

**Oracle Utilities Mobile Workforce  
Management**

Installation Guide

Release 2.0.1

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# Preface

This guide describes how to install Oracle Utilities Mobile Workforce Management.

This preface contains these topics:

- **Audience**
- **Related Documents**
- **Conventions**

## Audience

*Oracle Utilities Mobile Workforce Management Installation Guide* is intended for system administrators installing Oracle Utilities Mobile Workforce Management.

To use this document you should have:

- Experience installing and configuring application servers and other software
- Administrative privileges on the host where you are installing the software

## Related Documents

For more information, see these Oracle documents:

- *Oracle Utilities Mobile Workforce Management Quick Install Guide*
- *Oracle Utilities Mobile Workforce Management Database Administrator's 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.

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<b>Convention</b>	<b>Meaning</b>
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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# Chapter 1

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## Overview

This chapter provides an overview of the installation of Oracle Utilities Mobile Workforce Management.

## Installation Overview

Installing Oracle Utilities Mobile Workforce Management involves the following steps:

1. Review the different tiers of the application architecture as described in **Chapter 2: Application Architecture Overview**.
2. Understand the hardware requirements for installing the application and the supported platforms for the application and database servers as described in **Chapter 3: Supported Platforms and Hardware Requirements**.

Note: The installation and administration of the database server tier is described in detail in the document *Oracle Utilities Mobile Workforce Management Database Administrator's Guide*.

3. Plan your installation as described in **Chapter 4: Planning the Installation**.
4. Install the database as described in the document *Oracle Utilities Mobile Workforce Management Database Administrator's Guide*.
5. Install all required third-party software as described in **Chapter 6: Installing Application Server Prerequisite Software**. The required software is listed for each supported combination of operating system and application server.
6. Install the framework for the application as described in **Chapter 7: Installing the Application Server Component of Oracle Utilities Application Framework**.
7. Install Oracle Utilities Mobile Workforce Management as described in **Chapter 8: Installing the Application Server Component of Oracle Utilities Mobile Workforce Management**.
8. Follow the installation guidelines described in **Chapter 9: Additional Tasks**.

# Chapter 2

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## Application Architecture Overview

This section provides an overview of the Oracle Utilities Mobile Workforce Management application architecture.

## Application Architecture

The Oracle Utilities Mobile Workforce Management application is deployed on multiple tiers.

Please see the *Oracle Utilities Mobile Workforce Management Server Administration Guide* for a more detailed description of the application architecture and individual tiers.

### Tier 1: Desktop/Client, or Presentation Tier

This tier is implemented in a browser-based client. Users use a desktop client Web browser to log in to and use the Oracle Utilities Mobile Workforce Management application. Note also that a desktop machine running Microsoft Windows and the Oracle client is required to perform some of the Oracle Utilities Mobile Workforce Management product installation steps.

### Tier 2: Mobile Client Tier

This tier is implemented on mobile computers such as laptops and handhelds. Users can install the mobile client software to use the mobile functionality of Oracle Utilities Mobile Workforce Management.

The current release of Oracle Utilities Mobile Workforce Management supports a mobile client for laptops running Windows XP and mobile devices running Windows Mobile 6.1 Professional .

### Tier 3: Web Application / Business Application Server, or Business Logic Tier

This tier is implemented in a Web application or business application server. The business application component can be installed as part of the Web application server, or as a separate component. Except where explicitly noted, most of the Oracle Utilities Mobile Workforce Management installation documentation assumes that the Web application and business application servers reside together.

### Tier 4: Database, or Persistence Tier

This tier is implemented in a database server. The database server stores data maintained by the Oracle Utilities Mobile Workforce Management application. More specifically, the database tier contains the data server files and database executables that physically store the tables, indexes, and other database objects for your system.

# Chapter 3

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## Supported Platforms and Hardware Requirements

This section gives an overview of the tiers on which the product is implemented, and shows each of the operating system/server combinations that the product is certified for. It includes:

- **Software and Hardware Considerations**
- **Requirements by Tier**
- **Supported Platforms**
- **Support for Software Patches and Upgrades**

## Software and Hardware Considerations

There are many factors that can influence software and hardware decisions. For example, your system may have to satisfy specific performance, availability, or scalability requirements, or to support running in a language other than English. These business requirements, together with the chosen system architecture, should be used in initial software and hardware planning.

Some of the questions that you should answer before beginning the installation include:

- On which hardware platform and operating system will Oracle Utilities Mobile Workforce Management be deployed?
- On which Web server product will Oracle Utilities Mobile Workforce Management deploy?
- On which database product will Oracle Utilities Mobile Workforce Management deploy?
- Do you plan to deploy multiple Oracle Utilities Mobile Workforce Management instances on the same physical server?
- How do you plan to deploy Oracle Utilities Mobile Workforce Management?
  - Web/application/database on the same physical server
  - Web/application on one server and database on separate server
  - Each component on its own server
- How do you plan to install and update the Oracle Utilities Mobile Workforce Management mobile client on the mobile computers or devices?
  - Use a device management software like Oracle Mobile Server for installation and updates.
- How do you plan to secure Oracle Utilities Mobile Workforce Management when communicating with devices over unsecured networks like the internet?

For detailed descriptions of various deployment architecture choices that may aid in planning, please see the document *Oracle Utilities Application Framework Architecture Guidelines*, available on My Oracle Support (Article ID 807068.1).

The final hardware and software decisions must comply with the specific requirements of Oracle Utilities Mobile Workforce Management, as described in the rest of this chapter.

## Requirements by Tier

The application is deployed on multiple Tiers:

- Tier 1, Desktop
- Tier 2, Mobile Client
- Tier 3, Web/Business Application Server
- Tier 4, Database Server

### Tier 1, Desktop: Software and Hardware Requirements

Configuration	Processor	Memory (RAM)	Monitor Display
Minimum	Pentium IV - 2.0 GHz	1024 MB	1024X768** 16-bit Color
Recommended*	Pentium IV - 3.0+ GHz, Or any Core 2 Duo Or any Athlon X2	2048 MB	1280X1024* 32-bit Color

\* The Recommended configuration will support better performance of the client.

\*\* To reduce the amount of scrolling required for pages that are longer than 768 or 1024 pixels, consider placing a monitor into vertical position (with narrow side on the bottom).

### Web Browser Requirements

The following Operating System / Web Browser software is supported:

- Windows XP SP3 or higher with Internet Explorer 7.0 or 8.0
- Java plug-in 1.6.0 17

### Tier 2: Mobile Client: Software and Hardware Requirements

The following hardware configuration is supported:

Configuration	Processor	Memory (RAM)
Minimum	Pentium IV - 2.0 GHz	1024 MB

The following Operating Systems are supported by the mobile client:

- Windows XP SP3
- Windows Mobile 6.1 Professional

**Note:** This release of Oracle Utilities Mobile Workforce Management has been tested on a Motorola MC75 device running Windows Mobile 6.1 Professional.

## Tier 3, Web/Business Application Server: Software and Hardware Requirements

Please consult the **Supported Platforms** on page 3-5 to determine which Web application servers can be used with the operating system that will be hosting this tier.

The recommendations that follow are based on a standard installation with both the application and business servers on the same machine and the system running with the default values. The minimum resource requirements exclude third-party software installation requirements. Refer to the third-party vendors for specific requirements. The following sizing excludes the Oracle database server installation.

### Memory Requirements

For each application server environment a minimum of 4 GB of real memory is required, plus 6 GB of swap space.

### Disk Space Requirements

The approximate disk space requirements in a standard installation are as follows:

Location	Size	Usage
\$SPLEBASE	5 GB minimum	This location is where the application and Framework get installed. Startup, shutdown and other online log files are stored here. The size and space that is used should be monitored because various debugging options can significantly affect the size of log files.
\$SPLAPP	2 GB minimum	This location is used for storing batch log files and output from batch jobs. The size of this space should be influenced by which batches are run and how often, and the amount of debugging information that is collected.
Location of the application Web work files on the Web servers	1.5 GB minimum	This location is used by the various Web server vendors to expand the application. It should be considered when installing these products. Refer to the individual Web server documentation to determine the location of the temporary files.
Installation temporary area	4 GB	The application gets installed from this location. You need enough space to uncompress the files and install the application.
Oracle data area	4 GB minimum	This location is where the Oracle database data files are stored. The size of this space should be based on the requirements of the production environment. For an initial or demo database install 4 GB should be sufficient.

## Tier 4, Database Server: Software and Hardware Requirements

See the section **Supported Platforms** on page 3-5 for supported database servers.

## Supported Platforms

The installation has been tested and certified to operate on many operating system, application server, and database server combinations. For the software requirements for each of these combinations, see **Chapter 6: Installing Application Server Prerequisite Software** for more information.

### Operating Systems and Application Servers

The following table details the operating system and application server combinations on which Oracle Utilities Mobile Workforce Management version 2.0.1 has been tested and certified.

Browser	Operating System (Client)	Operating System (Server)	Chipset	Application Server	Database
		AIX 6.1 (64-bit)	Power 64-bit	WebLogic 10.3.2	Oracle 11.2.0.1
IE 7.x	Windows XP SP3	HP-UX 11.31 Base Quality Pack September 2009 (64-bit)	Itanium	WebLogic 10.3.2	Oracle 11.2.0.1
IE 8.x		Oracle Enterprise Linux 5.4 (64-bit) Red Hat Enterprise Linux 5.4 (64-bit)	x86_64	WebLogic 10.3.2	Oracle 11.2.0.1
		Sun Solaris 10 Update 8 (64-bit)	SPARC	WebLogic 10.3.2	Oracle 11.2.0.1
		Windows 2008 Server SP2	x86_64	WebLogic 10.3.2	Oracle 11.2.0.1

### Platform Changes

Oracle Utilities Mobile Workforce Management 2.0.1 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

Oracle Utilities Mobile Workforce Management version 2.0.1 is supported with Oracle Database Server 11.2.0.1 on all 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

## Support for Software Patches and Upgrades

Due to the ongoing nature of software improvement, vendors will issue patches and service packs for the operating systems, application servers and database servers on top of specific versions that Oracle Utilities Mobile Workforce Management has been tested with.

If it is necessary to apply an upgrade, please do that in a test environment prior to updating the Oracle Utilities Mobile Workforce Management production environment.

The only exception from this rule is Hibernate software. For this the exact version mentioned in this guide must be installed. Please always check with Oracle Utilities Mobile Workforce Management support prior to installing Hibernate updates.

Always contact Oracle Utilities Mobile Workforce Management support prior to applying vendor updates that do not guarantee backward compatibility.

# Chapter 4

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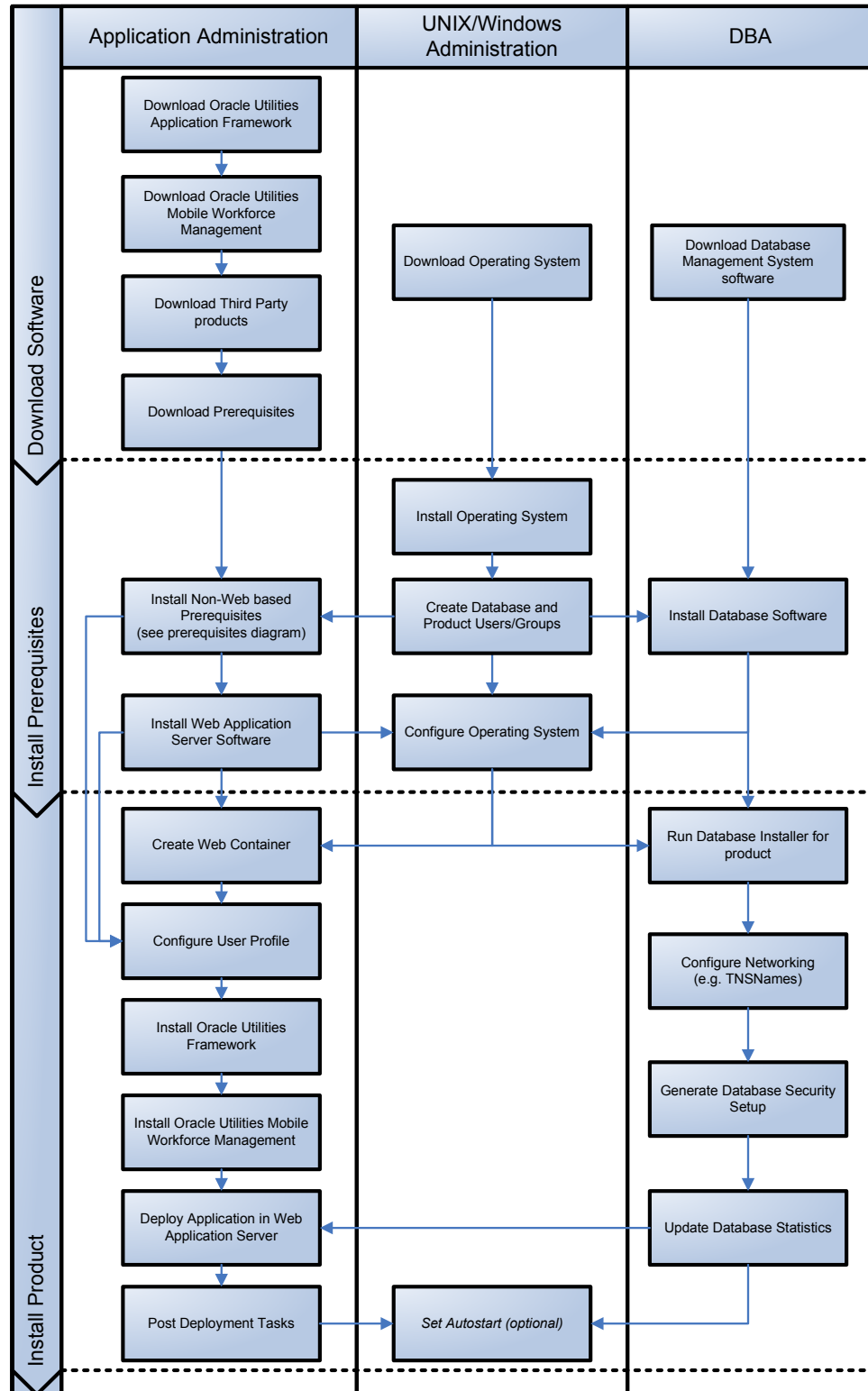
## Planning the Installation

This chapter provides information for planning an Oracle Utilities Mobile Workforce Management installation, including:

- **Installation and Configuration Overview**
- **Before You Install**
- **Installation Checklist**
- **Prerequisite Third-Party Software Overview**
- **Application Framework Installation and Configuration Worksheets**
- **Mobile Workforce Management Installation and Configuration Worksheets**

# Installation and Configuration Overview

The following diagram provides an overview of the steps that need to be taken to install and configure Oracle Utilities Mobile Workforce Management:



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## Before You Install

Refer to article 1088133.1 on My Oracle Support for up-to-date additional information on Oracle Utilities Mobile Workforce Management installation.

## Installation Checklist

The following checklist will help guide you through the installation process of the application tier. The details for each step are presented in subsequent chapters.

1. Create Group/User ID.
2. Install prerequisite software (see **Prerequisite Third-Party Software Overview** on page 4-3 for more information).
  - Oracle Client 11.2.0.1 (for Oracle database connections and for Perl runtime )
  - Java 6
  - Hibernate 3.3.2
  - JDeveloper 11g (11.1.1.2.0)
  - MapViewer 11.1.1.2
  - Map data
  - Oracle BPEL Process Manager 11g (optional)
3. Install Web Server.
  - Oracle WebLogic 11gR1 (10.3.2)
4. Verify that all software installed.
5. Set up environment variables.
6. Install Oracle Utilities Application Framework.
7. Install Oracle Utilities Mobile Workforce Management.
8. Deploy Oracle Utilities Mobile Workforce Management application.
9. Post installation tasks.

## Prerequisite Third-Party Software Overview

For complete details about installing and configuring the prerequisite third-party software for your specific platform, see **Chapter 6: Installing Application Server Prerequisite Software**.

# Application Framework Installation and Configuration Worksheets

During the installation and configuration of the application you will need to provide a variety of system values. These worksheets will assist you in providing that information. They should be completed before installing the application framework, as described in **Chapter 7: Installing the Application Server Component of Oracle Utilities Application Framework**. No Customer Install Value fields should be left blank.

Note: Some web application server information will not be available until the software installation steps have been completed as described in **Chapter 6: Installing Application Server Prerequisite Software**.

## Installation Menu Functionality Overview

The main configuration menu is structured so that related variables and/or options are grouped together and are associated by a menu item number. To access a particular group of variables and options, enter the menu item number associated with that group. Each option within that group is displayed in turn on the screen, along with a prompt so that you can type the desired value for the option, if it is not the same as the default or current value.

When performing the initial installation you need to go through all menu options. The menu options may have a default value, a list of valid values and a validation check.

On each option prompt you can keep the current value by simply leaving the input line empty. In order to erase a variable value you need to enter one dot (“.”). The leading spaces will be trimmed out on each values entered.

When all options are set, type <P> at the main menu prompt option. This will save the option values selected throughout the configuration.

During this processing the global variables are validated and the configuration file <SPLEBASE>/etc/ENVIRON.INI is created or updated. This file contains all the variables inputted and calculated. These are needed by the next part of the installation process.

To exit the configuration utility without saving any of the values entered, type <X> and 'Enter'

## Installation Menu Functionality Details

The Environment Installation Utility requires that Oracle Client Home is set in the path for the user performing the installation.

Prior to running the installation utility you will need to review the supported platforms document to ensure you have all of the Third Party software installed.

In this menu if the variables are set prior to execution, that value will be used by the installation utility when performing the installation.

When the installation has been completed successfully, the values will be written to an ENVIRON.INI file. When splenviron.sh / cmd is executed, it will read from the ENVIRON.INI file to set the environment variables.

In the worksheets there are two different types of values given:

- Default values are the values that will be defaulted when running the installation utility.
- Example Values show examples of values that you can be used for a default installation.

Passwords are entered in silent mode and are encrypted as they are entered.

Install the Oracle Client software specified in **Supported Platforms** on page 3-5 prior to running any of the installation utilities.

The following prompt will appear when executing the installation utility:

```
Enter Oracle Client Home Directory (<ENTER> quit):
```

**Note:** If the environmental variable ORACLE\_CLIENT\_HOME is set, the install script will validate the variable. If it passes the validation you will not be prompted for it. This is needed in order to run Perl installation utilities.

## Third Party Software Configuration

```

*****
* Environment Installation Options *
*****
1. Third Party Software Configuration
   Oracle Client Home Directory:
   Web Java Home Directory:
   Child JVM Home Directory:
   COBOL Home Directory:
   Hibernate JAR Directory:
   Database Home Directory:
   Web Application Server Home Directory:
   ADF Home Directory:

```

Menu Option	Name Used In Documentation	Usage	Customer Install Value
Oracle Client Home Directory	ORACLE_CLIENT_HOME	The home directory of the Oracle Client. The application will use the Perl included under this Oracle Client.  Example Location: /oracle/client/product/11.2.0.1	
Web Java Home Directory	JAVA_HOME	Java home that will be used by the Web application server.  Example Location: /ouaf/java/jdk1.6.0_18	
* Child JVM Home Directory	CHILD_JVM_JAVA_HOME	Java home that will be used by the child java process that handles COBOL related requests.  Example Location: /ouaf/java/jdk1.6.0_18  Note: This menu option is not applicable to Oracle Utilities Mobile Workforce Management.	
* COBOL Home Directory	COBDIR	COBOL installation location directory.  Example Location: /opt/SPLcobAS51WP4  Note: This menu option is not applicable to Oracle Utilities Mobile Workforce Management.	

Menu Option	Name Used In Documentation	Usage	Customer Install Value
Hibernate JAR Directory	HIBERNATE_JAR_DIRECTORY	Location on the disk where the hibernate3.jar is installed.	
Database Home Directory	DATABASE_HOME	Location on the disk where database client is installed for your particular installation.  Example Location for Oracle Database: /oracle/client/product/11.2.0.1	
Web Application Server Home Directory	WEB_SERVER_HOME	Location on the disk where the application server is installed.  Example Location: WebLogic: /ouaf/middleware/wlserver_10.3	
* ADF Home Directory	ADF_HOME	Location on the disk where ADF is installed.  Example Location: /ouaf/jdev11_1_1_2	

\* Denotes optional Menu Options and Variables.

## Environment Installation Options

### 50. Environment Installation Options

```

Environment Mount Point:
Log Files Mount Point:
Environment Name:
Database Type:
Web Application Server Type:
Install Only Web Component: false

```

Menu Option	Name Used In Documentation	Usage	Customer Install Value
Environment Mount Point	<SPLDIR>	<p>The mount point into which the application is installed. For example: /ouaf for UNIX and C:\ouaf for Windows.</p> <p>This mount point MUST exist and the Oracle Utilities Application Framework administrator user id MUST be able to write to this directory. (This is the user id that is created specifically to administer the Oracle Utilities Application Framework environments; the default is cissys). The installation sets permissions on all subdirectories installed under this directory.</p> <p>See &lt;SPLENVIRON&gt; below for more information on how this mount point is used.</p>	
Log File Mount Point	<SPLDIROUT>	<p>A mount point that will contain any application output or application logs. Default value is /ouaf/sploutput for UNIX installation or C:\ouaf\sploutput for Windows.</p> <p>Before you start the install, ensure that this mount point exists and that the Oracle Utilities Application Framework administrator user id (cissys) can write to this directory. For each environment initialized, the application logs will be written to the directory &lt;SPLDIROUT&gt;/&lt;SPLENVIRON&gt;</p> <p>Note: Later in the installation, the splenvron.sh ( splenvron.cmd ) script will set the \$SPLOUTPUT (%SPLOUTPUT%) environment variable to point to:&lt;SPLDIROUT&gt;/&lt;SPLENVIRON&gt;</p>	

Menu Option	Name Used In Documentation	Usage	Customer Install Value
Environment Name	<SPLENVIRON>	<p>A descriptive name to be used as both a directory name under the mount point &lt;SPLDIR&gt; and an environment descriptor. This value typically identifies the purpose of the environment. For example, DEV01 or CONV.</p> <p>On installation a directory &lt;SPLDIR&gt;/&lt;SPLENVIRON&gt; is created, under which the Oracle Utilities Application Framework and Oracle Utilities Application software resides.</p> <p>When multiple environments are set up on the machine you will typically have directories such as: /ouaf/DEV01/.... /ouaf/CONV/....</p> <p>Each of these contains a complete version of the Oracle Utilities Application Framework and Oracle Utilities Mobile Workforce Management.</p> <p>Note: Later in the installation process, the splenviron.sh (splenviron.cmd) script will set \$SPLEBASE (%SPLEBASE%) environment variable to point to &lt;SPLDIR&gt;/&lt;SPLENVIRON&gt;</p>	
Database Type	<CMPDB>	<p>Type of a database to connect an environment to.</p> <p>Valid Values: oracle: Oracle</p> <p>Note: Not all Database Types are supported on all platforms; refer to the Supported Platforms section for details.</p>	
Web Application Server Type	<SPLWAS>	<p>A Web Application Server for the environment to be used. The following value must be selected:</p> <p>Valid Values: WLS: WebLogic</p> <p>Note: Not all Web Application servers are supported on all platforms; refer to Supported Platforms section for details.</p>	
Install Web Only Component		For future releases of the Oracle Utilities Application Framework installations.	

# Environment Description

- 1. Environment Description  
Environment Description:

<b>Menu Option</b>	<b>Name used in this Documentation</b>	<b>Usage</b>	<b>Customer Install Value</b>
Environment Description	DESC	This is a free form text field to describe the use of the environment.	

## Business Application Server Configuration

```

=====
2. Business Application Server Configuration
   Business Server Host:                <machine_name>
   WebLogic Server Name:                myserver
   Business Server Application Name:    SPLService
   MPL Admin Port Number:
   MPL Automatic startup:                false
=====
    
```

**Note:** The WebLogic parameters above and in the worksheet are for a WebLogic installation. The parameters for your installation will include your type of application server.

Menu Option	Name used in this Documentation	Usage	Customer Install Value
Business Server Host	BSN_WLHOST	The host name on which business application server resides.  Default Value: <current server name>	
WebLogic Server Name	BSN_WLS_SVRNAME	The name of the WebLogic server where the business application resides.  Default value: myserver	
Business Server Application Name	BSN_APP	The name of the business application server.  Default: SPLService	
MPL Admin Port number	MPLADMINPORT	The port number for the Multi Purpose Listener (MPL) Admin Server.  Example Value: 6502  Note: MPL is deprecated and is retained for backward compatibility.	
MPL Automatic Startup	MPLSTART	Automatically starts the MPL Listener whenever environment starts. Default value: false  Note: MPL has been deprecated and is retained for backward compatibility.	

## Web Application Server Configuration

### 3. Web Application Server Configuration

```

Web Server Host: <machine_name>
Web Server Port Number:
WebLogic SSL Port Number:
Web Context Root: ouaf
WebLogic JNDI User ID:
WebLogic JNDI Password:
WebLogic Admin System User ID:
WebLogic Admin System Password:
WebLogic Server Name: myserver
Web Server Application Name: SPLWeb
Application Admin User ID:
Application Admin Password:
Expanded Directories: false
Application Viewer Module: true

```

=====  
**Note:** The WebLogic parameters above and in the worksheet are for a WebLogic installation. The parameters for your installation will include your type of application server.

Menu Option	Name used in this Documentation	Usage	Customer Install Value
Web Server Host	WEB_WLHOST	The host name on which the Web application Server resides.  Default Value: <current server name>	
Web Server Port Number	WEB_WLPORT	A unique port number within the system that will be assigned to the HTTP port. This is the port number that is used as a part of the client URL request to connect to the host.  Example Value: 6500	
WebLogic SSL Port Number:	WEB_WLSSPORT	The port number assigned to WebLogic Secure Sockets connection. This is the port number that is used for Secure Sockets connecting to the WebLogic server. The Secure Sockets implementation is disabled in the default configuration.  Example Value: 6501	
Web Context Root	WEB_CONTEXT_ROOT	A context root name that allows customers to run multiple instances of Web application on the same server.  Default Value: ouaf	

Menu Option	Name used in this Documentation	Usage	Customer Install Value
WebLogic JNDI User ID	WEB_WLSYSUSER	The user ID the application uses to connect to the EJB component through JNDI. This is the EJB container User ID.  Note: A new installation requires use of the user ID of system.	
WebLogic JNDI Password	WEB_WLSYSPASS	The password the application uses to connect to the EJB component through JNDI  Note: A new installation requires the use of the password ouafadmin. This value will be saved in encrypted format	
WebLogic Server User ID	WLS_WEB_WLSYSUSER	User ID to login to WebLogic console and to administer WebLogic. The WebLogic startup and stop script use this user ID.  Note: A new installation requires use of the user ID of the system. This value will be saved in encrypted format.	
WebLogic Server Password	WLS_WEB_WLSYSPASS	On the configuration step of install process you can change this password to a different value. This should only be done if you have changed the password on an existing system following the Oracle WebLogic instructions. The WebLogic startup and stop script use this password.  Note: A new installation requires the use of the password ouafadmin. This value will be saved in encrypted format.	
WebLogic Server Name	WEB_WLS_SVRNAME	The name of the WebLogic server where the Web application resides.  Default Value: myserver	
Web Server Application Name	WEB_APP	The name of the Web application server.  Default Value: SPLWeb	
Application Admin User ID	WEB_SPLUSER	This is the default user ID to login to the application through the browser.  Example Value: SYSUSER  Note: This value is also used in communication within the XAI application.	

Menu Option	Name used in this Documentation	Usage	Customer Install Value
Application Admin Userid Password	WEB_SPLPASS	<p>This is the password of the application admin user.</p> <p>Example Value: sysuser00</p> <p>Note: This value will be saved in encrypted format</p>	
Expanded Directories	WEB_ISEXPANDED	<p>When the value is “true” the Web application will be deployed in exploded directory format (no WAR files).</p> <p>When the value is “false”, the web application will be deployed in ear file format.</p> <p>Default Value: false</p>	
Application Viewer Module	WEB_ISAPPVIEWER	<p>When the value is “true” the application viewer will be deployed to the Web server. When the value is “false”, the application viewer will not be deployed to the Web Server.</p> <p>Note: With either value the application viewer module will still be managed by the upgrade process.</p> <p>Default Value: true</p>	

## Database Configuration

### 4. Database Configuration

```

JDBC Name:
MPL Database User ID:
MPL Database Password:
XAI Database User ID:
XAI Database Password:
Batch Database User ID:
Batch Database Password:
JDBC Database User ID:
JDBC Database Password:
Database Name:
Database Server:
Database Port:
ONS Server Configuration:
Database Override Connection String:
Oracle Client Character Set NLS_LANG:          AMERICAN_AMERICA.UTF8
    
```

=====

Menu Option	Name Used in this Documentation	Usage	Customer Install Value
JDBC Name	JDBC_NAME	The connection pool name to use for the JDBC driver to create physical database connections. The connection pool contains a group of JDBC connections that are created when starting up WebLogic Server or when deploying the connection pool to a target server.  Example Value: [YOUR_NAME]-jdbc	
MPL Database User ID	MPL_DBUSER	The database user ID that has been configured on the database for the MPL server connection.	
MPL Database Password	MPL_DBPASS	The database password that has been configured on the database for the MPL server connection.  Note: This value will be saved in encrypted format.	
XAI Database User ID	XAI_DBUSER	The database user ID that has been configured on the database for the XAI server connection.	
XAI Database Password	XAI_DBPASS	The database password that has been configured on the database for the XAI server connection.  Note: This value will be saved in encrypted format.	

<b>Menu Option</b>	<b>Name Used in this Documentation</b>	<b>Usage</b>	<b>Customer Install Value</b>
Batch Database User ID	DBUSER	The database user ID that has been configured on the database for the batch connection.	
Batch Database Password	DBPASS	The database password that has been configured on the database for the batch connection.  Note: This value will be saved in encrypted format.	
JDBC Database User ID		The database user ID that has been configured on the database for the WebLogic JDBC connection.	
JDBC Database Password		The database password that has been configured on the database for the WebLogic JDBC server connection.  Note: This value will be saved in encrypted format.	
Database Name	DBNAME	The name of the database instance that the application will be connecting to.	
Database Server	DBSERVER	Host name of the server where database resides.	
Database Port	DBPORT	Database port number on the database server used for connecting to the database	
ONS Server Configuration	ONSCONFIG	ONS Server Configuration is required for Oracle RAC FCF.  This option is for future use.	
Database Override Connection String	DB_OVERRIDE_CONNECTION	This connection string can be used to override the database information entered above for RAC installation.  Set this string to override the standard database connection string, as entered above.	
Oracle Client Character Set NLS_LANG	NLS_LANG	The Oracle Database Character Set.  Select the Language and Territory that are in use in your country.  Default Value: AMERICAN_AMERICA.UTF8	

## General Configuration Options

### 5. General Configuration Options

Batch RMI Port:  
 Batch Mode: CLUSTERED  
 Coherence Cluster Name:  
 Coherence Cluster Address:  
 Coherence Cluster PORT:  
 Coherence Cluster Mode: dev

Menu Option	Name used in this Documentation	Usage	Customer Install Value
Batch RMI Port	BATCH_RMI_PORT	Unique port used by the Batch RMI	
Batch Mode	BATCH_MODE	Valid Values: CLUSTERED or DISTRIBUTED  Default Value: CLUSTERED Note: CLUSTERED is currently the only supported mode for production environments.	
Coherence Cluster Name	COHERENCE_CLUSTER_NAME	Unique name for the batch CLUSTER	
Coherence Cluster Address	COHERENCE_CLUSTER_ADDRESS	Unique multicast address.	
Coherence Cluster PORT	COHERENCE_CLUSTER_PORT	Unique port for the batch CLUSTER	
Coherence Cluster Mode	COHERENCE_CLUSTER_MODE	Valid Values: dev (Development) prod (Production)  Default Value: dev	

Note: See the *Oracle Utilities Mobile Workforce Management Batch Server Administration Guide* for additional details on this configuration.

## Advanced Menu Options

The advanced menu options are not available during installation. These options can be accessed after installation using the following commands:

### Unix:

```
$SPLEBASE/bin/configureEnv.sh -a
```

### Windows

```
%SPLEBASE%\bin\configureEnv.cmd -a
```

## Advanced Environment Miscellaneous Configuration

```
50. Advanced Environment Miscellaneous Configuration
    This is a development environment:                false
    Preload All Pages on Startup:                      false
    Maximum Age of a Cache Entry for Text:            28800
    Maximum Age of a Cache Entry for Images:          28800
    JSP Recompile Interval (s):                      43200
    Authentication Login Page Type:                  FORM
    Online JVM Batch Server Enabled:                  false
    Online JVM Batch Number of Threads:               5
    Online JVM Batch Scheduler Daemon Enabled:        false
    JMX Enablement System User ID:
    JMX Enablement System Password:
    RMI Port number for JMX Business:
    RMI Port number for JMX Web:
    RAC Initial Limit:                                0
    RAC Minimum Limit:                                0
    RAC Maximum Limit:                                0
    GIS Service Running on the same Web Server:       true
    GIS Service URL:
    GIS WebLogic System User ID:
    GIS WebLogic System Password:
    DOC1 Host Directory:
```

Menu Option	Name used in this Documentation	Usage	Customer Value Install
This is a development environment	WEB_ISDEVELOPMENT	<p>If the value is “true”, the Web application may be used for application development, which will trigger certain generation processes. If the value is “false” the environment will be used as a runtime environment.</p> <p>When you choose “true” (development environment) the startup preload pages will be disabled, and the application security will be less strict. This value also controls the amount of logging information written to the application log files.</p> <p>Valid Values: true, false</p> <p>Default Value: false</p>	

Menu Option	Name used in this Documentation	Usage	Customer Value Install
Preload All Pages on Startup	WEB_PRELOADALL	This controls if the pages should be pre-loaded during the startup of the application or not.  Valid Values: true, false  Default Value: false	
Maximum Age of a Cache Entry for Text	WEB_MAXAGE	Default Value: 28800	
Maximum Age of a Cache Entry for Images	WEB_MAXAGEI	Default Value: 28800	
JSP Recompile Interval (s)	WEB_wlpageCheckSeconds	Default Value: 43200	
Authentication Login Page Type	WEB_WLAUTHMETHOD	Specifies which authentication mode should be used. To switch off OUAF Login Page enter: BASIC  Valid Values: FORM, BASIC  Default Value: FORM	
Online JVM Batch Server Enabled	BATCHENABLED	When starting a web application server JVM, this property can be set to “true” to allow the on-line application server to also act as a batch worker in the grid.  Default Value: false  Note: This functionality should only be used in low volume environments.	
Online JVM Batch Number of Threads	BATCHTHREADS	The maximum number of batch processing threads to be executed within a worker JVM when no explicit Distributed Thread Pool is specified. The “DEFAULT” distributed thread pool is used by the batch-scheduling daemon when it initiates processing on batch jobs (typically added via the online system) where no threadpool is specified.  Default Value: 5  Note: This will be only used and activated when BATCHENABLED is set to true.	

Menu Option	Name used in this Documentation	Usage	Customer Value Install
Online JVM Batch Scheduler Daemon Enabled	BATCHDAEMON	In a distributed batch environment, this property can be set to “true” to allow a worker JVM to host the batch scheduling daemon. The daemon accepts online batch submissions requests and automatically submits the work for them.  Valid Values: true, false  Default Value: false  Note: This will be only used and activated when BATCHEENABLED is set to true.	
JMX Enablement System User ID	BSN_JMX_SYSUSER	Example Value: user	
JMX Enablement System Password	BSN_JMX_SYSPASS	Example Value: admin	
RMI Port number for JMX Business	BSN_JMX_RMI_PORT_PERFORMACE	This needs to be set to an available port number on the machine	
RMI Port number for JMX Web	WEB_JMX_RMI_PORT_PERFORMACE	This needs to be an available port number for the environment running on the machine	
RAC Initial Limit	RAC_INITIALLIMIT	Required for Oracle RAC FCF. This is for future use.  Default Value: 0	
RAC Minimum Limit	RAC_MINLIMIT	Required for Oracle FCF  Default Value: 0	
RAC Maximum Limit	RAC_MAXLIMIT	Required for Oracle FCF  Default Value: 0	
GIS Service Running on the same Web Server	GIS	Geographical information (GEOCODING) - GIS Service running on the same Web application server  Valid Values: true, false	
GIS Service URL	GIS_URL	This is the URL of the external Web server.  Note: This value will be only be used when GIS is set to true.	
GIS WebLogic System User ID	GIS_WLSYSUSER	GIS WebLogic System User ID  Note: This value will be only be used when GIS is set to true.	

Menu Option	Name used in this Documentation	Usage	Customer Value Install
GIS WebLogic System Password	GIS_WLSYSPASS	GIS WebLogic System Password.  Note: This value will be only be used when GIS is set to true.	
DOC1 Host Directory	DOC1HOSTDIR	The location of the DOC1 installation. This value is optional	

### Advanced Environment Memory Configuration

```

51. Advanced Environment Memory Configuration
    JVM Child Memory Allocation:                    512
    JVM Child Additional Options:
    Web Application Java Initial Heap Size:         1024
    Web Application Java Max Heap Size:             1024
    Web Application Java Max Perm Size:             500
    Web Application Additional Options:
    Ant Min Heap Size:                              200
    Ant Max Heap Size:                              800
    Ant Additional Options:
    Thread Pool Worker Java Min Heap Size:         512
    Thread Pool Worker Java Max Heap Size:         1024
    Thread Pool Worker Java Max Perm Size:         768
    Thread Pool Worker Additional Options:
    Additional Runtime Classpath:
    Release Cobol Thread Memory Options:
    -Dspl.runtime.cobol.remote.releaseThreadMemoryAfterEachCall=...
    
```

Usage	Name used in this Documentation	Usage	Customer Install Value
JVM Child Memory Allocation	JVMMEMORYARG	Heap size for the JVM Child.  Default Value: 512  This option is not applicable to Oracle Utilities Mobile Workforce Management.	
JVM Child Additional Options	JVM_ADDITIONAL_OPT	Additional JVM options that are passed to the Child JVM.  This option is not applicable to Oracle Utilities Mobile Workforce Management.	
Web Application Java Initial Heap Size	WEB_MEMORY_OPT_MIN	Initial heap size for the application server.  Default Value: 1024	

Usage	Name used in this Documentation	Usage	Customer Install Value
Web Application Java Max Heap Size	WEB_MEMORY_OPT_MAX	Maximum heap size for the application server.  Default Value: 1024	
Web Application Java Max Perm Size	WEB_MEMORY_OPT_MAXPERMSIZE	Maximum Perm Size for the application server.  Default Value: 500MB (Linux, Solaris) 300MB (Windows, HP-UX)	
Web Application Additional Options	WEB_ADDITIONAL_OPT	Additional options that will be passed in to the web application server JVM.  Optional Entry.	
Ant Min Heap Size	ANT_OPT_MIN	Minimum Heap Size passed to ANT JVM.  Default Value: 200	
Ant Max Heap Size	ANT_OPT_MAX	Maximum Heap Size passed to ANT JVM.  Default Value: 800	
Ant Additional Options	ANT_ADDITIONAL_OPT	Additional options that are passed into the ANT JVM.	
Thread Pool Worker Java Min Heap Size	BATCH_MEMORY_OPT_MIN	Minimum heap size passed to the Thread Pool Worker.  Default Value: 512	
Thread Pool Worker Java Max Heap Size	BATCH_MEMORY_OPT_MAX	Maximum heap size passed to the Thread Pool Worker.  Default Value: 1024	
Thread Pool Worker Java Max Perm Size	BATCH_MEMORY_OPT_MAXPERMSIZE	Maximum permanent heap size passed to the Thread Pool Worker.  Default Value: 768	
Thread Pool Worker Additional Options	BATCH_MEMORY_ADDITIONAL_OPT	Additional Memory Options passed into the Thread Pool Worker. This is an optional free form field.	
Additional Runtime Classpath	ADDITIONAL_RUNTIME_CLASSPATH	Additional Classpath Options passed in when starting the WebLogic JVM  This is an optional free form field.	

Usage	Name used in this Documentation	Usage	Customer Install Value
Release Cobol Thread Memory Options	REL_CBL_THREAD_MEM	<p>Allow for child JVMs to be optionally configured to release thread-bound memory when each thread is returned to its thread pool. This will increase the number of memory allocations and memory free calls performed by the Microfocus runtime. It will also lower the amount of C-heap memory consumed by child JVMs.</p> <p>Valid Values: true, false</p> <p>Default Value: false</p> <p>This option is not applicable to Oracle Utilities Mobile Workforce Management.</p>	

# Mobile Workforce Management Installation and Configuration Worksheets

During the installation and configuration of the application you will need to provide a variety of system values. These worksheets will assist you in providing that information. They should be completed before installing Oracle Utilities Mobile Workforce Management, as described in **Chapter 8: Installing the Application Server Component of Oracle Utilities Mobile Workforce Management**. No Customer Install Value fields should be left blank.

Note: Some Web application server information will not be available until the software installation steps have been completed as described in **Chapter 6: Installing Application Server Prerequisite Software**.

## JMS Configuration

### 8. JMS Configuration

```
Context Factory:          weblogic.jndi.WLInitialContextFactory
WebLogic Server URL:     t3://localhost:8400
Weblogic System User ID: system
Weblogic System Password: spladmin
Time Out:                300
```

Menu Option	Name Used In Documentation	Usage	Customer Install Value
Context Factory	CONTEXTFACTORY	JNDI Name attribute field when the Connection Factory object is created. When the Connection Factory object is loaded, JNDI provides a path to the object.  Default: weblogic.jndi.WLInitialContextFactory	
WebLogic Server URL	URL	Specify weblogic server URL in below format:  t3://<host>:<web server port no>  NOTE: This is the port number that is used as a part of the client URL request to connect to the host.	
Weblogic System User ID	WLS_USERID	User ID to login to Admin WebLogic console.  Default user ID: system	
Weblogic System Password	WLS_PASSWORD	On the configuration step of Oracle Utilities Mobile Workforce Management install process you have to provide the same password given during Oracle Utilities Application Framework installation. This should only be done if you have changed the password on an existing system following the Oracle WebLogic instructions.	

<b>Menu Option</b>	<b>Name Used In Documentation</b>	<b>Usage</b>	<b>Customer Install Value</b>
Time Out	TIMEOUT	JMS Configuration Timeout. Default:300	

## ORS Environment Description

### 9. ORS Environment Description

ORS Scheduler Map Files Location:	/spl/sploutput
Schedule Manager Port Number:	8403
Minimum Requests :	1
Maximum Time (seconds) Booking Requests:	5
Unique identifier for the instance of the JVM:	Node1
Registry cleanse timing in seconds:	900

Menu Option	Name Used In Documentation	Usage	Customer Install Value
ORS Scheduler Map Files Location	MAPDIR	Location for Map files from where scheduler will read the maps.  For example:  <b>Unix:</b> /ouaf/mapdir <b>Windows:</b> C:\ouaf\mapdir	
Schedule Manager Port Number	IPCSTARTPORT	Specify the starting port number on which the application will communicate with the scheduler processes. The application will look for any available port above this number.  Default: 9100	
Minimum Requests	MINREQUESTS	Minimum request that scheduler can handle.  Default: 1	
Maximum Time (seconds) Booking Requests	MAXPROCESSINGTIME	Maximum request that scheduler can handle.  Default: 5	
Unique identifier for the instance of the JVM	NODEID	Unique id for JVM instance. For Example: Node1  Note: This has to be same as the Node ID configured in the Scheduler table in the Oracle Utilities Mobile Workforce Management application.	
Registry cleanse timing in seconds	CLEANSE_INTERVAL	This is the registry cleanse interval.  Default: 900	

## Geocode Data Source Configuration

### 10. Geocode Data Source Configuration

JDBC URL for the  
 Geocode database: jdbc:oracle:thin:@localhost:1521:GEODB  
 Database User Name: NAVTEQ  
 Database Password: NAVTEQ  
 JNDI name for the  
 Geocode datasource: GEODB

Menu Option	Name used in this Documentation	Usage	Customer Install Value
JDBC URL for Geocode Database	DBURL_GEOCODE	Geocode database information details.  For example: jdbc:oracle:thin:@localhost:1521:GEODB	
Database User Name	DBUSER_GEOCODE	Geocode database user ID.	
Database Password	DBPASS_GEOCODE	Geocode database password.	
JNDI name for the Geocode datasource	JNDI_GEOCODE	JNDI name for accessing the database.  For example: GEOSAMPLE	

## Mapviewer Configuration

### 11. Mapviewer Configuration

Deploy mapviewer locally on this instance: true  
 Location of mapviewer ear file:

Menu Option	Name used in this Documentation	Usage	Customer Install Value
Deploy mapviewer locally on this instance	MAPVIEWER_ISLOCAL	Set this value to true for deploying mapviewer on the same WebLogic instance.  Default: true	
Location of mapviewer ear file	MAPVIEWER_EAR	This needs to point to the location of the mapviewer ear directory in case mapviewer is deployed locally on the same Weblogic instance.  Example: /ouaf/mapviewer/mapviewer.ear	

## Security Configuration

### 12. Security Configuration

Enable HTTP:	true
Deploy only mobility web application:	false
Admin Console Port Number:	6501

Menu Option	Name used in this Documentation	Usage	Customer Install Value
Enable HTTP	HTTP_IENABLED	Set this value to false to disable HTTP access to the application. The application can then be accessed only through HTTPS.  Default: true	
Deploy only mobility web application	MOBILITY_APP_ON LY	Set this value to true to deploy only the mobility web application. This option can be used to expose just the mobility web application to the internet while the rest of the application runs inside a secured environment.  Default: false	
Admin Console Port Number	WLS_ADMIN_PORT	This is the secured Weblogic admin port over which the console application can be accessed. This port should be different from the HTTP port used to access the application.	



# Chapter 5

---

## Installing the Database

Please review Chapter 1 of this guide and then follow the steps for installing the database as described in the *Oracle Utilities Mobile Workforce Management Database Administrator's Guide*.



# Chapter 6

---

## Installing Application Server Prerequisite Software

This chapter describes the software that needs to be installed for each of the supported operating system and application server combinations. The sections for this chapter are:

- **AIX 6.1 Application Server**
- **HP-UX 11.31 Itanium Application Server**
- **Oracle Enterprise Linux 5.4 or Red Hat Linux 5.4 Application Server**
- **Solaris 10 Application Server**
- **Windows 2008 Application Server**

## AIX 6.1 Application Server

This section describes the software requirements for operating the application using the AIX application server.

### Supported Application Servers

Operating System	Chipsets	Application Server
<b>Oracle WebLogic 11gR1 (10.3.2)</b>		
AIX 6.1 (64-bit) TL4	Power 64-bit	64-bit version

### Web/Application Server Tier

#### AIX 6.1 TL4 Operating System Running on Power5 and Power6 Architecture

##### UNIX Administrator Userid

The following user groups and accounts have to be created to install and administer the application:

Description	Default Value	Customer Defined Value
Oracle Utilities Mobile Workforce Management Administrator User ID	cissys	
Oracle Utilities Mobile Workforce Management User Group	cisusr	

Note: It is recommended that you change the default values for security reasons.

Throughout this document the administrator user id is often referred to as the "cissys" user id. You should substitute that with the customer defined user id when not using the default value. After the initial install, the software should always be managed using that user id.

By default, the cissys userid is the only one given access to the installed files.

1. Create a group called cisusr (user group).
2. Create a user called cissys. Primary group cisusr. Set the primary shell for the cissys user to Korn Shell.
3. Set the stack size limit to 50 MB or more in the user profile startup script for cissys user:

```
ulimit -s 51200
```

The shell scripts use the ">" to overwrite shell functionality. Your operating system may be configured to not allow this functionality by default in the users shell.

To avoid file access permission problems when executing scripts, consider placing the following command into cissys profile script:

```
set +o noclobber
```

### Oracle 11.2.0.1 Client

The Java JDBC drivers must be installed as part of the client install.

Ensure that the userid cissys has been setup to be able to communicate with the Oracle database. Use the command:

```
tnsping $ORACLE_SID
```

Use the cissys account to install the Oracle Client.

The Oracle 11.2.0.1 Client is required regardless of the version of the database server.

### IBM Java Software Development Kit version 6.0 SR7 64-bit

Installation of Java is a prerequisite for using Oracle WebLogic as a Web application server.

At the time of release, AIX Java packages could be obtained from:

<http://www.ibm.com/developerworks/java/jdk/aix/service.html>

The web server requires the 64-bit Java platform in order to function. The main prerequisite for the web server is the version of java mentioned above.

For the Administrator userid (cissys), ensure that the environment variable JAVA\_HOME is set up, and that "java" can be found in cissys' PATH variable.

### Hibernate 3.3.2

Hibernate must be installed prior to the installation of Oracle Utilities Mobile Workforce Management.

Please download the file hibernate-3.3.2.ga.zip from the following link:

<http://prdownloads.sourceforge.net/hibernate/>

or from the following link:

[http://sourceforge.net/project/showfiles.php?group\\_id=40712&package\\_id=127784](http://sourceforge.net/project/showfiles.php?group_id=40712&package_id=127784)

It is very important that you download the exact version, as the product has only been certified with this exact release.

You will need to create a permanent directory to place one of the files from hibernate-3.3.2.ga.zip. (e.g. \opt\hibernate3.3.2).

Extract the file hibernate3.jar from hibernate-3.3.2.ga.zip.

### Oracle WebLogic 11gR1 (10.3.2) 64-bit

Oracle WebLogic software can be downloaded from the Oracle web site. This application server will run as a 64-bit application. 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 (10.3.2).

### Oracle JDeveloper 11g (11.1.1.2.0) Studio Edition

JDeveloper 11g (11.1.1.2.0) Studio Edition is supported on any platform that runs JDK 6. It requires Oracle Weblogic Server 10.3.2. 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>

### **Oracle MapViewer 11g (11.1.1.2)**

Oracle Fusion Middleware MapViewer 11g Release 1 (11.1.1.2) is a tool that renders maps showing different kinds of spatial data. It can be downloaded from the following link:

<http://www.oracle.com/technology/software/products/mapviewer/htdocs/winsoft.html>

### **Oracle BPEL Process Manager 11gR1 (11.1.1.2.0)**

Oracle BPEL Process Manager 11gR1 (11.1.1.2.0) is a component of Oracle SOA Suite 11gR1. 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>

### **GCC 4.2.4**

GCC 4.2.4 libraries need to be installed for the scheduler functionality to work properly. The following GCC runtime libraries are required to be installed:

- `libgcc` : GCC compiler dynamic runtime library
- `libstdc++` : G++ compiler dynamic runtime library

After installing the GCC runtime libraries, copy the following libraries to `<INSTALL_DIR>/runtime` directory:

- `libstdc++.a`
- `libgcc_s.a`

Alternately, you can add these libraries to `LD_LIBRARY_PATH` environment variable.

# HP-UX 11.31 Itanium Application Server

This section describes the software requirements for operating the application using the HP-UX 11.31 Itanium application server.

## Supported Application Servers

Operating System	Chipsets	Application Server
<b>Oracle WebLogic 11gR1 (10.3.2)</b>		
HP-UX 11.31 Base Quality Pack September 2009 (64-bit)	Itanium	64-bit version

## Web/Application Server Tier

### HP-UX 11.31 Itanium Operating System Running on Itanium2 Architecture

#### UNIX Administrator Userid

The following user groups and accounts have to be created to install and administer the application:

Description	Default Value	Customer Defined Value
Oracle Utilities Mobile Workforce Management Administrator User ID	cissys	
Oracle Utilities Mobile Workforce Management User Group	cisusr	

Note: It is recommended that you change the default values for security reasons.

Throughout this document the administrator user id is often referred to as the "cissys" user id. You should substitute that with the customer defined user id when not using the default value. After the initial install, the software should always be managed using that user id.

By default, the cissys userid is the only one given access to the files installed.

1. Create a group called cisusr (user group)
2. Create a user called cissys. Primary group cisusr. Set the primary shell for the cissys user to Korn Shell.
3. Set the stack size limit to 50 MB or more in the user profile startup script for cissys user:

```
ulimit -s 51200
```

The shell scripts use the ">" to overwrite shell functionality. Your operating system may be configured to not allow this functionality by default in the users shell.

To avoid file access permission problems when executing scripts, consider placing the following command into cissys profile script:

```
set +o noclobber
```

### Oracle 11.2.0.1 Client

The Java JDBC drivers must be installed as part of the client install.

Ensure that the userid cissys has been setup to be able to communicate with the Oracle database. Use the command:

```
tnsping $ORACLE_SID
```

Use the cissys account to install the Oracle Client.

The Oracle 11.2.0.1 Client is required regardless of the version of the database server.

### HP Java Development Kit version 1.6.0.06

The Web server requires the 64-bit Java platform in order to function. The main prerequisite for the Web server is the version of java mentioned above.

For the userid cissys, ensure that the environment variable JAVA\_HOME is setup, and that "java" can be found in cissys' PATH variable.

### Hibernate 3.3.2

Hibernate must be installed prior to the installation of Oracle Utilities Mobile Workforce Management.

Please download the file hibernate-3.3.2.ga.zip from the following link:

<http://prdownloads.sourceforge.net/hibernate/>

or from the following link:

[http://sourceforge.net/project/showfiles.php?group\\_id=40712&package\\_id=127784](http://sourceforge.net/project/showfiles.php?group_id=40712&package_id=127784)

It is very important that you download the exact version, as the product has only been certified with this exact release.

You will need to create a permanent directory to place one of the files from hibernate-3.3.2.ga.zip. (e.g. \opt\hibernate3.3.2).

Extract the file hibernate3.jar from hibernate-3.3.2.ga.zip.

### Oracle WebLogic 11gR1 (10.3.2) 64-bit

Oracle WebLogic software can be downloaded from the Oracle web site. This application server will run as a 64-bit application. 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 (10.3.2).

### Oracle JDeveloper 11g (11.1.1.2.0) Studio Edition

JDeveloper 11g (11.1.1.2.0) Studio Edition is supported on any platform that runs JDK 6. It requires Oracle Weblogic Server 10.3.2. 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>

### Oracle MapViewer 11g (11.1.1.2)

Oracle Fusion Middleware MapViewer 11g Release 1 (11.1.1.2) is a tool that renders maps showing different kinds of spatial data. It can be downloaded from the following link:

<http://www.oracle.com/technology/software/products/mapviewer/htdocs/winsoft.html>

### **Oracle BPEL Process Manager 11gR1 (11.1.1.2.0)**

Oracle BPEL Process Manager 11gR1 (11.1.1.2.0) is a component of Oracle SOA Suite 11gR1. 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>

# Oracle Enterprise Linux 5.4 or Red Hat Linux 5.4 Application Server

This section describes the software requirements for operating the application using the Oracle Enterprise Linux or Red Hat Linux application server.

## Supported Application Servers

Operating System	Chipsets	Application Server
		<b>Oracle WebLogic 11gR1 (10.3.2)</b>
Oracle Enterprise Linux 5.4 (64-bit) Red Hat Enterprise Linux 5.4 (64-bit)	x86_64	64-bit version

## Web/Application Server Tier

### Oracle Enterprise Linux 5.4 or Red Hat Enterprise Linux 5.4 Operating System Running on x86\_64 64-bit Architecture

#### UNIX Administrator Userid

The following user groups and accounts have to be created to install and administer the application:

Description	Default Value	Customer Defined Value
Oracle Utilities Mobile Workforce Management Administrator User ID	cissys	
Oracle Utilities Mobile Workforce Management User Group	cisusr	

Note: It is recommended that you change the default values for security reasons.

Throughout this document the administrator user id is often referred to as the "cissys" user id. You should substitute that with the customer defined user id when not using the default value. After the initial install, the software should always be managed using that user id.

By default, the cissys userid is the only one given access to the files installed.

1. Create a group called cisusr (user group)
2. Create a user called cissys. Primary group cisusr. Set the primary shell for the cissys user to Korn Shell.
3. Set the stack size limit to 50 MB or more in the user profile startup script for cissys user:

```
ulimit -s 51200
```

The shell scripts use the ">" to overwrite shell functionality. Your operating system may be configured to not allow this functionality by default in the users shell.

To avoid file access permission problems when executing scripts, consider placing the following command into cissys profile script:

```
set +o noclobber
```

### **Oracle 11.2.0.1 Client**

The Java JDBC drivers must be installed as part of the client install.

The Oracle Client is only required if you are using Oracle as the database server.

Ensure that the userid cissys has been setup to be able to communicate with the Oracle database.

Use the command:

```
tnsping $ORACLE_SID
```

Use the cissys account to install the Oracle Client.

The Oracle 11.2.0.1 Client is required regardless of the version of the database server.

### **Sun Java Development Kit Version 6.0 Update 18**

At time of release, Solaris Java packages could be obtained from:

<http://java.sun.com/products/archive/index.html>

The Oracle WebLogic Server requires the 64-bit version. The main prerequisite for the Web server is the version of java mentioned above.

For the userid cissys, ensure that the environment variable JAVA\_HOME is setup, and that java\_home/bin and java\_home/lib can be found in cissys' PATH variable.

### **Hibernate 3.3.2**

Hibernate must be installed prior to the installation of Oracle Utilities Mobile Workforce Management.

Please download the file hibernate-3.3.2.ga.zip from the following link:

<http://prdownloads.sourceforge.net/hibernate/>

or from the following link:

[http://sourceforge.net/project/showfiles.php?group\\_id=40712&package\\_id=127784](http://sourceforge.net/project/showfiles.php?group_id=40712&package_id=127784)

It is very important that you download the exact version, as the product has only been certified with this exact release.

You will need to create a permanent directory to place one of the files from hibernate-3.3.2.ga.zip. (e.g. \opt\hibernate3.3.2).

Extract the file hibernate3.jar from hibernate-3.3.2.ga.zip.

### **Oracle WebLogic 11gR1 (10.3.2) 64-bit**

Oracle WebLogic software can be downloaded from the Oracle web site. This application server will run as a 64-bit application. 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 (10.3.2).

### **Oracle JDeveloper 11g (11.1.1.2.0) Studio Edition**

JDeveloper 11g (11.1.1.2.0) Studio Edition is supported on any platform that runs JDK 6. It requires Oracle Weblogic Server 10.3.2. 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>

### **Oracle MapViewer 11g (11.1.1.2)**

Oracle Fusion Middleware MapViewer 11g Release 1 (11.1.1.2) is a tool that renders maps showing different kinds of spatial data. It can be downloaded from the following link:

<http://www.oracle.com/technology/software/products/mapviewer/htdocs/winsoft.html>

### **Oracle BPEL Process Manager 11gR1 (11.1.1.2.0)**

Oracle BPEL Process Manager 11gR1 (11.1.1.2.0) is a component of Oracle SOA Suite 11gR1. 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>

# Solaris 10 Application Server

This section describes the software requirements for operating the application using the Sun Solaris 10 application server.

## Supported Application Servers

Operating System	Chipsets	Application Server
<b>Oracle WebLogic 11gR1 (10.3.2)</b>		
Solaris 10 Update 8 (64-bit)	SPARC	64-bit version

## Web/Application Server Tier

### Solaris 10 Operating System Running on SPARC-based 64-bit Architecture

#### UNIX Administrator Userid

The following user groups and accounts have to be created to install and administer the application:

Description	Default Value	Customer Defined Value
Oracle Utilities Mobile Workforce Management Administrator User ID	cissys	
Oracle Utilities Mobile Workforce Management User Group	cisusr	

Note: It is recommended that you change the default values for security reasons.

Throughout this document the administrator user id is often referred to as the "cissys" user id. You should substitute that with the customer defined user id when not using the default value. After the initial install, the software should always be managed using that user id.

By default, the cissys userid is the only one given access to the files installed.

1. Create a group called cisusr (user group)
2. Create a user called cissys. Primary group cisusr. Set the primary shell for the cissys user to Korn Shell.
3. Set the stack size limit to 50 MB or more in the user profile startup script for cissys user:

```
ulimit -s 51200
```

The shell scripts use the ">" to overwrite shell functionality. Your operating system may be configured to not allow this functionality by default in the users shell.

To avoid file access permission problems when executing scripts, consider placing the following command into cissys profile script:

```
set +o noclobber
```

### **Oracle 11.2.0.1 Client**

The Java JDBC drivers must be installed as part of the client install.

Ensure that the userid cissys has been setup to be able to communicate with the Oracle database.  
Use the command:

```
tnsping $ORACLE_SID
```

Use the cissys account to install the Oracle Client.

The Oracle 11.2.0.1 Client is required regardless of the version of the database server.

### **Sun Java Development Kit Version 6.0 Update 18 64-bit**

This software is only required for WebLogic installations.

Solaris Java packages used in the test cycle were downloaded from:

<http://java.sun.com/products/archive/index.html>

The Web server requires the 64-bit Java platform in order to function. Ensure that you install the 64-bit JDK. For Sun this involves installing the 32-bit java and then installing the 64-bit java patch.

Ensure that the environment variable JAVA\_HOME is set, and that "java" can be found in cissys user PATH variable.

### **Hibernate 3.3.2**

Hibernate must be installed prior to the installation of Oracle Utilities Mobile Workforce Management.

Please download the file hibernate-3.3.2.ga.zip from the following link:

<http://prdownloads.sourceforge.net/hibernate/>

or from the following link:

[http://sourceforge.net/project/showfiles.php?group\\_id=40712&package\\_id=127784](http://sourceforge.net/project/showfiles.php?group_id=40712&package_id=127784)

It is very important that you download the exact version, as the product has only been certified with this exact release.

You will need to create a permanent directory to place one of the files from hibernate-3.3.2.ga.zip. (e.g. \opt\hibernate3.3.2).

Extract the file hibernate3.jar from hibernate-3.3.2.ga.zip.

### **Oracle WebLogic 11gR1 (10.3.2) 64-bit**

Oracle WebLogic software can be downloaded from the Oracle web site. This application server will run as a 64-bit application. 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 (10.3.2).

### **Oracle JDeveloper 11g (11.1.1.2.0) Studio Edition**

JDeveloper 11g (11.1.1.2.0) Studio Edition is supported on any platform that runs JDK 6. It requires Oracle Weblogic Server 10.3.2. 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>

**Oracle MapViewer 11g (11.1.1.2)**

Oracle Fusion Middleware MapViewer 11g Release 1 (11.1.1.2) is a tool that renders maps showing different kinds of spatial data. It can be downloaded from the following link:

<http://www.oracle.com/technology/software/products/mapviewer/htdocs/winsoft.html>

**Oracle BPEL Process Manager 11gR1 (11.1.1.2.0)**

Oracle BPEL Process Manager 11gR1 (11.1.1.2.0) is a component of Oracle SOA Suite 11gR1. 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>

## Windows 2008 Application Server

This section describes the software requirements for operating the application using the Windows application server.

### Supported Application Servers

Operating System	Chipsets	Application Server
		<b>Oracle WebLogic 11gR1 (10.3.2)</b>
Windows 2008 Server SP2 (64-bit)	x86_64	64-bit version

### Web/Application Server Tier

#### Oracle 11.2.0.1 Client

The Java JDBC drivers must be installed as part of the client install.

Ensure that the userid cissys has been setup to be able to communicate with the Oracle database.

Use the command:

```
tnsping $ORACLE_SID
```

Use the cissys account to install the Oracle Client.

The Oracle 11.2.0.1 Client is required regardless of the version of the database server.

#### Sun Java Development Kit version 6.0 Update 18 64-bit

At time of release, Solaris Java packages could be obtained from:

<http://java.sun.com/products/archive/index.html>

The Web server requires the 64-bit Java platform. The main prerequisite for the Web server is the version of java mentioned above.

For the userid cissys, ensure that the environment variable JAVA\_HOME is setup, and that "java" can be found in cissys' PATH variable.

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

#### Hibernate 3.3.2

Hibernate must be installed prior to the installation of Oracle Utilities Mobile Workforce Management.

Please download the file hibernate-3.3.2.ga.zip from the following link:

<http://prdownloads.sourceforge.net/hibernate/>

or from the following link:

[http://sourceforge.net/project/showfiles.php?group\\_id=40712&package\\_id=127784](http://sourceforge.net/project/showfiles.php?group_id=40712&package_id=127784)

It is very important that you download the exact version, as the product has only been certified with this exact release.

You will need to create a permanent directory to place one of the files from hibernate-3.3.2.ga.zip. (e.g. \opt\hibernate3.3.2).

Extract the file hibernate3.jar from hibernate-3.3.2.ga.zip.

**Oracle WebLogic 11gR1 (10.3.2) 64-bit**

Oracle WebLogic software can be downloaded from the Oracle web site. This application server will run as a 64-bit application. 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 (10.3.2).

**Oracle JDeveloper 11g (11.1.1.2.0) Studio Edition**

JDeveloper 11g (11.1.1.2.0) Studio Edition is supported on any platform that runs JDK 6. It requires Oracle Weblogic Server 10.3.2. 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>

**Oracle MapViewer 11g (11.1.1.2)**

Oracle Fusion Middleware MapViewer 11g Release 1 (11.1.1.2) is a tool that renders maps showing different kinds of spatial data. It can be downloaded from the following link:

<http://www.oracle.com/technology/software/products/mapviewer/htdocs/winsoft.html>

**Oracle BPEL Process Manager 11gR1 (11.1.1.2.0)**

Oracle BPEL Process Manager 11gR1 (11.1.1.2.0) is a component of Oracle SOA Suite 11gR1. 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>



# Chapter 7

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## Installing the Application Server Component of Oracle Utilities Application Framework

Installing the Oracle Utilities Application Framework is the prerequisite and foundation for installing a framework-based application such as Oracle Utilities Mobile Workforce Management. This section describes the process for installing the Oracle Utilities Application Framework, including:

- **Installation Overview**
- **Preinstallation Tasks**
- **Installing Oracle Utilities Application Framework**

## Installation Overview

This process replaces any previously delivered and installed version of the Oracle Utilities Application Framework Server. Before you proceed:

1. Make sure that you have installed all the required third-party software as described in **Chapter 6: Installing Application Server Prerequisite Software**.
2. Complete the database installation (refer to the *Oracle Utilities Mobile Workforce Management Database Administrator's Guide*).
3. If you plan to upgrade a previously installed application server make a backup before you start a new installation.

The application server installation process of any framework-based application consists of the following:

1. Oracle Utilities Application Framework installation
2. *Oracle Utilities Mobile Workforce Management* application installation

As a first step of the application server installation, the framework application server installation package must be downloaded and installed. The application server environment is created and configured by the framework installation process.

Once the Oracle Utilities Application Framework installation is successfully completed and the framework application environment is created, *Oracle Utilities Mobile Workforce Management* can be installed on top of the framework environment.

You can download the installation packages from the Oracle E-Delivery site.

This section describes how to install a working Oracle Utilities Application Framework Server, which can then be further configured manually to allow for production performance levels.

Application server installation packages delivered for this version are multi-platform and are ready to install on any supported platform (as described in the section **Supported Platforms** on page 3-5). You must complete the database installation before installing the application server.

# Preinstallation Tasks

## Hardware and Software Version Prerequisites

The section **Supported Platforms** on page 3-5 contains all of the available platforms that are required with this release of the product.

## Database Installation

Verify that the database has been installed and is operational. See *Oracle Utilities Mobile Workforce Management Database Administrator's Guide* for more information.

## Installation Prerequisites

**Chapter 6: Installing Application Server Prerequisite Software** describes all preparations that need to be done on the server prior to installing the application server. Please read carefully the server setup requirements and make sure that all prerequisite software is installed and that all required environment variables are set. Correct server setup and proper environment variable settings are an essential prerequisite for successful environment installation.

## System Architecture Overview

Oracle Utilities Application Framework V4.0.2 is a decoupled system architecture involving a Business Service Application tier and a Web Application tier. Typically both will run on the same server, but the design does allow each tier to be installed on separate servers.

The design implements a stateless session bean (EJB technology, under Java EE 5), to provide remote access to service invocations. The root Web app, Mobility Web app, and XAI Web apps can be configured to access service processing locally (as in previous versions), or to make a remote EJB call to perform the service request. In the latter case, the served containers, effectively, run as very thin servlet wrappers around the remote call.

For all supported application servers except for WebLogic expanded configuration (SDK environment), the deployment is in the form of two Enterprise Archive (ear) Files: SPLService.ear and SPLWeb.ear. Web Archive (war) files are created during the installation process but are not deployed.

## Copying and Decompressing Install Media

The Oracle Utilities Application Framework installation file is delivered in jar format for both UNIX and Windows platforms.

If you are planning to install multiple Oracle Utilities Framework environments operated by different Oracle Utilities Administrator user ids, you must complete each of the following installation steps for each Administrator userid.

1. Log in to the application server host as the Oracle Utilities Framework administrator user ID (default ceases).
2. Create a temporary directory such as c:\ouaf\temp or /ouaf/temp. (Referred to below as <TEMPDIR>.)

This directory must be located outside any current or other working Oracle Utilities application environment. All files that are placed in this directory as a part of the installation can be deleted after completing a successful installation.

3. Copy the file FW-V4.0.2-MultiPlatform.jar from the delivered package to the <TEMPDIR>. If you are using FTP to transfer this file, remember to use the BINARY option for the FTP transfer.

4. Decompress the file:

```
cd <TEMPDIR>  
  
jar -xvf FW-V4.0.2-MultiPlatform.jar
```

Note: You will need to have Java JDK installed on the machine used to (un)jar the application server installation package. Please install the JDK that is supported for the install on your platform to be able to use the jar command. This is the location of Java packages: <http://java.sun.com/products/archive/index.html>

A sub-directory named “FW.V4.0.2” is created. It contains the installation software for the Oracle Utilities framework application server.

## Set Permissions for the cistab File in UNIX

Every Oracle Utilities Application Framework environment installed on a server must be registered in the /etc/cistab file located on that server. On UNIX servers, generally only the root user ID has write permissions to the /etc directory. Since the installation process is run by the Oracle administrator user ID (cissys), this user ID may not be able to write to /etc/cistab table.

The install utility checks permissions and if it identifies a lack of the necessary permissions, it generates a script in the <TEMPDIR>/FW.V4.0.2 directory named cistab\_<SPLENVIRON>.sh. Run the generated script using the root account before continuing with the installation process. The script initializes the cistab file in /etc directory (if it is the first Oracle Utilities Framework application environment on the server) and registers a new environment.

The generated script also changes the owner of /etc/cistab file to the Oracle Utilities Framework administrator user ID, so that the next time a new environment is created by the same Oracle Utilities Framework administrator user ID, you do not need to run the generated script with the root user ID. Instead the install utility itself proceeds with the registration.

If you are reinstalling an existing environment, only the validation of /etc/cistab entry is done by the install utility, no new registration occurs. The install utility interactively instructs you about every step that needs to occur in each specific case.

If you are planning to upgrade an existing environment it is your responsibility to take a backup prior to the installation process. The installation utility does not create a backup of existing environment.

# Installing Oracle Utilities Application Framework

This section outlines the steps for installing the Application Framework.

## Brief Description of the Installation Process

1. Log on as the Oracle Utilities Framework administrator (the default is `cissys` on UNIX) or as a user with Administrator privileges (on Windows).
2. Configure your application server and any third-party software required for your platform, as outlined in **Chapter 6: Installing Application Server Prerequisite Software**.

For example, create all environment variables such as `HIBERNATE_JAR_DIR`, `JAVA_HOME`, etc.

3. Change directory to the `<TEMPDIR>/FW.V4.0.2` directory.
4. Start the application installation utility by executing the appropriate script:

Note: Ensure that Perl 5.10 is in the `PATH` environment variable before executing the script.

**UNIX:** `ksh ./install.sh`

**Windows:** `install.cmd`

5. Follow the messages and instructions that are produced by the application installation utility. Use the completed worksheets in the section **Application Framework Installation and Configuration Worksheets** on page 4-5 to assist you.
6. Installation of Oracle Utilities Framework Application Server is complete if no errors occurred during installation.

## Detailed Description of the Installation Process

1. Log on to the host server as Oracle Utilities Application Framework administrator.  
Logon as `cissys` (on UNIX) or as a user with Administrator privileges (on Windows)
2. Configure application server and third-party software.  
Complete all steps outlined in **Chapter 6: Installing Application Server Prerequisite Software** such as setting the required environment variables (such as `HIBERNATE_JAR` and `JAVA_HOME`). You will need to obtain specific information for the install.
3. Change directory to the `<TEMPDIR>/FW.V4.0.2` directory and start the application installation utility by executing the appropriate script:

**UNIX:** `ksh ./install.sh`

**Windows:** `install.cmd`

4. On the Environment Installation Options menu, select item 1: Third Party Software Configuration.  
Use the completed Third Party Software Configuration worksheet to complete this step. See **Application Framework Installation and Configuration Worksheets** on page 4-5.
5. Select menu item 50: Environment Installation Options.  
Use the completed Environment Installation Options Worksheet to complete this step. See **Application Framework Installation and Configuration Worksheets** on page 4-5.

Note: You must create the directory for output (the Log Mount Point). The installation process fails if this directory does not exist.

- Specify the environment name and the environment directory names for a new installation on a menu screen.
  - Specify the type of the database your environment will be connected to (the default will be Oracle).
  - Specify the Web Application Server your environment will run with (the default will be WebLogic).
  - Specify if this environment will be used for the Oracle Utilities Customer Care and Billing or Oracle Enterprise Taxation Management product. Enter **N** if this environment will be used for Oracle Utilities Business Intelligence, Oracle Utilities Mobile Workforce Management, or Oracle Utilities Meter Data Management.
  - Enter **P** to accept the selected options.
  - During this step, the specification of a new environment is checked for validity against /etc/cistab and the permissions on mount points and directories.
6. The application installation utility copies the installation media to a new environment.
- The installation utility copies the new version software from the temporary installation media directory to the new environment.
  - If any manual or electronic interruption occurs during this step, you can rerun the install utility from the beginning and follow the interactive instructions. The application installation utility is able to recover from such a failure.
7. Configure environment parameters.
- During this step you will configure environment parameters such as Web server hosts and ports, database name, and userid.
  - The application installation utility shows default values for some configuration options.
  - Use the completed Environment Configuration Worksheet to assist you.
- Note: Every option requires a value for a successful install. It is important to provide all values.
- When you are done with the parameters setup, proceed with the option **P. Write Configuration File**
  - You will be warned if you did not edit a section. You may proceed if you want to keep the default settings.
  - On completion of this step, \$SPLEBASE/etc/ENVIRON.INI file is created. This file contains the specific environment profile parameters and their values.
8. Set up environment variables.
- Once the ENVIRON.INI file is created and contains the correct environment parameters, the application installation utility starts a sub shell to the current process by executing the splenviron.sh (on UNIX) or splenviron.cmd (on Windows) script, located in \$SPLEBASE/bin (or %SPLEBSE%\etc for Windows) directory. This script sets up all the necessary environment variables and shell settings for the application server to function correctly.
- From this point, a number of environment variables have been set up. Some key ones are:
- \$PATH - an adjustment to \$PATH is made so that all of the environment scripts and objects will be in the path.
  - \$SPLEBASE (%SPLEBASE%) - stands for <SPLDIR>/<SPLENVIRON> directory
  - \$SPLOUTPUT (%SPLOUTPUT%) - stands for <SPLDIROUT>/<SPLENVIRON> directory

Note: Make sure that this directory exists. Otherwise the installation script will fail.

- `$SPLENVIRON` (%SPLENVIRON%) - environment name

For future operations or any post installation steps, you need to first execute the following command to connect your session to the new environment:

**UNIX:** `$SPLEBASE/bin/splenvron.sh -e $SPLENVIRON`

**Windows:** `%SPLEBASE%\bin\splenvron.cmd -e %SPLENVIRON%`

You need to execute this script each time you want to be connected to the specific environment before performing manual operations such as shutdown, startup or performing an additional application product installation.

When you have finished the install process, your current online session will be connected to the new environment.

9. Generate environment configuration parameters:

The application installation utility executes the script `initialSetup.sh` (on UNIX) or `initialSetup.cmd` (on Windows), located in `$SPLEBASE/bin` (%SPLEBASE%\bin on Windows) directory. This script populates different application configuration files with the new environment variables values and completes the rest of the installation steps.

Note: The `initialSetup` script encrypts the user ID and password values in the configuration files that it creates.

See the section **Chapter 4: Planning the Installation** for settings and configuration.

## Upgrade Installation

If you are upgrading from an earlier version of Oracle Utilities Application Framework the installation steps will be the same as for an initial installation. The upgrade installation process will upgrade the Oracle Utilities Application Framework version from V4.0.1 to V4.0.2.

There have been some changes in the application server prerequisite software required for this release compared to the previous versions. Before upgrading an existing installation please ensure that all the application server prerequisite software is installed. Also, a number of new configuration options have been added in this release. Please refer to **Application Framework Installation and Configuration Worksheets** on page 4-4.

If you are upgrading or installing into an existing environment that had customer modifications, the install utility will back up all your customer modifications in a temporary installation area and copy them back into the environment at the end of the upgrade process.

The configuration files of the existing environment are backed up in the directory `$SPLEBASE/etc` on UNIX and `%SPLEBASE%\etc` on Windows during installation by the install scripts to preserve any customer changes.



# Chapter 8

---

## Installing the Application Server Component of Oracle Utilities Mobile Workforce Management

This section describes the procedure for installing Oracle Utilities Mobile Workforce Management on top of the previously created Oracle Utilities Application Framework environment. This section includes:

- **Preinstallation Tasks**
- **Installing the Application**
- **Security Considerations**
- **Installing User Documentation**
- **Operating the Application**

To proceed with the Oracle Utilities Mobile Workforce Management installation you need to be connected to the target framework application environment. See the detailed installation instructions in the following section.

You *must* initialize the Framework environment along with the required Patch Set prior to proceeding with Oracle Utilities Mobile Workforce Management Application product installation. For detailed instructions see **Preparing for the Installation** on page 8-3.

## Preinstallation Tasks

This section describes the steps that should be taken before installing Oracle Utilities Mobile Workforce Management.

### Installing Prerequisite Patches

The following Oracle Utilities Application Framework patches must be installed prior to installing Oracle Utilities Mobile Workforce Management 2.0.1:

- 9389603
- 9626855
- 9703273
- 9767325
- 9829641
- 9849466
- 9853242

These patches are available as a convenience rollup along with this Media Pack. Please refer to the instructions contained inside the rollup directory for steps to install the patches.

### Copying and Decompressing Install Media

The installation file is delivered in jar format for both UNIX and Windows platforms.

Oracle Utilities Mobile Workforce Management is delivered in a separate installation package for each supported Operating System. Please refer to the **Supported Platforms** on page 3-5 for version and installation details regarding the database and operating system versions. Also see **Chapter 6: Installing Application Server Prerequisite Software** for prerequisite third-party software installation instructions.

Download the installation package for your operating system and proceed as follows:

1. Log in to the host server as the Oracle Utilities Application Framework administrator userid (default `ciyss`). This is the same user ID that was used to install the Oracle Utilities Application Framework.
2. Create a `<TEMPDIR>` directory on the host server, which is independent of any current or other working Oracle Utilities Mobile Workforce Management application environment. This can be the same `<TEMPDIR>` used during the installation of the Oracle Utilities Application Framework.
3. Copy the file `MWM-V2.0.1-<Platform>.jar` in the delivered package to a `<TEMPDIR>` on your host server. If you are using FTP to transfer this file, remember to use the `BINARY` option for the FTP transfer.
4. Decompress the file:

```
cd <TEMPDIR>

jar -xvf MWM-V2.0.1-<Platform>.jar
```

For Windows installations, include the location of the JDK in your path before you execute the jar command.

For both Unix and Windows platforms, a sub-directory named `MWM.V2.0.1` is created. The contents of the installation directory are identical for both platforms. The directory contains the install software for the application product.

---

## Preparing for the Installation

1. Log on as Oracle Utilities Mobile Workforce Management Administrator (default cissys).
2. Initialize the Framework environment that you want to install the product into.

**UNIX:**

```
$SPLEBASE/bin/splenvron.sh -e $SPLENVIRON
```

**Windows:**

```
%SPLEBASE%\bin\splenvron.cmd -e %SPLENVIRON%
```

3. Stop the environment if running.

**UNIX:**

```
$SPLEBASE/bin/spl.sh stop
```

**Windows:**

```
%SPLEBASE%\bin\spl.cmd stop
```

## Installing the Application

1. Change to the <TEMPDIR>/MWM.V2.0.1 Directory.
2. Execute the script:

**UNIX:**

```
ksh ./install.sh
```

**Windows:**

```
install.cmd
```

Note: On UNIX, ensure that you have the proper execute permission on install.sh

3. The Oracle Utilities Mobile Workforce Management Application specific menu will appear.
4. Select the menu item 8 and Configure JMS settings.  
Use the completed JMS Configuration Worksheet to assist you with this step. See **Mobile Workforce Management Installation and Configuration Worksheets** on page 4-23.
5. Select the menu item 9 and specify ORS Environment Description.  
Use the completed ORS Environment Description Worksheet to complete this step. See **Mobile Workforce Management Installation and Configuration Worksheets** on page 4-23.
6. Select the menu item 10 and Configure Geocode Data Source.  
Use the completed Geocode Data Source Configuration Worksheet to complete this step. See **Mobile Workforce Management Installation and Configuration Worksheets** on page 4-23.
7. Select the menu item 11 and Configure MapViewer.  
Use the completed MapViewer Configuration Worksheet to complete this step. See **Mobile Workforce Management Installation and Configuration Worksheets** on page 4-23.
8. Select the menu item 12 for Security Configuration.  
Use the completed Security Configuration Worksheet to complete this step. See **Mobile Workforce Management Installation and Configuration Worksheets** on page 4-23.
9. When you are done with the parameter setup, proceed with the option P. Write Configure file.
10. Once the install has finished successfully, you will need to execute Post Installation steps:

### Post Installation steps:

1. Run Common Dispatch Interface (CDI) deployment script in order to deploy SPLAdf.ear file on Web Server such as Weblogic

**UNIX:**

```
$ cd $SPLEBASE/runtime  
$ ksh ./cdfDeploy.sh
```

**Windows:**

```
C:\> cd %SPLEBASE%\runtime  
C:\> cdfDeploy.cmd
```

Note: Whenever you run initialSetup.sh/cmd script to change any configuration (using the configureEnv.sh script), please execute the above script once the initialSetup.sh/cmd is completed successfully.

2. Start up the environment. Run the following command to start the environment:

**UNIX:** spl.sh start

**Windows:** spl.cmd start

Follow the messages on the screen along with the logs in \$SPLSYSTEMLOGS directory to ensure that the environment was started successfully.

If the startup failed, identify the problem by reviewing the logs. Resolve any issues before attempting to restart the environment.

You should postpone the startup process until you are done with post installation steps.

(See the note below:)

Use the following utility to stop the environment:

**UNIX:** spl.sh stop

**Windows:** spl.cmd stop

**Note:** The first time you start Oracle Utilities Mobile Workforce Management, you need to log in to the Weblogic console and give system access to cisusers role. The Weblogic console application can be accessed through the following URL:

`https://<hostname>:<admin port>/console`

The <admin port> is the Admin Console Port Number specified under the Security Configuration menu during installation.

## Upgrade Installation

If you are upgrading from an earlier version of Oracle Utilities Mobile Workforce Management the installation steps will be same as that for an initial installation. The upgrade installation process will upgrade the Oracle Utilities Mobile Workforce Management version from V2.0.0 to V2.0.1.

There have been some changes in the application server prerequisite software required for this release compared to the previous versions. Before upgrading an existing installation please ensure that all the application server prerequisite software is installed. Also, a number of new configuration options have been added in this release. Please refer to **Mobile Workforce Management Installation and Configuration Worksheets** on page 4-23.

If you are upgrading or installing into an existing environment that had customer modifications, the install utility will back up all of your customer modifications in a temporary installation area and copy them back into the environment at the end of the upgrade process.

The configuration files of the existing environment are backed up in the directory \$SPLEBASE/etc on UNIX and %SPLEBASE%\etc on Windows during installation by the install scripts to preserve any customer changes.

## Security Considerations

It is critical to secure Oracle Utilities Mobile Workforce Management when communicating with mobile devices using unsecured networks like the internet. At a minimum, we recommend exposing only necessary resources for device communication to these networks and only permit communication using HTTPS. Also, it is recommended to insure that the WebLogic console and other web applications intended for intranet-only use are not exposed to the internet.

Whenever possible, HTTP access to the application should be disabled and only HTTPS access should be allowed. It is also advisable to allow access to the WebLogic admin console application through a separate HTTPS admin port that is different from the application port.

For a more secured configuration, only the mobility web application would be deployed on the public or exposed network while the rest of the application would be deployed behind an internal firewall.

Please refer to the Security Configuration options under **Mobile Workforce Management Installation and Configuration Worksheets** on page 4-23 for a list of the security options available when deploying the Oracle Utilities Mobile Workforce Management application in a public or exposed network such as a DMZ.

It is also recommended to deploy MapViewer on the same WebLogic server instance so that the user security credentials can be shared. Please refer to the Mapviewer Configuration options in the section **Mobile Workforce Management Installation and Configuration Worksheets** on page 4-23 for the options available for deploying MapViewer on the same WebLogic server instance. Also refer to the **MapViewer Security Configuration** on page 9-6 for the configuration changes required in the MapViewer installation.

## Installing User Documentation

This section provides instructions for installing the Oracle Utilities Mobile Workforce Management user documentation that is supplied with the system. Oracle Utilities Mobile Workforce Management user documentation is provided in PDF format for printing.

The documentation is also provided in HTML format located inside the Oracle Utilities Mobile Workforce Management application server installation package. It is automatically installed and can be launched from the user interface. The files are under the applications directory packaged in the file named help.war. User documentation is provided in English (ENG). The documentation material is divided into the following subdirectories underneath the language directory:

- M1: Oracle Utilities Mobile Workforce Management User Guide
- F1: Oracle Utilities Application Framework Administration and Business Process Guides

## Installing Stand-Alone Online Help

You can also use the Oracle Utilities Mobile Workforce Management online help in stand-alone mode (that is, you do not have to launch it from the Oracle Utilities Mobile Workforce Management application or access it on the application server).

To install the Oracle Utilities Mobile Workforce Management help for stand-alone operation, copy the help.war from the Oracle Utilities Mobile Workforce Management server (environment) or from the Oracle Utilities Mobile Workforce Management installation package to the server or machine on which you want to access the help. If you want to copy the file from any installed Oracle Utilities Mobile Workforce Management environment, you can locate the file in the \$SPLEBASE/splapp/applications directory on the server.

Unzip the help.war file to any directory on your machine. To launch the Oracle Utilities Mobile Workforce Management help in stand-alone mode, open the SPLHelp.html file (located inside the language directory that you wish to use).

Note. Do not change the subdirectory names. The documents use relative path names to link to other documents. Changing the subdirectory names will result in broken links.

### Customizing Help for Stand-Alone Operation

You can customize the SPLHelp.html file to open to the file and topic that you most frequently use. To do so, edit the SPLHelp.html file and change the DEFAULT\_BOOKMARK to the desired location. The default DEFAULT\_BOOKMARK is 'helpHome.html'.

---

## Installing Stand-Alone Help Under Web Server

You can also install Oracle Utilities Mobile Workforce Management online help as a stand-alone web application. You can use any Web Application server like WebLogic. Configure the configuration file for your web application server to use web application help.

For example,

- For WebLogic, configure config.xml file for deployed application Name="help" with URI="help.war" and set WebServer DefaultWebApp="help"

Access the documentation from the browser by the following URL :

http://<host name>:<port name>/<WebContext>/<Lang>/SPLHelp.html, where <hostname>:<portname> is the URL of the web server, <Web Context> is the root web context name specified during Web application server configuration, <Lang> is the name of the language directory, for example, ENG.

Note: Stand-alone online help files are not automatically updated when changes are made to the help files on the application server. You will have to re-install the stand-alone online help files.

## Operating the Application

At this point your installation and custom integration process is complete.

Be sure to read the *Oracle Utilities Mobile Workforce Management Server Administration Guide* for more information on further configuring and operating the Oracle Utilities Mobile Workforce Management system.



# Chapter 9

---

## Additional Tasks

This section describes tasks that should be completed after installing Oracle Utilities Mobile Workforce Management, including:

- **Customizing Configuration Files**
- **Generating the Application Viewer**
- **Building Javadocs Indexes**
- **Configuring the Environment for Batch Processing**
- **Customizing the Logo**
- **Installing the Mobile Client**
- **Configuring MapViewer**
- **Configuring Mobile Workforce Management for Oracle BPEL Server**

## Customizing Configuration Files

You may wish to make customer modifications to various configuration files. To do so, you should locate the configuration file you want to customize and edit it manually.

Configuration files are generated from delivered templates in the Oracle Utilities installation and are populated by values entered by the installation utility during the configuration process. In future upgrades of Oracle Utilities application software versions, some templates may be changed to reflect new software version requirements. In this case, the upgrade process will back up your customized configuration file and will regenerate a configuration file based on a new template. You will need to review the new configuration file and apply your customized changes back if still applicable for the new version.

For configuration files that are located in a Web application (for example, web.xml, hibernate.properties), of the Web application during installation process, you will not be able to edit the configuration files directly.

You will need to follow the procedure:

- Locate the configuration file you want to customize in the directory \$SPLEBASE/etc/conf.
- Apply your changes.

## Generating the Application Viewer

You may extend Application Viewer capabilities within an environment by generating additional items. The additional items that can be generated include algorithm type and related algorithm information, maintenance object information and data dictionary information.

This section details the steps necessary to generate the additional items.

1. Shut down the environment.
2. Initialize a command shell:

The scripts that are provided with the system need to be run from a shell prompt on the machine that you installed the application on. Before such scripts can be run the shell must be “initialized” by running the splenviron script provided with the system.

### For Windows:

The command window should be opened on the Windows server that you installed the application on.

In the below example you should replace the variables:

%SPLEBASE% with the Full directory name that you installed the application into  
and

%SPLENVIRON% with the name you gave to the environment at installation time.

To initialize the environment type the following in your command prompt:

```
%SPLEBASE%\bin\splenviron.cmd -e %SPLENVIRON%
```

For example:

```
D:\ouaf\TEST_ENVIRON1\bin\splenviron.cmd -e TEST_ENVIRON1
```

### For Unix:

You will need to logon to your UNIX box as the Oracle Utilities Administrator (default cissys) and open a shell prompt.

In the below example you should replace the variables

\$\$SPLEBASE with the Full directory name that you installed the application into  
and

\$\$SPLENVIRON with the name you gave to the environment at installation time.

To initialize the environment type:

```
$$SPLEBASE/bin/splenviron.sh -e $$SPLENVIRON
```

For example:

```
/ouaf/TEST_ENVIRON1/bin/splenviron.sh -e TEST_ENVIRON1
```

3. Execute the script to generate all information

Execute the following command for your operating system

### UNIX:

```
ksh $$SPLEBASE/bin/genappvieweritems.sh
```

### Windows:

```
%SPLEBASE%\bin\genappvieweritems.cmd
```

4. Restart your application

## Building Javadocs Indexes

The following script allows rebuilding the Javadocs indexes in the appViewer java module. This is necessary after Customer Modifications have been applied to an environment. (This needs to be run only if the Customer Modification includes Java Code.)

**Windows:**

```
%SPLEBASE%\bin\buildJavadocsIndex.cmd
```

**UNIX:**

```
ksh $SPLEBASE/bin/buildJavadocsIndex.sh
```

## Configuring the Environment for Batch Processing

See the *Batch Server Administration Guide* for information on configuring the environment for batch processing.

## Customizing the Logo

The customer may want to replace the Oracle Utilities logo image on the Main menu with another logo image. To do this, put the logo <customer\_logo\_file>.gif file into the directory \$SPLEBASE/etc/conf/root/cm and create a new “External” Navigation Key called CM\_logoImage. To do that, run the Oracle Utilities application from the browser with the parameters: http://<hostname>:<port>/cis.jsp?utilities=true&tools=true. From the Admin menu, select Navigation Key. Add the above Navigation Key with its corresponding URL Override path. The syntax for the URL path is:

**For Windows:** http://<host name>:<port>/<Web Context>/cm/<customer\_logo\_file>.gif

**For UNIX:** http://<host name>:<port>/<Web Context>/cm/<customer\_logo\_file>.gif.

The root directory may be deployed in war file format for runtime environment (SPLApp.war). Use provided utilities to incorporate your cm directory into SPLApp.war file.

---

## Installing the Mobile Client

This section describes how to install the Oracle Utilities Mobile Workforce Management Mobile Client Runtime on Windows Platforms.

This release of Oracle Utilities Mobile Workforce Management supports the following platform for the mobile client:

- Windows XP SP3
- Windows Mobile 6.1 Professional

## Installing the Mobile Client

### Windows XP

1. Extract OracleMWM.msi from MWM-V2.0.1-Mobile-Client-WinXP.zip and copy it to a temporary directory. Double click the OracleMWM.msi file to start the installation process.
2. Click **Next** to proceed with the installation of Oracle Mobile Workforce Management 2.0.1 Mobile Client on your machine.
3. Select a folder/hard drive location to install the application to.
4. Click **Next** to proceed with the installation.
5. Click **Close** after the installation is successful.

The mobile client application is now accessible from shortcuts created on the Desktop or Start Menu.

### Windows Mobile

1. Extract OracleMWM.CAB from MWM-V2.0.1-Mobile-Client-WinMobile.zip and copy it to a temporary directory on the mobile device. Tap on the OracleMWM.CAB file to start the installation process.
2. Select **Device** as the location to be installed (if prompted).
3. Click **Close** after the installation is successful.

The mobile client application is now accessible from shortcuts created on the Start->Programs Menu.

## Mobile Device Registration

The mobile device needs to be registered with the Oracle Utilities Mobile Workforce Management application server before it can start using the application features. Ensure that the Oracle Utilities Mobile Workforce Management application is installed and running before registering the mobile device.

Please refer to the *Oracle Utilities Mobile Workforce Management Mobile Application User Guide* for the steps to register a device with the server.

## Uninstalling the Mobile Client

### Windows XP

Follow these steps to remove the mobile client from your mobile computer or device:

1. Ensure that all the data is synchronized on the server.
2. Go to **Start Menu -> Control Panel**.
3. Open **Add or Remove Programs**.

4. Select Oracle Mobile Workforce Management 2.0.1 from the programs list and click **Remove**.
5. Click **Yes** to confirm the removal of the mobile client.
6. Click **Close** after the mobile client has been removed.

## Windows Mobile

Follow these steps to remove the mobile client from your mobile computer or device:

1. Ensure that all the data is synchronized on the server.
2. Go to Start **Menu** -> **Settings** -> **System** tab
3. Open **Remove Programs**.
4. Select Oracle Mobile Workforce Management 2.0.1 from the programs list and click **Remove**.
5. Click **Yes** to confirm the removal of the mobile client.
6. Click **Close** after the mobile client has been removed.

## Configuring MapViewer

This section describes how to configure a MapViewer data source for Oracle Utilities Mobile Workforce Management.

Before you can configure a MapViewer data source you must:

- Install Oracle Fusion Middleware MapViewer 11.1.1.2.
- Create and configure the database.

To configure a MapViewer data source:

1. Go to the MapViewer Application:

Example: `http://<host>:<port>/mapviewer`

Where <host> is the host name or IP address of the system where MapViewer is deployed, and <port> is the port of the WebLogic instance. If MapViewer is deployed on the same Weblogic instance then this is same as the application port.

2. Click the **Admin** button to log in as an administrator to MapViewer.
3. Click **Manage Map Viewer**, then **Data sources**.
4. Enter the parameters for connecting to the database.
5. Click **submit**.

To refresh the list of data sources, click **Manage Map Viewer**, then **Data sources**.

## MapViewer Security Configuration

When MapViewer is deployed on the same Weblogic instance perform the following steps to configure MapViewer to share the security credentials of the application.

1. Add the following entry in the weblogic.xml file under <MAPVIEWER\_EAR\_DIR>/web.war/WEB-INF:

```
<security-role-assignment>
  <role-name>cisusers</role-name>
  <principal-name>cisusers</principal-name>
</security-role-assignment>

<session-descriptor>
  <cookie-path>/mapviewer</cookie-path>
```

```
</session-descriptor>
```

2. Add the following entry in the web.xml file under <MAPVIEWER\_EAR\_DIR>/web.war/  
WEB-INF:

```
<security-role>  
  <description>MapView users</description>  
  <role-name>cisusers</role-name>  
</security-role>
```

# Configuring Mobile Workforce Management for Oracle BPEL Server

Oracle BPEL Process Manager is optional software that can be used by Oracle Utilities Mobile Workforce Management for sending SMS messages. Oracle Utilities Mobile Workforce Management can be configured to send SMS via different third party gateway/SMS providers. The ability to send SMS using the Oracle BPEL Server is already provided in the base application

This section describes how to configure the Oracle Utilities Mobile Workforce Management to interact with Oracle BPEL Server.

Before configuring Oracle Utilities Mobile Workforce Management to interact with BPEL Server you must:

- Install Oracle BPEL Server.
- Configure Oracle Utilities Mobile Workforce Management with a process that receives phone numbers and messages deployed on the BPEL server.

Oracle Utilities Mobile Workforce Management uses the algorithm type F1-SMSEND to connect to the Oracle BPEL server.

The following information will be required to set up the application to work with the BPEL server:

<b>Option Type</b>	<b>Detail Description</b>
Operation Name	The 'operation' or the method name of the SMS Web service
Password	The password for the Web service
Port Type	The 'port type' name of the SMS Web service
Server URL	The url of the BPEL/SMS gateway server
Service Name	The 'service' name of the SMS Server
User Name	The 'user name' for authentication to the Web service

# Appendix A

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