see the application you just created.



7. Click on the application and now you would get the Applications login screen.



## 6 Verifying the Implementation

### 6.1 Field Service/Wireless Implementation Verification Tasks

- [Verify User Login](#)
- [Verify Task Detail Information Card](#)
- [Verify Directions](#)

#### 6.1.1 Verify User Login

When you have installed the Field Service/Wireless, you can verify the user login as follows:

1. Type in the URL for the Portal to Go Server (Oracle 9iAS Wireless Server) and click on the Field Service URL Adapter Service.
2. Type in the applications login and password and make sure that you can see the menu.

#### 6.1.2 Verify Task Detail Information Card

To verify the task detail information card, perform these steps:

1. Create a service request using the Field Service Core Application and assign a task to the Field Service for the wireless user for today.
2. Log in to the Wireless application and check whether the task is properly assigned to the wireless user.
3. Click on Today's Task and verify the display of the summary screen in accordance with the profile setting for TASK DISPLAY.
4. Click on **Customer Information** and verify that you can send an e-mail, assuming that an SMTP server is available.

#### 6.1.3 Verify Directions

If Directions are implemented, you can verify that the function works correctly as follows:

1. Log in to the Applications and click on **Direction**.
2. Click on **Other** and type in a starting and ending address that you know are correct.
3. Verify the Directions text.

## 7 Additional Information

Features	9iASwe - Version 1.0.2.2.x	9iASwe - Version 2.0
Creating Users	Login as Administrator/Manager to: <ul style="list-style-type: none"> <li>▪ <code>http://WIRELESS_SERVER:httpPort/portal/Login.jsp</code></li> </ul>	The users register them selves in: <ul style="list-style-type: none"> <li>▪ <code>http:// WIRELESS_SERVER:httpPort/studio/home.jsp</code></li> </ul>
Creating Services	Login to the client application called Service Designer using Administrator/manager and then click on Master Services. Please follow the instructions there. Please note that you must use URL adapter to create the service. You can assign the service to a particular user or user group or even you can make it for all.	The users must login to the studio and create their own applications where he is supposed to type in the URL. In case the administrator wants to use the Service designer for some reason, it would be available at <code>http://WIRELESS_SERVER:7778/webtools/login.uix</code> , where 7778 is the middle tier apache port (Non-ssl). The login would be orcladmin or anything that was used at the time of the installation and the password.
Login through Wireless Device	The users should login to: <code>http://WIRELESS_SERVER:httpPort/ptg/rm</code> .	The users should login to: <code>http://WIRELESS_SERVER:httpPort/ptg/rm</code> .
Starting and stopping the Middle tier	Please go to the <code>\$ORACLE_HOME/Apache/Apache/bin</code> directory on the machine where the wireless option is installed.  <b>Apachectl start</b> > starts the Wireless option.  <b>Apachectl stop</b> > stops the Wireless Option.	Please log into Enterprise Manager at <code>http://WIRELESS_SERVER:1810</code> . Click on the Middle tier stand-alone instance. Startall would start all and stop all would stop all would stop everything. Please note that the same thing can be achieved by going to <code>\$ORACLE_HOME/opmn/bin</code> directory and using the following commands: <b>opmnctl startall</b> and <b>opmnctl stopall</b> .

### 7.1 Voice Files (.wav)

The voice application works with the Text-To-Speech (TTS) server. So all the data from the Enterprise database is read out using the TTS server. However, better quality of the voice application can be done using the voice

wav files for the static prompts and messages. The default wav files are shipped for language code en (English) and territory code (US). So the file naming convention is filename\_en\_US.wav (e.g., csfwTaskNumber\_en\_US.wav). The language code and the territory code are taken from the Enterprise database for the user. So if the user has different territory code or language code then the TTS server would be used instead of the wav files since the files are not shipped. However, these files in the different language can be recorded and copied to the same location where the \_en\_US files are, then the wav files are picked at the execution time. For a user, language code is mandatory and the territory code is not. So if the territory code is not there in the database, then the file name becomes filename\_TERRITORYCODE.wav (e.g., csfwTaskNumber\_en.wav).

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