

**Oracle Utilities Mobile Workforce  
Management**

Quick Install Guide

Release 2.1.0

**E26613-04**

July 2012 /Updated August 2012

Copyright © 2000, 2012, Oracle and/or its affiliates. All rights reserved.

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

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

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

#### U.S. GOVERNMENT RIGHTS

Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle America, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

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

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

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

This software or hardware and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third party content, products and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third party content, products or services.

---

---

# Contents

## Contents

<b>Preface</b> .....	<b>i-i</b>
Audience .....	i-i
Related Documents.....	i-i
Conventions .....	i-i
<b>Chapter 1</b>	
<b>Oracle Utilities Mobile Workforce Management Installation Overview</b> .....	<b>1-1</b>
Oracle Utilities Mobile Workforce Management .....	
Media Pack Contents.....	1-2
Components for Oracle Utilities Mobile Workforce Management.....	1-3
Network Environment Overview.....	1-3
Certified and Supported Platforms.....	1-4
Platform Changes.....	1-4
Oracle Database Servers .....	1-4
Oracle WebLogic Server Information .....	1-4
Installing Oracle Utilities Mobile Workforce Management.....	1-5
Oracle Support Policy Regarding VMware.....	1-5
Installation and Configuration Overview.....	1-6
Additional Information for Installing Other Oracle Software .....	1-7
Oracle WebLogic 11gR1 (10.3.4) .....	1-7
Oracle JDeveloper 11g (11.1.1.4.0) Studio Edition .....	1-7
Oracle MapViewer 11g (11.1.1.5.1).....	1-7
Oracle BPEL Process Manager 11g.....	1-8
Map Editor 2.1.2 .....	1-8
Contacting Oracle Support .....	1-8

---

---

# Preface

This guide provides an overview of installing Oracle Utilities Mobile Workforce Management.

This preface contains these topics:

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

## Audience

Oracle Utilities Mobile Workforce Management Quick Install Guide is intended for anyone interested in the process of installing Oracle Utilities Mobile Workforce Management.

## Related Documents

For more information, see these Oracle documents:

- *Oracle Utilities Mobile Workforce Management Installation 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.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

# Chapter 1

---

## Oracle Utilities Mobile Workforce Management Installation Overview

This section provides a high-level overview of the installation steps for Oracle Utilities Mobile Workforce Management (MWM) V2.1.0 and selected additional software. For more information, see the *Oracle Utilities Mobile Workforce Management Installation Guide*.

For frequently asked questions and troubleshooting information during installation of the application and database components of Oracle Utilities Mobile Workforce Management, refer to articles 1475032.1 and 1475013.1 on My Oracle Support.

# Oracle Utilities Mobile Workforce Management Media Pack Contents

The Oracle Utilities Mobile Workforce Management Media Pack consists of the following packages:

- Oracle Utilities Mobile Workforce Management V2.1.0 Release Notes
- Oracle Utilities Mobile Workforce Management V2.1.0 Quick Install Guide
- Oracle Utilities Mobile Workforce Management V2.1.0 Install Documentation
- Oracle Utilities Mobile Workforce Management V2.1.0 User Documentation
- Oracle Utilities Mobile Workforce Management V2.1.0 Supplemental Documentation
- Oracle Utilities Application Framework V4.1.0 Multiplatform
- Oracle Utilities Application Framework V4.1.0 Single Fix Prerequisite Rollup for Oracle Real-Time Scheduler V2.1.0
- Oracle Real-Time Scheduler V2.1.0 Multiplatform
- Oracle Utilities Mobile Workforce Management V2.1.0 Multiplatform
- Mobile Communication Client V2.1.0 for Windows
- Mobile Communication Client V2.1.0 for Windows Mobile
- Mobile Communication Client V2.1.0 for Android
- Oracle Real-Time Scheduler V2.1.0 Oracle Database
- Oracle Utilities Mobile Workforce Management V2.1.0 Oracle Database

---

# Components for Oracle Utilities Mobile Workforce Management

The system includes the following components:

- All application processes and HTML/JSP pages that make up the user interface
- This Installation Guide, which describes the installation/upgrade process
- The latest User Documentation
- Release Notes describing functional changes for this version
- Database installation
- Data Dictionary
- System Table Guide
- XAI Client Software

## Network Environment Overview

The application is split into multiple tiers:

### Tier 1: Browser-Based Client

The central facility in the Oracle Utilities Mobile Workforce Management browser-based client is Internet Explorer.

Operating System: Windows XP, Windows 7

The following Operating System / Web Browser software is supported:

- Windows XP SP3 or higher with Internet Explorer 7.x or 8.x
- Windows 7 with Internet Explorer 8.x

### Tier 2: Mobile Client

This release of Oracle Utilities Mobile Workforce Management supports the following mobile clients:

- Windows XP
- Windows 7 (64-bit)
- Windows Mobile 6.5 Professional
- Android 2.3

**Note:** This release of Oracle Utilities Mobile Workforce Management has been tested on a Motorola MC75 device running Windows Mobile 6.5 Professional, a Panasonic Toughbook 30 running Windows XP SP2, and a HTC Desire device running Android 2.3

### Tier 3: Web Application Server

Oracle Utilities Mobile Workforce Management supports the following web application server:

- Oracle WebLogic 11gR1 (10.3.4)

### Tier 4: Database Server

Oracle Utilities Mobile Workforce Management supports the following database:

- Oracle11gR2 (11.2.0.1)

## Certified and Supported Platforms

The installation has been certified to operate on many operating system, application server, and database server combinations. For the software requirements for each of these combinations, see the Oracle Utilities Mobile Workforce Management *Installation Guide*.

The following table details the browser, operating system, and application server combinations on which Oracle Utilities Mobile Workforce Management V2.1.0 has been tested and certified.

Operating System and Web Browser (Client)	Operating System (Server)	Chipset	Application Server	Database
	AIX 6.1 (64-bit)	Power 64-bit	WebLogic 10.3.4	Oracle 11.2.0.1
Windows XP SP3 (IE 7.x, 8.x)	Oracle Linux 5.6 (64-bit) Red Hat Enterprise Linux 5.6 (64-bit)	x86_64	WebLogic 10.3.4	Oracle 11.2.0.1
Windows 7 (IE 8.x)	Sun Solaris 10 Update 8 (64-bit)	SPARC	WebLogic 10.3.4	Oracle 11.2.0.1
	Windows 2008 Server R2	x86_64	WebLogic 10.3.4	Oracle 11.2.0.1

## Platform Changes

Oracle Utilities Mobile Workforce Management V2.1.0 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 V2.1.0 is supported with Oracle Database Server 11.2.0.1 on any 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.

## Oracle WebLogic Server Information

The following Oracle WebLogic Server Editions are supported:

- Oracle WebLogic Server Standard Edition.
- Oracle WebLogic Server Enterprise Edition.

# Installing Oracle Utilities Mobile Workforce Management

For additional information on installing Oracle Utilities Mobile Workforce Management, see the *Oracle Utilities Mobile Workforce Management Installation Guide*.

## To install Oracle Utilities Mobile Workforce Management V2.1.0:

1. Install the following required third-party software:
  - Oracle Client 11.2.0.1 (for connecting to the Oracle database)
  - Java 1.6.20
  - Hibernate 3.3.2
  - JDeveloper 11g (11.1.1.4.0)
  - MapViewer 11.1.1.5.1
  - Map data
  - Oracle WebLogic 11gR1 (10.3.4).

For more details about installing required third-party software, see Chapter 6 in the *Oracle Utilities Mobile Workforce Management Installation Guide*.

2. Install the database. See the *Oracle Utilities Mobile Workforce Management Database Administrator's Guide* for more details.
3. Install Geocoding and map related data.

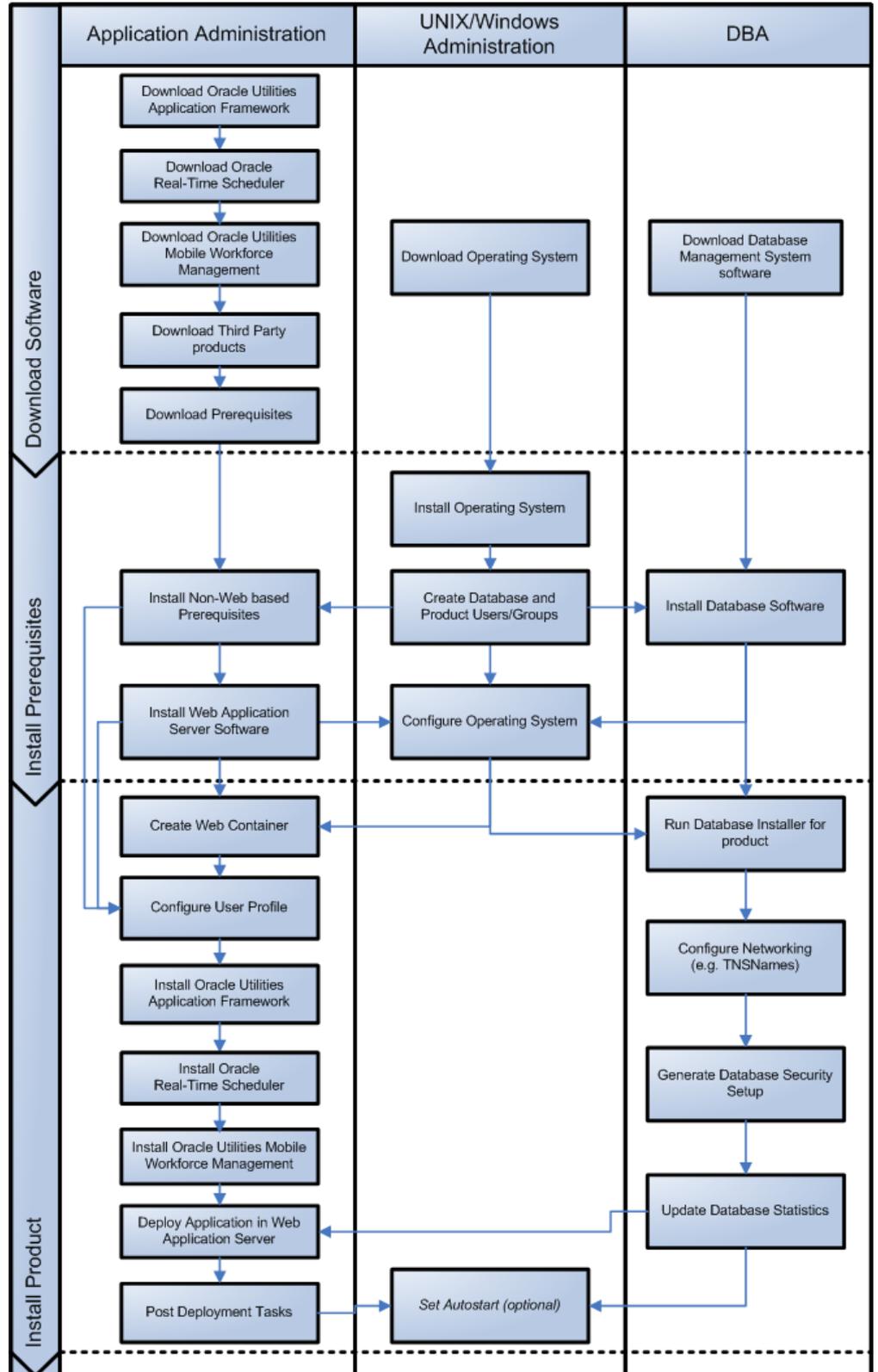
Currently Oracle Utilities Mobile Workforce Management only supports Navteq as the provider of maps and location data. For instructions on installing geocoding and map related data, please contact your specific Navteq vendor. The disk space required for installation is around 60 GB.
4. Install Oracle Utilities Application Framework V4.1.0 (application server only). See Chapter 7 in the *Oracle Utilities Mobile Workforce Management Installation Guide* for more details.
5. Install Oracle Utilities Application Framework V4.1.0 Single Fix Prerequisite Rollup for Oracle Real-Time Scheduler V2.1.0. For more details about installing the single fix rollup, see the *Readme.txt* that is included with the rollup.
6. Install Oracle Real-Time Scheduler V2.1.0 (application server only). See Chapter 8 in the *Oracle Utilities Mobile Workforce Management Installation Guide* for more details.
7. Install Oracle Utilities Mobile Workforce Management V2.1.0 (application server only). See Chapter 9 in the *Oracle Utilities Mobile Workforce Management Installation Guide* for more details.
8. Generate Application Viewer components (this includes the Data Dictionary). See “Generating the Application Viewer” in Chapter 11 of the *Oracle Utilities Mobile Workforce Management Installation Guide* for more details.
9. Install Mobile Communication Client. See Chapter 10 in the *Oracle Utilities Mobile Workforce Management Installation Guide* for more details.

## Oracle Support Policy Regarding VMware

Please refer to My Oracle Support knowledge base article 249212.1 for Oracle's support policy regarding VMWare.

## 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:



## Additional Information for Installing Other Oracle Software

Please read this section and follow directions if you purchased a license from Oracle for any of the following products:

- Oracle WebLogic 11gR1 (10.3.4)
- Oracle JDeveloper 11g (11.1.1.4.0) Studio Edition
- Oracle Fusion Middleware MapViewer 11g (11.1.1.5.1)
- Oracle BPEL Process Manager 11g
- Map Editor 2.1.2

### Oracle WebLogic 11gR1 (10.3.4)

Customers must download Oracle WebLogic Server from the Oracle Software Delivery Cloud. The version of Oracle WebLogic Server is in the Oracle Utilities Mobile Workforce Management V2.1.0 Supported Platforms Summary section.

**Note:** If you install a temporary license for Oracle WebLogic, please note that this license is limited to 5 non-current users. You will need to install the full license.

#### Install the Oracle WebLogic license

To apply a full license you will need to complete the following steps:

1. The license keys for Oracle WebLogic products are located at: <http://licensecodes.oracle.com/bea.html>
2. The following products are supported: Oracle WebLogic Server Standard Edition and Oracle WebLogic Server Enterprise Edition.
3. At the time of release of this document the license key on the web site for Oracle WebLogic Server Standard Edition is BEA WebLogic Server Advantage Edition. The license key for Oracle WebLogic Server Enterprise Edition on the web site is BEA WebLogic Server Premium Edition.
4. Shut down the Oracle Utilities Mobile Workforce Management application server.
5. Follow the instructions from the Oracle WebLogic installation document to install the license key.
6. Start the Oracle Utilities Mobile Workforce Management application server.

### Oracle JDeveloper 11g (11.1.1.4.0) Studio Edition

JDeveloper is a freeware IDE offered by Oracle Corporation. You can download Oracle JDeveloper 11g (11.1.1.4.0) Studio Edition with ADF from the following link:

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

You must accept the OTN License Agreement for JDeveloper to download this software.

### Oracle MapViewer 11g (11.1.1.5.1)

Oracle Fusion Middleware MapViewer 11g Release 1 (11.1.1.5.1) 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 11g

Oracle BPEL Process Manager is optional software and is required only for SMS dispatching functionality. Oracle BPEL Process Manager 11gR1 is a component of Oracle SOA Suite 11gR1. The Oracle BPEL Process Manager version is determined by your SMS gateway application. 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>

## Map Editor 2.1.2

The Map Editor software is used to convert the map files from third party vendors into a format recognized by the Oracle Utilities Mobile Workforce Management application. The Map Editor software is bundled with the Oracle Utilities Mobile Workforce Management application package. Please refer to the Oracle Utilities Mobile Workforce Management Map Editor User's Guide for more information on using the Map Editor software.

## Contacting Oracle Support

Please follow this link <http://www.oracle.com/support/index.html> to contact Oracle Support.

For a list of available maintenance releases and patches for Oracle Utilities Mobile Workforce Management, refer to article ID 1270044.1 on MyOracle Support.