# Oracle Product Lifecycle Management

## Oracle PLM Mobile Release Notes

v1.0



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# Preface

Oracle's Agile PLM documentation set includes Adobe® Acrobat PDF files. The Oracle Technology Network (OTN) web site http://www.oracle.com/technetwork/documentation/agile-085940.html contains the latest versions of the Agile PLM PDF files. You can view or download these manuals from the Web site, or you can ask your Agile administrator if there is an Agile PLM Documentation folder available on your network from which you can access the Agile PLM documentation (PDF) files.

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| **Note** | To read the PDF files, you must use the free Adobe Acrobat Reader version 9.0 or later. This program can be downloaded from the Adobe web site http://www.adobe.com. |

The Oracle Technology Network (OTN) web site http://www.oracle.com/technetwork/documentation/agile-085940.html can be accessed through **Help** > **Manuals** in both Agile web Client and Agile Java Client. If you need additional assistance or information, please contact My Oracle Support (https://support.oracle.com) for assistance.

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| **Note** | Oracle customers have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired. Before calling Oracle Support about a problem with an Agile PLM manual, please have the full part number, which is located on the title page. |

## TTY Access to Oracle Support Services

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.. Oracle provides dedicated Text Telephone (TTY) access to Oracle Support Services within the United States of America 24 hours a day, 7 days a week. For TTY support, call 800.446.2398. Outside the United States, call +1.407.458.2479.

## Readme

Any last-minute information about Agile PLM can be found in the Readme file on the Oracle Technology Network (OTN) web site http://www.oracle.com/technetwork/documentation/agile-085940.html.

## Agile Training Aids

Go to the Oracle University web page http://www.oracle.com/education/chooser/selectcountry_new.html for more information on Agile Training offerings.

## Accessibility of Code Examples in Documentation

Screen readers may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, some screen readers may not always read a line of text that consists solely of a bracket or brace.

This documentation may contain links to Web sites of other companies or organizations that Oracle

does not own or control. Oracle neither evaluates nor makes any representations regarding the accessibility of these web sites.

# Overview

This Readme provides technical information about Oracle Product Lifecycle Management (PLM) Mobile 1.0.

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| **Important** | Install and test this release on a designated development server before applying Oracle PLM Mobile on your production environment. Your development environment should mirror your production environment as closely as possible to provide accurate testing results. It is important to validate the installation of this release and confirm your integrations are working correctly as part of your minimum due diligence. Any problems or questions noted during your development system testing should be resolved before installing this release on your production environment. |

## Server Version

Agile PLM 9.3.2 or higher

## Java Home

Set the environment variable JAVA_HOME to the location of the JDK that was installed with Agile PLM. By default, it was installed under the Agile PLM home directory.

# Pre-Installation Instructions

On the system where the Agile PLM application server is installed, download the Oracle PLM Mobile installation file to a temporary directory. Verify that the size of the downloaded software matches the size shown on the software download page and extract the content to the same location.

Make sure you verify the contents of the download distribution from the following table:

| Filename | Description |
|---|---|
| AgilePLMMobile.1.0_install_package.zip | Compressed Winzip file which contains file for Oracle PLM Mobile 1.0. |
| AgilePLMMobile.1.0_Installer.properties | Installer property file used by the Oracle PLM Mobile 1.0 installer. |
| Install.bat | Batch file needed to install Oracle PLM Mobile on Windows only. |
| Install.sh | Script file needed to install Oracle PLM Mobile on UNIX (Solaris/Linux/AIX). |

| | |
|---|---|
| AgilePLMMobile1.0_Readme.html | This readme file which provides technical information on installing Oracle PLM Mobile. |
| Installer | Holds installer related files for successful installation of Oracle Agile PLM Mobile 1.0. |

This section provides step-by-step instructions for installing Oracle PLM Mobile.

# Standalone Environment

1. Log on as a user with local Administrator permissions to the computer where the Agile PLM application server is located.
2. Follow the instructions in *Installing Agile PLM http://docs.oracle.com/cd/E28664_06/otn/pdf/install/E28669_02.pdf* (found on the Oracle Technology Network web site) to stop the application server.
3. For Windows:
   a. Open the Command Prompt and navigate to the temporary directory where you downloaded the Oracle PLM Mobile installation files.
   b. From the temporary directory, run the Install.bat file. The installation begins.
4. For UNIX (Solaris/Linux/AIX):
   a. Open a shell prompt and navigate to the temporary directory where you downloaded the Oracle PLM Mobile installation files.
   b. From the temporary directory, run the Install.sh script. The installation begins.
5. When the installation process is finished, the Installation Successful message appears.
6. Press the Enter key to complete the installation and the Build Successful message appears.

# Cluster Environment

**Important** Oracle PLM Mobile must be installed on the Administration Server and all Managed Servers.

1. Log on as a user with local Administrator permissions to the computer where the Agile PLM application server is installed.
2. Follow the instructions in *Installing Agile PLM http://docs.oracle.com/cd/E28664_06/otn/pdf/install/E28669_02.pdf (*found on the Oracle Technology Network web site) to stop the Agile PLM application server in a cluster environment.
3. For Windows:
   a. Open the Command Prompt and navigate to the temporary directory where you downloaded the Oracle PLM Mobile installation files.
   b. From the temporary directory, run the Install.bat file. The installation begins.
4. For UNIX (Solaris/Linux/AIX):
   a. Open a shell prompt and navigate to the temporary directory where you downloaded the

Oracle PLM Mobile installation files.

b. From the temporary directory, run the Install.sh script. The installation begins.

5. When the installation process is finished, the Installation Successful message appears.
6. Press the Enter key to complete the installation and the Build Successful message appears.

# SSL and Web Proxy Configuration

If the Agile PLM application server is using a web proxy or secured socket layer (SSL) for the client-server communication, validate the endpoint URLs in the connections.xml file in the following directory:
<AGILE_HOME>\agileDomain\applications\application.ear\agilers.war\com.oraclecorp.internal.PLMMobile.

## SSL Configuration

1. Change protocol from http to https and change the port number to SSL port number in the connections.xml file.
2. Add an additional cookie, `_WL_AUTHCOOKIE_JSESSIONID`, along with the `JSESSIONID` cookie. For example,

```
<cookieNames>
   <cookie name="JSESSIONID"/>
   <cookie name="_WL_AUTHCOOKIE_JSESSIONID"/>
</cookieNames>
```

| | |
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| **Important** | If you encounter the error message, "Certificate was issued by an unrecognized entity, when you log in to the mobile application", contact Oracle Support. This error occurs when the Agile PLM application server uses Self-Signed Certificates or a certificate that is not authorized by Certificate Authorities. |

## Web Proxy or Load Balancer Configuration

If you are using a web proxy or load balancer, update the server and port number in endpoint URLS, as applicable.

# Oracle PLM Mobile Configuration

After installing Oracle PLM Mobile, a new folder named agilers is created in the <AGILE_HOME>\agileDomain\config directory.

This folder contains a file named agilers.properties. This file contains the following entries:

- USER_GROUP_ALL_OR_ANY_OPTION: This option is used when adding reviewers for PSRs or QCRs. The default value is set to ANY. Change this value to ALL if your deployment requires all users within a group to review PSRs or QCRs.

- LOAD_TABLES_ON_EDIT_SCREEN: This option determines whether the user can view and edit the existing affected items, relationships, and attachments when editing a PSR or QCR. When the value is set to false, users only see a count of the existing content, and are only able to modify newly added content. The user is able to add new affected items, relationships, and attachments and edit them, but cannot edit anything that existed before entering edit mode.
- Class ID/Subclass ID Section: This section captures a file name for those classes and subclasses used by the Oracle PLM Mobile client to display the General Information and Additional Information screens.If your deployment does not introduce new subclasses, the existing entries are applicable.

  To add or remove attributes from the General Information and Additional Information sections for a subclass, locate the corresponding file and update it.

  To add a new file to deploy a specific subclass, locate the subclass ID and provide a filename with the ID number. Use one of the existing files as a template to configure the General Information and Additional Information sections for the subclass.

# Starting the Server

In a standalone environment, start the Agile PLM application server. In a clustered environment, start the Agile PLM application server on all cluster nodes, starting with the Administration server to all Managed servers.

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| **Note** | If you start the Agile PLM application server as a Microsoft Service, you must uninstall the service by running the UninstallService.cmd file in the agileDomain\bin directory after installing Oracle PLM Mobile on the application server. Recreate the service by running the InstallService.cmd file which is also located in the agileDomain\bin directory. |

# Installing the Oracle PLM Mobile Client

Download the Oracle PLM Mobile app from the App Store and install it on your iPad. Configure the app to connect to your Agile PLM 9.3.2 application server.

# Post-Installation Verification

**To verify that Oracle PLM Mobile has been successfully installed:**

1. Open the following URL to verify installation details:

   http://<hostaddress>:<port>/agilers/PLMMobileInfo
2. Start the Oracle PLM Mobile app on the iPad.
3. On the Configuration screen, enter your Agile PLM login ID and password in the Username and Password fields. In the Server field, enter the server URL in the following format:

   http://<Agile *Application Host Name*>:<*Port Number*>/agilers/

# Using the Oracle PLM Mobile App

A set of four demonstration videos are published to YouTube YouTube - http://www.youtube.com/watch?v=udlOtq1zobY that you can review. The first video is all-inclusive and covers all of the primary use cases supported on the mobile platform. The other three videos contain information specific to the following subjects:

- Mobile PLM Process Reviews and Approvals
- Mobile Product Quality Issue and Complaint Management and Review
- Mobile Product Quality Audit and Findings Management and Review.

# Known Issues

## Known Issue Disclaimer

This list of Known Issues consists of those found at the time of the initial release. The product may have additional issues found after the initial release and therefore this list is subject to change and is not always comprehensive. Oracle support will continue to track known issues of this product release found on My Oracle Support. Please check for updates at https://support.oracle.com.

16662083

**Issue**: LOAD MORE WILL NOT LOAD THE RECORDS BASED ON FILTERS APPLIED

**Steps to Reproduce**:

1. Log in to PLM Mobile application and navigate to Quality.

2. Enter search criteria to search for objects; for example, NCR*.

3.Apply a filter, such as status, as pending. Make sure the number of matching records is greater than 25.

4. Tap the **Load More** link at the bottom of the search results page.

*Result:* The filters are reset and the records show without applying any filter criteria.

Expected result: Selecting Load more should load the records according to the criteria that has been set. Filters should be retained, even after selecting Load more.

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16610572

**Issue**: DATA WILL BE LOST ON SAVE IF DESCRIPTION IS GREATER THAN 150 CHARACTERS.

**Steps to Reproduce**:

1.Create new Quality Record.

2. Search for newly created record.

3. Navigate to the Edit screen, and then tap the **Edit** icon on the General Information section. Enter a description with more than 150 characters.

4. Edit additional attributes, enter values, and save.

Note: Error displays saying "Description is more than 150 and will be truncated."

5. Tap **OK**.

*Result:* Description value and other attribute values entered are not saved.

*Expected result*: Error message should display as soon as the number of characters is more than 150. Values entered for other attributes should be retained and saved.

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16372292

**Issue**: "NO NEW NOTIFICATIONS" APPEARS AND SCREEN IS BLANK

**Steps to Reproduce**:

1. Log in to PLM Mobile application.

2. Navigate to one of the tabs, such as Approvals.

3. Slide the Notifications bar at the top of the screen down. Note that the text displays "No New Notifications" and the background is blank.

Note: The user must tap on the screen or press the Back button to display the UI again.

*Expected result*: The current page should be maintained in the background when the message displays.

# Frequently Asked Questions

**Q: If my system is behind a firewall, do I need to have VPN to access the server?**

A. Yes, if you normally use VPN to access the environment remotely, then you will need to have VPN installed on your device.

**Q: Do I have to upgrade my client and server side installation together?**

A: No. Your client should still work regardless of whether the server side install is on a newer or older version. However, certain functionality and features may be unavailable.

**Q: How do I change the server that my client is pointing to?**

A: Go to Settings and tap **Reset Login Server Information**. Enter in the new server's location and login information, and then tap **Connect**.

**Q: How do I validate that the mobile patch was installed successfully?**

A: Open a web browser on the machine where you installed the patch and enter the URL, http://<HOST>:<PORT>/agilers/PLMMobileInfo. Enter your Agile PLM username and password, when prompted. A page displays PLM Mobile patch related information. Click the Validation URL to verify that the mobile server patch was installed successfully.

**Q: How do I ensure that the Agile app on a mobile device can access the Agile PLM server in my environment?**

A: Open a browser on your mobile device and enter the URL, http://<HOST>:<PORT>/Agile. If the Agile PLM web application web page displays, the app can access the Agile PLM server.

**Q: I'm not able to log in to my PLM mobile app. I checked and found that on my mobile device I cannot access the Agile PLM web application with the host name, but I'm able to access the web application with the IP address of the Agile PLM server.**

A: In this scenario, you should request your Agile administrator to register the Agile PLM server host name with a DNS. If that is not possible and you are required to access the Agile application with the Agile server's IP address on mobile devices, perform the following steps on the server where the Agile application and the mobile patch have been installed:

1. Unpack the application.ear file, located in the agileDomain\applications folder on the computer where you installed the Agile PLM application server. Make a copy of this file before you start the process.
2. From the extracted package, unpack the agilers.war file, and then open the connections.xml file in edit mode. This file is located in the agilers.war\com.oracle.OPLMM\ directory.
3. Change the following entries in the connections.xml file from host name to IP address:
   - RestServerEndPoint: http://<IP address>:<PORT>/agilers/resources
   - Login URL: http://<IP address>:<PORT>/agilers/resources/session/user
   - Logout URL: http://<IP address>:<PORT>/agilers/resources/session/user
4. Repack the agilers.war file with the updated connections.xml file.
5. Repack the application.ear file with the updated agilers.war file.
6. Restart the Agile PLM application server.
7. On the machine where the Agile PLM application server is installed, enter the URL, http://<IP address or HOST>:<PORT>/agilers/com.oracle.OPLMM/connections.xml to verify that the host name in the connections.xml file has been changed to the correct IP address.
8. Delete the PLM Mobile app from your mobile device and reinstall it.
9. On the PLM Mobile app, add http://<HOST>:<PORT>/agilers as the Restful Webservice URL attribute. You should now be able to log in with your Agile PLM username and password.

If the previous steps do not resolve the issue, contact Oracle Support.

# Basic Security Considerations

The following principles are fundamental to using any application securely.

## Keep Software Up-To-Date

One principle for good security practice is to keep all software versions and patches up-to-date. To ensure that you have the most current and updated Agile PLM software for the latest version, regularly check the updates page.

# Follow the Principle of Least Privilege

The principle of least privilege states that users should be given the least amount of privilege to perform their jobs. Over-ambitious granting of responsibilities, roles, grants, etc., especially early on in an organization's life cycle when people are few and work needs to be done quickly, often leaves a system wide open for abuse. User privileges should be reviewed periodically to determine relevance to current job responsibilities.

# Monitor System Activity

System security stands on three legs: good security protocols, proper system configuration and system monitoring. Auditing and reviewing audit records address this third requirement. Each component within a system has some degree of monitoring capability. Follow audit advice in this document and regularly monitor audit records.

# Keep Up To Date on Latest Security Information

Oracle continually improves its software and documentation. Check this note yearly for revisions.