Oracle Utilities
Customer Self Service

Whitepaper:
Cluster Installations

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Oracle Utilities Customer Self Service

Whitepaper: Customizing and Extending OUCSS Custom Portals

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Overview

This document provides an overview of the installation steps that must be completed to deploy Oracle Utilities Customer Self Service in a clustered WebLogic 11g environment.

Additional Resources

For additional details on functionality and procedures described in this document, see the *Oracle Utilities Customer Self Service Installation Guide* and the *Oracle Utilities Customer Self Service Implementation Guide*. Both documents are available on the Oracle Technology Network (OTN) in the Oracle Utilities Documentation section (http://www.oracle.com/technetwork/documentation/utilities-155272.html, expand **Oracle Utilities Customer Self Service**, then choose **View Library** or **Download** part number E36170-01).

Abbreviations

OUCSS - Oracle Utilities Customer Self Service

CCB - Oracle Utilities Customer Care and Billing

MDM - Oracle Utilities Meter Data Management

Installation

This document serves as an addition for Steps 9 and 12 in "Installing OUCSS" of the *Oracle Utilities Customer Self Service Installation Guide*. The rest of installation process should be followed as described in the Installation Guide or related whitepapers.

Software Requirements

See the *Oracle Utilities Customer Self Service Installation Guide* for product specific versions and current patch levels (section "Software Requirements").

Pre-Installation Tasks

The following should be completed before applying an Oracle Utilities Customer Self Service cluster installation.

- Choose your enterprise topology and perform installation of WebCenter in a clustered environment per Oracle WebCenter installation guidelines (http://docs.oracle.com/cd/E21764_01/core.1111/e12037/toc.htm).

  Also, for configuring the domain follow the *Oracle Utilities Installing a Managed Server for Custom Portals* whitepaper.

- Make sure all relevant WebCenter servers are up and running
- Make sure the load balancer routes the requests to servers in the cluster
- Verify that edge applications are properly installed and configured.
- See the *Oracle Utilities Customer Self Service Installation Guide*, sections "Pre-Installation Tasks" and "Configuring Edge Applications", for additional information.

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Name	Cluster	State	Health
AdminServer(admin)		RUNNING	OK
WC_CustomPortal1	portal_cluster	RUNNING	OK
WC_CustomPortal2	portal_cluster	RUNNING	OK

Assumptions

- For illustrative purposes this document assumes that the WebCenter topology consists of the load balancer, one Admin Server and one cluster, *Portal_Cluster*, which contains two managed servers.
- This document does not cover RAC database setup.

> **Note:** The installation approach described in this document can be applied to a larger number of managed servers in respective clusters.

Installation Steps

Cluster installation is not a single-step procedure, since the current deployment scripts do not cater to clustered environments. This installation uses install scripts in part, and manual steps for other operations.

Installation Process Outline

The installation process comprises the following steps:

1. Import of the default OUCSS users and groups.
2. Installation of the OUCSS schema, deployment of application archives.
3. Creation of an OUCSS data source.
4. Creation of an OUCSS mail session.
5. OUCSS configuration and import of cached data.

Importing the Default OUCSS Users and Groups

Follow Steps 1-9 of the section, "Installing OUCSS" in the *Oracle Utilities Customer Self Service Installation Guide* to create default OUCSS users and groups. In Step 5, use the relevant cluster name for the `WSS2.WSS.ManagedServer.servername` property.

For example, `WSS2.WSS.ManagedServer.servername` should be set to *Portal_Cluster*.

Creating the OUCSS Data Source

The OUCSS data source must be created manually, since the current installation script is capable of creating only a Generic Data Source and will target the source to a single managed server in the cluster.

Depending on the underlying database setup, either Generic Data Source or GridLink Data Source can be used. GridLink Data Source is recommended for clustered database setup.

1. Create a new data source (either Generic or Grid Link) through the WebLogic Console application (**Domain-> Services-> Data Sources-> New**).
2. Specify **OUCSSDS** in the **Name** field and **jdbc/OUCSSDS** in the **JNDI Name** field.

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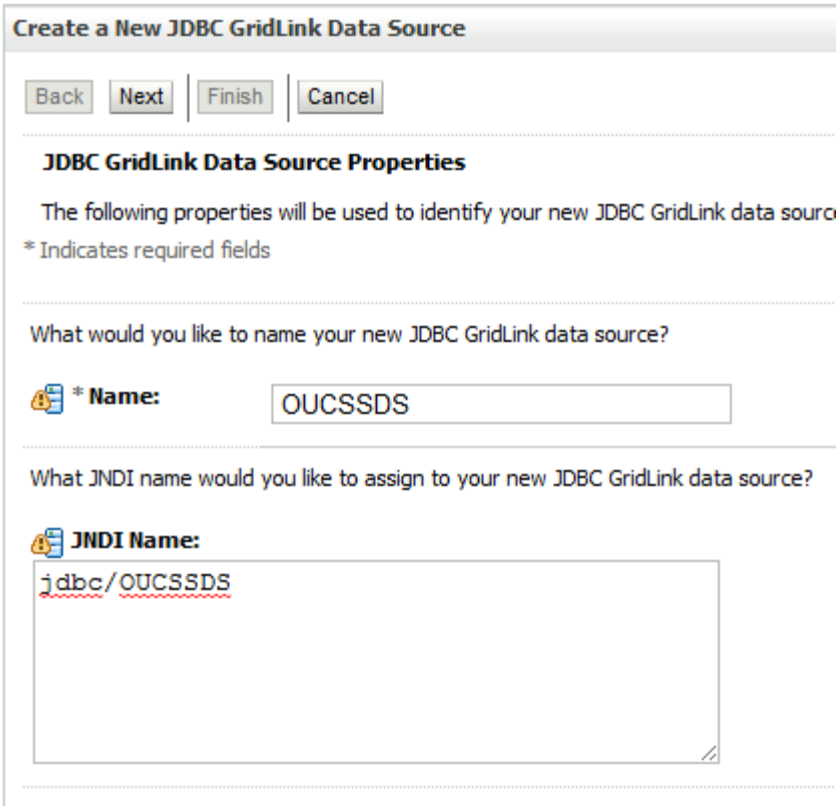
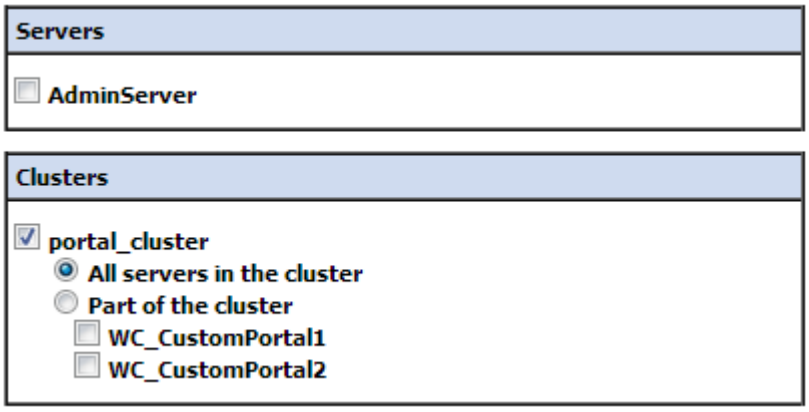


3 Specify the database information.

4 In the **Target** screen, ensure that the data source is available for servers in *Portal_Cluster*.



5 Test and save your changes.

Verifying the Mail Sessions Target

1 Create a new mail session with name *OUCSS* (**Domain > Services-> Mail Sessions**).

The mail session should have its JNDI Name set to *mail/OUCSS:*

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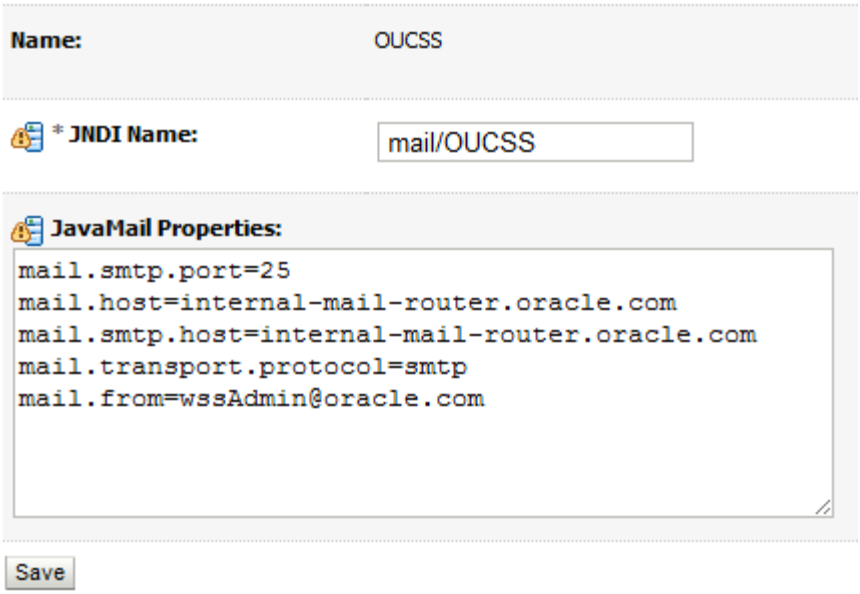
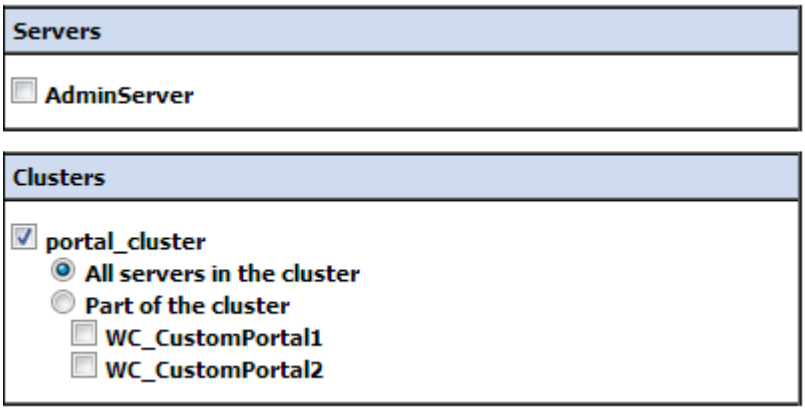


2 On the **Targets** screen, make the mail session available to the *Portal_Cluster* (if it currently points to a single managed server).



3 Save your changes.

4 Restart the Portal managed servers.

Configuring OUCSS and Importing of Cached Data

For these steps, follow the instructions from Step 10 in Chapter 2 ("Installing OUCSS") in the *Oracle Utilities Self Service Installation Guide* to create connections to edge applications, import the cached data, and validate the installation.

Note: Step 12 in "Installing OUCSS" should be skipped; the managed servers should be restarted manually, as the script will not correctly perform a restart of a cluster.

Post-Installation Tasks

After the OUCSS Portal is deployed and Post-Installation Checklist tasks are performed as per Oracle Utilities Self Service Installation Guide:

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- Install OUCSS Rollup Patch#4 (16404870. This patch is mandatory for the OUCSS Portal to work on a cluster environment.

  Important: To install Patch#4, all previous patches (14104249, 14334004, 15931715) must also be installed.

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